

Nebraska Department of Health   
and Human Services Licensure System RFP

Attachment 2  
   
Business Requirements   
Traceability Matrix

June 15, 2020

**ATTACHMENT TWO**

**Business Requirements Traceability Matrix**

**Request for Proposal Number 6249 Z1**

**Bidder Name: MST Solutions**

**Introduction**

The Department of Health and Human Services (DHHS) Public Health Licensure Unit has identified the following major functions and divided the functions into operational tasks. DHHS wants to implement a commercial, off-the-shelf (COTS) licensure software system with as little customization as possible. **Bidders are encouraged to identify when and where any improvements or modifications to the system can improve the workflow.**

The State realizes that not all of the requirements stated in this specification may be COTS functions or operational tasks. While it is hoped that many of the functions and tasks are available from COTS, the State encourages Bidders to note any modifications necessary to provide the functions required in this specification, and to meet the design needs of the system.

The major considerations for the procurement, implementation, and maintenance of required software and hardware components which are associated with the licensing information system are summarized as follows:

1. The system exists to support the functional needs of DHHS.
2. The capacity (or expandability) of the system should be adequate to cover the long-range needs of DHHS, up to ten years at 10% annual growth. The system should be capable of processing the current and projected size, volume, and types of licenses.
3. The system should offer optimal performance with a minimal expenditure of DHHS personnel resources or funds required for maintenance (e.g., contractor labor).
4. The operational features of the software should be advanced in functional considerations and representative of state-of-the-art technical design.
5. The State wishes to implement a technically advanced, robust, and proven system – not a new and unproven system that could introduce high levels of risk.
6. Legislation may change the requirements for currently regulated license types or create new regulated license types. The system must be flexible enough for DHHS staff to add new license types and change the requirements for current license types within a short period of time.

It should be noted that some examples and illustrative phrases are provided throughout this specification. Bidders are cautioned that a specific implementation should not be inferred from an example or illustration, but that an appropriate implementation should be proposed.

If there is a conflict between a description in a narrative section of this document and a requirement quoted as a specification, the specification must have precedence.

Bidders should describe in detail how the proposed system meets the conformance specification outlined within each Functional/Business Requirement. It is not sufficient for the Bidder to simply state that it intends to meet the requirements of the RFP. The traceability matrix must indicate how the Bidder intends to comply with each requirement and the effort required to achieve that compliance.

The traceability matrix is used to document and track the project requirements from the proposal through testing to verify that the requirements have been met. The Contractor will be responsible for maintaining the contract set of Baseline Requirements. This 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 bidder must ensure that the original requirement identifier and requirement description are maintained from the traceability matrix.

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 description of the requirement to which the Bidder must respond. This language is specified in the RFP and must not be modified by the Bidder. |
| (1) Comply | Bidder must insert an "X" if the system complies with the requirement. Describe in the response how the system meets the requirement. If the system does not comply with the requirement, the Bidder must address the following:   1. Capability does not currently exist in the system, but is planned in the near future (within the next few months) 2. Capability not available, is not planned, or requires extensive source-code design and customization to be considered part of the Bidder's standard capability 3. Capability requires an extensive integration effort of more than 500 hours |
| (a) Core | Bidder must 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 | Bidder must 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 | Bidder must 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, functionality, and benefits in the response. |

**Licensure Software Functional/Business Requirements**

The functional requirements listed below are those that DHHS staff deem essential. Bidders must note if their application meets each specific requirement and describe how their software will meet each requirement. Bidders should also define and describe any additional functionality available in their software, beyond what is listed in the functional requirements.

Each requirement is identified by the following first three characters:

|  |  |
| --- | --- |
| BID | Bidder Requirements |
| GEN | General System Requirements |
| ILA | Initial Licensure and Examination Requirements |
| RLA | Renewal Licensure Requirements |
| ACT | Accounting and Fees Requirements |
| LCV | License Certification/Verification Requirements |
| COM | Complaints and Investigations Requirements |
| DIS | Disciplinary Actions Requirements |
| MOB | Inspection and Mobile Functionality Requirements |
| RPT | Reporting Requirements |
| INT | Data Interface Requirements |
| ONL | Online Transaction and Public Interface Requirements |
| TRN | System Training Requirements |
| PHI | Public Health Investigations Requirements |

**Bidder Requirements**

|  |  |
| --- | --- |
| **Req #** | **Requirement** |
| BID-1 | Provide a Draft Project Management Plan. |
| Response:  We have extensive experience working on projects that include formal deliverable development and project management consistent with the scope of services included in the RFP - managing COTS application acquisition, configuration, testing, implementation, and ongoing support.  Specifically, we would leverage our comprehensive Project Management Plan as a basis to begin the overall set of activities needed to ensure project governance, decision-making, resource alignment, testing, knowledge transfers, operational readiness/support, and issue and risk management functions are in place and working well.  The Project Management Plan and supporting artifacts helps to maintain the focus of the project across all project staff, executive management and key stakeholders. The plan is a self-contained set of sub plans that fully encapsulates and integrates all critical aspects to successfully manage a project of this size and scale. Some sub plans, due to their complexity and/or length, may be delivered as stand-alone documents but integrated in the overall Project Management Plan.    It is our practice to use this Project Management Plan for each project we undertake to ensure that the client, our team, and all stakeholders are operating from the same set of guidelines and expectations. Depending on the project, certain areas may require more depth or attention.  By using this effective planning document, we can ensure that Department of Health and Human Services (DHHS) and our team will have an agreed-upon and documented project plan completed rapidly that encompasses all aspects of the project. Note that we routinely update the project management plan throughout the course of the project effort, as changes occur, or phases of the projects are completed.  The project plan deliverables we propose for each project contain the following chapters, though some of these will be created later in the project life cycle:   | **Comprehensive Project Management Plan Components** | | | --- | --- | | Project Charter | Business Readiness Plan | |  | Organizational Change Leadership Management Plan | | Resource/Staffing Plan | Implementation Plan | | Project Schedule and Work Plan | Post-Implementation Plan | | Budget Management Plan | Technical Readiness Plan | | Communications Management Plan | Transition Plan | | Governance Framework and Change Control Plan | Issue and Risk Management Plan | | Test Plan | Project Closure Plan | | Training Plan |  | |  | Deliverable Management Plan | | Stakeholder Management Plan | Requirements Management Plan | | Scope Management Plan | Quality Management Plan |     If DHHS has an existing Project Management Plans in use, we will review and utilize these templates if desired by DHHS. Our goal is to ensure established Plans are in place that meet the DHHS’ expectations.  On the following pages you will find screen shots of the Table of Contents from a sample comprehensive Project Management Plan (note that not all of the plans were used during the project sample).      *End of Sample* | |
| BID-2 | Describe the anticipated data conversion timeline, including the rollout strategy and when full implementation will be achieved. |
| Response:  Data migration is the most important project deliverable, given the widespread impact an issue could cause. Because of the intricacies of data, MST will work closely with the DHHS experts on the data to ensure a thorough understanding of its current state and develop appropriate strategies to minimize the risks evident in data migration. The following is our high-level process for approaching data migration and the plan will be detailed as part of the implementation plan preceded by creating an inventory of data sources and targets.    *1.*       *Data Analysis/Discovery*  During the discovery sessions, MST will work with DHHS team to analyze the current data model and identify data that need to be migrated into the new Salesforce org.    *2.*       *Identify Data to be Migrated*  MST will document the objects and data which need to be migrated into the new org.    *3.*       *Data Cleansing*   Working through the patterns of data, cleansing and normalizing to transform the data sets to an acceptable intake state. For the DHHS, this plan will include all data types.    *4.*       *Data Mapping and Data Flow*  MST will build the data mapping document based on the sources and target object structure and its relationship.    *5.*       *QA/UAT*  The test plan consists of testing subsets of data. MST will develop test scripts, complete at least one sample upload with a subset of DHHS data or mock test data and validate it.    *6.*       *Full Data Migration*  After validation, MST will conduct a full migration using Data loader and validate for completeness.    A key element of governance for DHHS data MST is ready to work with the named data conversion project team and document the charter including accountability and lines of authority. This plan will also include methods to identify, verify and resolve issues before during and after conversion | |
| BID-3 | Describe how the system automatically expands text boxes based on amount of text entered. Fields of adequate length for data elements and narrative text notes are required, as well as being able to view a significant portion of text notes without scrolling.  DHHS is seeking a configurable system that does not have unreasonable data entry limitations and that allows large sections of comments to be seen in their entirety without scrolling. Some examples include inspection and investigation description entry fields, licensee record notes, and name and address fields. The Contractor must provide the data dictionary within thirty (30) calendar days following contract execution. |
| Response:  **Lightning Web Components**  Lightning Web Components is the Salesforce implementation of that new breed of lightweight frameworks built on web standards for building custom components in Salesforce. It leverages the web standards breakthroughs of the last five years and delivers unparalleled performance. It leverages custom elements, templates, shadow DOM, decorators, modules, and other new language constructs available in ECMAScript 7 and beyond.  Lightning Web Components provides a layer of specialized Salesforce services on top of the core stack, including:   * The Base Lightning Components, a set of over 70 UI components all built as custom elements. * The Lightning Data Service which provides declarative access to Salesforce data and metadata, data caching, and data synchronization. * The User Interface API, the underlying service that makes Base Lightning Components and the Lightning Data Service metadata aware, leading to substantial productivity gains.  Enhanced Notes Enhanced notes allow you to stay organized and on top your licensees, issued licenses, complaints, and public request. With Notes, Salesforce’s enhanced note-taking tool, you can use rich text, lists, and images in your notes; relate notes to multiple records; and create notes in Lightning Experience. To meet the requirements to display narrative text notes without scrolling, we will develop a custom component that will display the notes in chronological order and allows the user to view significant portion of narrative text notes in each line.  **Data Dictionary**  Forms, reports, workflows, user access privileges, tenant-specific customizations and business logic, even the definitions of underlying data tables and indexes, are all abstract constructs that exist merely as metadata in Salesforce's Universal Data Dictionary (UDD).    Salesforce does not create an actual table in a database or compile any code. Instead, Salesforce simply stores metadata that the platform's engine can use to generate the virtual application components at runtime. When someone wants to modify or customize something about the application, all that's required is a simple non-blocking update to the corresponding metadata.    Salesforce does not generally provide large, offline documentation such as a data dictionary because we store data as metadata. Administrators can access this metadata anytime through the web browser. In addition, there is an interactive reporting module including a data dictionary of objects and fields, map of profiles to page layouts, map of fields to reports, changes by admin, and a host of other key reports available for download on the AppExchange.    More detail about the data model can be viewed/accessed at[https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/data\_model.htm#](https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/data_model.htm)[!](https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/data_model.htm#!)  **Entity Relationship Diagrams**  Entity relationship diagrams (ERDs) are available for standard Salesforce objects and illustrate important relationships between objects. Salesforce ERDs use crow’s foot notation. Each ERD includes links to the topics that describe the fields in objects related to the diagram.  Salesforce Schema Builder provides a dynamic environment for viewing and modifying all the objects and relationships in your app. This greatly simplifies the task of designing, implementing, and modifying your data model, or schema. Schema Builder is enabled by default. You can view your existing schema and interactively add new custom objects, custom fields, and relationships, simply by dragging and dropping. Schema Builder automatically implements the changes and saves the layout of your schema any time you move an object. Schema Builder provides details like the field values, required fields, and how objects are related by displaying lookup and master-detail relationships. You can view the fields and relationships for both standard and custom objects. | |
| BID-4 | Describe the age, development stage, and robustness of the system, including mobile and synchronization capabilities. |
| Response:  **Development**  Salesforce was incorporated in Delaware in February 1999, founded on the simple concept of delivering enterprise customer relationship management (CRM) applications via the Internet, or Cloud. Introducing their first service in February 2000, Salesforce initiated one of the most significant paradigm shifts in the computing industry by pioneering the revolutionary idea to deliver enterprise CRM as Software as a Service (SaaS). Salesforce has since expanded its service offerings with new editions, solutions, features, and Platform as a Service (PaaS) capabilities.  **Upgrades**  All upgrades, patches, and other system maintenance are provided as part of the subscription service with no additional cost to the State. In addition, Salesforce releases 3 complimentary upgrades each year, in Winter, Spring, and Summer versions. All Salesforce users are always on the latest version of our platform because everyone gets instant upgrades (typically on an opt-in basis). Each time Salesforce releases a new version of the application and the platform, the entire community can take advantage of the latest innovations from our product development team. Because of our multi-tenant architecture, Salesforce is able to provide all of our customers with a service based on a single version of our application. We are able to upgrade all of our customers at the same time with each release. As a result, we do not have to maintain multiple versions of our application. Each release will be delivered automatically in a transparent manner, and will not break your configurations.  **Scalability**  Salesforce is a pure multi-tenant, cloud-based web application. Multi-tenancy gives applications elasticity. Salesforce applications can automatically scale from one to millions of users. Processing more than 5 billion transactions each day, Salesforce is used for large-scale deployments. Any application that runs on the Salesforce Platform is automatically architected to seamlessly scale from 1 user to millions of users without the customer having to do anything differently.  All applications (including mobile, offline and read-only options) and data running on the Salesforce Platform are deployed to and replicated across multiple data centers in different geographies. Every application, no matter how large or small, gets the full benefits of the backup, failover, disaster recovery, and other infrastructure services required for an organization’s mission-critical applications.  **Salesforce Mobile**  Mobility is a native capability of the Salesforce Platform. The Salesforce mobile app is built on the Salesforce Platform and provides the State’s users with a completely unified mobile experience across a variety of mobile devices, including iOS and Android smartphones and tablets. Virtually all functions in the application proper can be accessed through our Salesforce mobile app such as collaboration, workflow and approvals and much more. Mobile support is standard, out-of-the-box functionality and requires no customization or third party mobile application development tools. Configure your enterprise app once and it’s instantly mobile from the get-go.    The Salesforce mobile app allows the State’s users to access Salesforce solutions from anywhere, bringing all of the Salesforce customizations, configurations, settings, and data to any device. Salesforce mobile app can be instantly distributed to mobile users each time a new app is created – with no deployment headaches. With the power of the platform, administrators can build applications on the desktop and then mobile-enable them with just a few clicks. From custom tabs and configurations to Salesforce pages and more, the State can tailor mobile deployments for individual users or groups so that everyone is ultra-productive, no matter where they are located. Mobile enables the State to: develop and run mobile and desktop apps on a single cloud computing platform; create customized mobile profiles that are specific to a user or group’s needs; and push customizations over the air automatically so users never have to sync devices.    Salesforce Mobile Partner Applications  The Salesforce AppExchange provides a rich ecosystem of applications built by Salesforce's partners. This ecosystem supports and enables a wide variety of use cases, many of which are enabled on mobile devices. There are over 900 partner apps listed on the AppExchange: <https://appexchange.salesforce.com/appxSearchKeywordResults?keywords=mobile>.    Mobile Field Workers  The State's mobile field workers would be able to access their Salesforce environment to update service requests and manage assignments from the field via the Salesforce mobile app. The Salesforce mobile app is built on the Salesforce Platform and provides mobile field workers with a completely unified mobile experience across a variety of mobile devices, including iOS and Android smartphones and tablets. Virtually all functions in the application proper can be accessed through our Salesforce mobile app. The mobile app also allows users to logout when they have completed their tasks, and another user could login using their credentials, enabling multiple field workers to access the environment from one device.    Customer Mobile Access  The State's customers would be able to access information, such as knowledge articles, service request status, reported issues as well as report new issues and create service requests via a mobile device. The self-service, or community interface leverages HTML5 and therefore is accessible via the browser on a mobile device and re-factors to run optimally on the mobile device. Therefore, the functionality that a user has access to via the self-service application, including searching the knowledge base, creating, updating and viewing service requests, are available from a mobile device. Additionally, users can receive email on their mobile device, and with setup workflow rules, users can receive alerts when there are changes in the status of a service request. Salesforce offers several community templates that can be used to create a seamless self-service experience regardless of what device and channel the customer chooses to engage. Community templates allow the State to quickly and easily build a self-service community that gives customers the same visual and functional experience whether they use a tablet, a mobile device, or their desktop.    Salesforce Mobile SDK  If the State desires a more customized mobile application, the Salesforce Mobile SDK is an open-source suite of familiar technologies that will allow the State to rapidly build HTML5, native and hybrid mobile apps that connect to the Salesforce Platform. Using the SDK, the State can develop cross-platform HTML5 web apps, native iOS apps using Objective-C, or Android apps written with Java. The State can also create HTML5-based hybrid apps using the SDK’s Mobile container, a wrapper based on Apache Cordova (PhoneGap) that enables HTML5-based applications to leverage device features like the camera and microphone. Additionally, the SDK provides libraries for key enterprise requirements, such as authentication and secure offline storage, effectively providing an enterprise-ready mobile application container. For more details, see <https://developer.salesforce.com/devcenter/mobile>.  **Offline Access**  Your mobile users' productivity doesn't have to stop when there's no connectivity. When you enable caching and Offline Edit, users can keep working, unimpeded by a subway commute, FAA regulations, capricious cellular signals, or bunker-style buildings.    With just a few clicks, you can protect your Salesforce app users against the vagaries of mobile connectivity. You can enable two levels of offline access: caching frequently accessed records, so users can view data while offline, and Offline Edit, so users can create, edit, and delete records while offline. Offline access is available in Salesforce for Android and iOS only.    With Salesforce app caching and Offline Edit, Salesforce for Android and iOS users can work with many of their frequently accessed objects and records while offline. Here’s the list of data and Salesforce app user interface elements that are available offline: <https://help.salesforce.com/articleView?id=salesforce_app_whats_available_offline.htm&type=5>.    With caching in Salesforce enabled, your Salesforce for Android and Salesforce for iOS users can see important data when working offline or when the mobile app can’t connect to Salesforce. The app caches a set of a user’s recently accessed records so they're available for viewing without a connection. And much of the data that a user accesses throughout a Salesforce session is also added to the cache. Cached data is encrypted and stored in a secure, persistent data store.    Caching in the Salesforce app is enabled the first time someone in your org installs Salesforce for Android and Salesforce for iOS. Recently accessed records are determined by a user's activities in both the app and the full Salesforce site. The contents of a user’s cache determines the data that’s accessible when the user’s mobile device is offline. If a user chooses not to customize their cache, Salesforce populates the user’s cache with up to 30 recently accessed records for their five most recently accessed objects. Throughout a session, many of the other records that the user accesses are also added to the cache. (Not all Salesforce data is available offline—see Create, Edit, and Delete Records in the Salesforce App While Online or Offline: <https://help.salesforce.com/articleView?id=salesforce_app_work_offline.htm&type=5>). A record remains in the user’s cache for 30 days. Each time the same record is accessed, the clock resets. But if the record isn’t touched within 30 days, it’s automatically removed from the cache and won’t be available offline until the user accesses the record again. Logging out of Salesforce removes all data from the cache. The next time the user logs in, the process of generating the cache starts over.    For more information on Salesforce mobile app offline, please see: <https://help.salesforce.com/articleView?id=salesforce_app_offline.htm&type=5>.    Additionally, Salesforce offers a number of apps from the AppExchange that can provide offline capabilities:  <https://appexchange.salesforce.com/results?keywords=offline%20mobile>. | |
| BID-5 | Describe the update cycle of the licensure software system, such as how often new versions will be implemented. |
| Response:  We follow agile methodology for software development and will work with the customer to set the cadence for deploying changes to production. As part of the delivery process, we follow software best practices to perform the following - unit test the changes in development, perform quality assurance in a test environment, and deploy the changes in an acceptance test environment with full copy of production data for customer validation. Only upon obtaining the customer sign off based on the validations performed in the acceptance test environment the changes will be deployed to production.  In addition, Salesforce periodically upgrade their platform as follows:  **Upgrades**  All upgrades, patches, and other system maintenance are provided as part of the subscription service with no additional cost to the State. Salesforce releases three complimentary upgrades each year, in Winter, Spring, and Summer. All Salesforce users are always on the latest version of our platform because everyone gets instant upgrades.    Each time Salesforce releases a new version of the application and the platform, the entire community can take advantage of the latest innovations from our product development team. Because of our multi-tenant architecture, Salesforce is able to provide all of our customers with a service based on a single version of our application. Each release will be delivered automatically in a transparent manner, and will not break your configurations. | |
| BID-6 | Describe any compatible software packages used to create reports, templates, correspondence, etc., and how the software package versions are updated to ensure compatibility with DHHS versions. |
| Response:  Nintex Drawloop DocGen® for Salesforce is the only no-code document generation solution on the AppExchange. Its drag-and-drop designer interface makes it easy for Salesforce admins with no coding experience to build automated solutions for existing manual document creation tasks. Generate ANY-and-ALL types of documents in PDF, Word, Excel and PowerPoint formats:   * Create documents with the data that drives your business. With one click, Drawloop DocGen® inserts data from any object within Salesforce or other systems of record into any document template. * Create, manage and generate document packages ,without losing the benefits of an easy-to-use and familiar user experience within Salesforce. Also, create documents on the go with seamless Salesforce1 compatibility. * Manage access to documents based on stage or user permissions and eliminate human errors with pre-defined templates, ensuring legal and policy compliance. Auto-assign tasks, alerts and follow-ups to make sure nothing   **Core Reports & Dashboards**  Salesforce offers a powerful suite of analytics and reporting tools to help you view and analyze your data. Salesforce analytics consists of several integrated parts:    **Report Types**  A report type defines the set of records and fields available to a report based on the relationships between a primary object and its related objects. Reports display only records that meet the criteria defined in the report type. Salesforce provides a set of pre-defined standard report types; administrators can create custom report types as well. For example, an administrator can create a report type that shows only job applications that have an associated resume; applications without resumes won't show up in reports using that type. An administrator can also show records that may have related records—for example, applications with or without resumes. In this case, all applications, whether or not they have resumes, are available to reports using that type.    Report Formats  Salesforce reports can use the tabular, summary, matrix, or joined format:  *Tabular reports* are the simplest and fastest way to look at data. Similar to a spreadsheet, they consist simply of an ordered set of fields in columns, with each matching record listed in a row. Tabular reports are best for creating lists of records or a list with a single grand total. Examples include contact mailing lists and activity reports.  *Summary reports* are similar to tabular reports, but also allow users to group rows of data, view subtotals, and create charts. They can be used as the source report for dashboard components. This type of report can be used to show subtotals based on the value of a particular field or when a hierarchical list is desired, such as all Cases for your team, subtotaled by Status and Owner.  *Matrix reports* are similar to summary reports but allow users to group and summarize data by both rows and columns. This type of report can be used for comparing related totals, especially if there are large amounts of data to summarize and users need to compare values in several different fields, or users want to look at data by date and by type, person, or geography.  *Joined reports* let users create multiple report blocks that provide different views of the data. Each block acts like a “sub-report,” with its own fields, columns, sorting, and filtering. A joined report can even contain data from different report types.  *Tableau visualizations* give you a new way to see and understand your data. These are very strong in showing visual aspects of your data to quickly convey the importance of certain values and outliers.  Reports  A report returns a set of records that meets certain criteria, and displays it in organized rows and columns. Report data can be filtered, grouped, and displayed graphically as a chart. Reports are stored in folders, which control who has access. To help you monitor the State, Salesforce offers a wide range of standard reports, accessible in the standard reports folders on the Reports tab. All our standard reports are "templates" so they can be used as report starting points from which users can alter fields, criteria, etc. and use the "Save As" function to easily capture a version more specific to their unique needs. Users can also create new custom reports to access exactly the information they need. Subtotal and limit data to help users analyze trends and get a concise picture of what is happening in the State.  **Templates and Correspondence**  The Salesforce AppExchange provides a rich ecosystem of applications built by Salesforce's partners. This ecosystem supports and enables a wide variety of use cases, many of which are enabled on mobile devices. There are over 900 partner apps listed on the AppExchange: <https://appexchange.salesforce.com/appxSearchKeywordResults?keywords=mobile>.   * SIMPLE * Create documents like licenses, letters and more with the data that drives your business. With one click, data from any object within Salesforce or other systems of record can be inserted into any document template. * FAMILIAR Create, manage and generate document packages in Lightning or Classic, without losing the benefits of an easy-to-use and familiar user experience within Salesforce. Also, create documents on the go with seamless Salesforce1 compatibility. * COMPLIANT Manage access to documents based on stage or user permissions and eliminate human errors with pre-defined templates, ensuring legal and policy compliance. Auto-assign tasks, alerts and follow-ups to make sure nothing falls through the crack   All reports are versioned and committed in a Git based source repository system. The templates are managed through third party packages and they provide their own mechanism for versioning and releasing the changes to production. Each correspondence is automatically saved along with the associated record in the system. | |
| BID-7 | Describe the document scanning methodology used, including compatible software packages that interface with the system, and how documents are attached, referenced, and deleted from license records. If the system does not have an integrated scanning/attachment module, describe the proposed electronic documentation system. Describe how the software package versions are updated to ensure compatibility with DHHS versions. DHHS currently scans paper documents with a copier. DHHS also receives already-scanned documents In either case, DHHS will need to attach those documents to the licensee record. |
| Response:  CCScan a 3rd party app available on the Salesforce AppExchange allows for document scanning. Features include:   * Capture, scan & import digitized documents directly Salesforce with no extra steps saving massive amounts of time and effort. * Quick to set-up and intuitive to use, ccScan is user friendly regardless of your technical expertise. Scan or Import documents to Salesforce effortlessly.  Administrator modes allow for advanced users to setup and lock complex processes. * Eliminate manual steps and automate job, processing documents with minimal or no human activity beyond setup. Our software comes equipped with Barcode and OCR capabilities to further speed digitization, data access and archiving. * Scan or import documents to Salesforce Attachments, using automatically extracted data to identify, lookup record and populate fields.   Run unattended jobs to import electronic faxes and attach them automatically to existing or newly created Salesforce records. * Create PDF Attachments from scanned or imported documents and update fields with information extracted from the document in a single, fully automated step. * Use database lookup to retrieve key data to populate fields or lookup records in Salesforce. * Use intelligent technologies such as Barcode Detection, Zonal OCR and text pattern search with Regular Expressions to automate uploading, updating and creating Standard and Custom records and objects. Also store and access Attachments in Google Drive.   To scan paper documents the staff member would scan the documents using the department copier and save the scan to the appropriate assigned location. The staff member would log into the Salesforce system using their credentials and locate that scanned file and upload that scan to the “notes and attachments’ of the appropriate license record using the “upload file” button, selecting the file and clicking the upload button. For already scanned documents the staff member would log into Salesforce with their credentials locate the appropriate license record for that scan or create a new one if it does not exist. Then upload the electronic file to the “notes and Attachments” object in Salesforce by clicking the upload files button locating the file and clicking the upload button.  As part of the discovery and design process of the SDLC, we evaluate the current state and any existing technologies for purpose, ability to meet requirement specifications and to determine the best fit and scalable solution for the agency. Where there is a need to store, retrieve and manage large sums of document files, It is recommended that a document management solution be included as part of the holistic system design. However, the Salesforce platform also provides for document storage either through native capabilities or through an approved AppExchange vendor. Please see the following information detailing Salesforce and AppExchange capabilities.  The Salesforce AppExchange provides a rich ecosystem of applications built by Salesforce's partners. This ecosystem supports and enables a wide variety of use cases, many of which are enabled on mobile devices. There are over 900 partner apps listed on the AppExchange: <https://appexchange.salesforce.com/appxSearchKeywordResults?keywords=mobile>.  There are many products in the AppExchange that provides highly customizable document automation solutions that streamline document creation, capture, and delivery via multiple channels including fax, scan, postal, email and portals. Following are some of features of these solutions:   * RECEIVE & CAPTURE - Auto-route documents, identify document types and other attributes at page level. Facilitate the document intake process, simplifying queues, automating workflows, and providing a toolset to efficiently triage incoming documentation. * PROCESS & MANAGE - Use rules engine in concert with Salesforce workflows to automate the document journey. Mark-up incoming or outgoing documents. Gather metadata to provide page-level document audit and reports while minimizing storage costs. * GENERATE & SEND - Merge data and graphics from standard and custom records with the template engine. Auto-generate a barcode to automatically route returning documentation. Auto-send bulk documents from single mail merge via multiple channels   **Salesforce Content and Document Management Capabilities**  Salesforce offers the following different ways to store, publish, and tag files and documents. All file types are supported from traditional business documents such as Microsoft® PowerPoint presentations to audio files, video files, Web pages, and Google® docs.  Attachments: Attach files to records from the Attachments related list on selected detail pages. For example, add a file to a specific record, like an event, contact, licensee or case by attaching it on the Attachments related list. Attachments exist in Salesforce only in the context of the record they’re attached to. Files that users upload to the Attachments related list on records in Salesforce can also be set to become Salesforce Files objects. Once an Attachment is also a Salesforce File it can be shared with people, groups, libraries, and can be posted in feeds, synced, and updated with new versions    Files Tab: Upload, store, find, follow, share, and collaborate on Salesforce files in the cloud. For example, upload a file in Chatter and store it there privately until you're ready to share it. Share the file with coworkers and groups to collaborate and get feedback. Attach files to posts in a Chatter feed on the Home tab, Chatter tab, a profile, a record, or a group. Salesforce Files can be used with or without Chatter. With Chatter turned off, the Files tab (Files home) is available: upload, share, view, and manage files. You can manage topics for your files right from the detail page. Use topics to find files more easily and connect them to other records. You can update, add, delete, and track library members all from one place. Library admins can create and manage library memberships from Files Home. External users automatically get an “external badge” in the Current Member section to identify external partners, customer community members, portal, and Chatter users. For more information on Files see: <https://help.salesforce.com/articleView?id=collab_salesforce_files_parent.htm&type=5>.    Salesforce Content: Publish and share official corporate files with coworkers and deliver them to customers. Documents are uploaded in Salesforce Content via a graphical user interface and a structured workflow process. This process captures key information related to the document, including file name, description, author, tags, document type, and any custom criteria you choose to collect. For example, Create, clone, or modify a document and save it so only you can see it and work on it. When you're ready, publish it so other users in the State have access to it. Create a content pack and send it to customers. In Lightning, the State can create public links to share folders, giving recipients inside or outside the State access to sets of files. The public link is an encrypted URL. Folder Sharing in Lightning Experience provides an alternative to Content Packs in Classic. Anyone with the link can view and download the files in the folder. You can change the folder’s contents at any time, and the changes occur in real time. To remove access to the folder, delete the link. To make the folder public again, create a new link. For more information on Salesforce Content see: <https://help.salesforce.com/articleView?id=content_parent.htm&type=5>.    Salesforce Libraries: In Lightning Experience, you can make libraries available to all users or a subset of users with or without Salesforce Content. In libraries, you can add multiple files to a library, update and delete library files, and move folders within a library. You can customize the fields and layout of the Files detail page and choose from standard fields to show when the file was last updated, file size, file type, and more. For additional information, please see: <http://releasenotes.docs.salesforce.com/en-us/summer17/release-notes/rn_files.htm?edition=&impact=> and <https://help.salesforce.com/articleView?id=collab_files_libraries_parent.htm&type=5>.    Salesforce Knowledge: Create and manage content, known as articles, in a knowledge base. Internal users and customers (on your Customer Portal, partner portal, Service Cloud Portal, or Salesforce Platform Sites) can quickly find and view articles they need. For example, write, edit, publish, and archive articles using the Articles Management tab or find and view published articles using the Articles tab. Customers and partners can access articles if Salesforce Knowledge is enabled in your Customer Portal, partner portal, Service Cloud Portal, or Salesforce Platform Sites. Create a public knowledge base so website visitors can view articles. For more information on Salesforce Knowledge see: <https://help.salesforce.com/articleView?id=knowledge_whatis.htm&type=5>.    Documents Tab: Store Web resources, such as, logos, DOT files, and other Visualforce materials in folders without attaching them to records. For example, add a custom logo to meeting requests by uploading your logo to the Documents tab. For more information, please see: <https://help.salesforce.com/articleView?id=docs_upload.htm&type=5>.      Additional information on the differences between Files, Salesforce CRM Content, Salesforce Knowledge, Documents, and Attachments can be found at: <https://help.salesforce.com/articleView?id=collab_files_differences.htm&type=5> | |
| BID-8 | Provide the hours that live technical support is available and describe the method(s) by which it is provided, to facilitate quick resolution of problems. |
| Response:  MST is prepared to be the first level of support for DHHS’s Salesforce platform-related needs. We are experienced in managing and maintaining custom built platforms for the agencies we worked with in their digital transformation efforts. Our support and managed services plans include monitoring, maintaining, and documenting the performance and risks associated with the platform. We also work closely with business and IT personnel on change management.    In addition to MST as a support resources, Salesforce offers a robust package of support. For DHHS, MST recommends using the Premier Support Plan by Salesforce as it provides the most robust support capabilities.  **Salesforce Premier+ Success Plan**  Based on your requirements, we are proposing Premier+ Success Plan for the State, which is included as of the overall license subscription we are proposing. The Premier+ Success Plan provides priority case routing, 1-hour response time for critical issues, 24x7 phone support, unlimited usage of our entire online course library, and access to a team of expert Salesforce administrators.  Benefits of the Premier+ Success Plan include:   * 24x7 toll-free phone support * Priority case queuing and routing * Quick initial 1-hour response time for critical issues * On-demand training for administrators, developers, and end users via Trailhead * Access to our pool of Salesforce Certified Administrators who can configure and maintain your Salesforce edition * Access to a library of more than 90 Premier Accelerators (1-on-1 coaching sessions with Salesforce experts help you take advantage of key Salesforce capabilities) * Around-the-clock access to an online, searchable knowledge base, with answers to the most commonly asked support questions * Ability to ask questions and get answers from the Success Community, a thriving hub of Salesforce partners, experts, and customers * Access to Success Managers that are product and market experts who assist with Salesforce product adoption and utilization * Ability to boost productivity with Premier Apps - apps are developed, supported, and maintained by Salesforce to help you automate key features, find the right answers, reduce support cases, and get the most out of Salesforce * Access to Circle of Success interactive group discussions to learn best practices or troubleshoot situations with peers * Developer Support * Premier Success Review to measure usage and trends * More than 100 administrative services * Ability to participate in exclusive events where you can learn best practices and strategies with Salesforce experts   For the Premier+ Success plan terms and conditions, please see:<https://c1.sfdcstatic.com/content/dam/web/en_us/www/documents/legal/Agreements/salesforce-premierplans-with-accelerators-20171130.pdf>.  The Salesforce Government Cloud requires the Government Cloud Premier+ Success Plan, which provides technical support from Qualified US Citizens. Subject to the Government Cloud Premier+ Success Plan, access to systems and permissions which could permit access to Customer Data inside of the Salesforce Government Cloud storing U.S. government, U.S. government contractors, and FFRDC Customer Data will be restricted to Qualified U.S. Citizens. Qualified US Citizens are individuals who are United States citizens and are physically located within the United States when accessing the Salesforce Government Cloud systems; and have completed a background check as a condition of their employment with Salesforce. | |
| BID-9 | Provide a draft Contract Closeout Plan which includes all the items specified in Section II. Terms and Conditions, V. Contract Closeout. The State intends to award a single contract for all services. |
| Response:  As part of the overall project management, a detailed closeout plan will be provided and reviewed with DHHS early in the project to determine format and timing for key deliverables. MST will ensure that the closeout plan meets the requirements of the contractual terms and conditions related to Contract Closeout. All project deliverables and artifacts will be provided to DHHS at completion of the project. | |
| BID-10 | Provide ALL governmental regulatory entities that are currently using bidder’s licensure software system, if any, and provide names and phone numbers of the entities’ system administrators. |
| Response:  ***Arizona Registrar of Contractors (AZ ROC)*** MST Solutions partnered with the Arizona Registrar of Contractors (AZ RoC), one of Arizona’s largest licensing agency, to migrate from a multi-agency shared Salesforce classic org to a dedicated Salesforce Lightning Org. This included streamlining and migrating 101+ business process flows for 4 departments (Licensing, Accounting, Legal, Compliance) as well as, 55 reports, 6 external integration using APIs, and 25 GB of data and 200+ GB of document migration. This project resulted in a comprehensive, end to end modernization of customer and constituent facing services as well as revised, streamlined back end operations.  Specifically, we designed multiple applications on the Salesforce, Egnyte platforms, and supported integration with existing Intelledox forms that enabled electronic intake of contractor license applications. Other functionalities include ability to investigate license applications, including automated ingestion of background check reports using First Advantage APIs, and ingestion of exam testing results using the PSI Exams API, as well as corporation commission checks through the Arizona Corporate Commission (ACC) APIs.  Additionally, MST designed applications for case management of existing licenses, comprehensive business and KPI reporting, the collection of fees using online state payment portal, management of accounting ledgers, and uploading ledgers to the state financial system. As an end to end solution, complaints intake, investigation and enforcement, and streamlining the capture of information related to legal processes and outcomes.  As part of the licensing application, MST implemented workflows and business processes that included:   * Accepting a new applications, identification and creation of a Qualifying Party record * Mitigating inaccurate addresses through address validation processes using Smarty Streets APIs * Enabling exam result validation as a prerequisite using the PSI Exam API * Sourcing and validating background check reports as a prerequisite using the First Advantage API * Various application and license workflows   + New and renewal application review and adjudication processes   + Deficiency, final review, withdrawal process, denial, reinstatement and service request processes * Automated fee generation process based on license and application types * Tiered account and contact model that enabled the agency to identify and associate representatives across all related entities * 200 Letter templates to support outbound documents including ID cards and certificates using the Nintex (Drawloop) correspondence generation application * Integration with Egnyte document management solution that stores documents in Egnyte yet allows for view and edit in Salesforce   As part of the accounting application, MST implemented 31 workflows and business processes that included:   * A configurable shopping cart lightning component for fee records, applying payments, adding and/or adjusting payment * Ability to generate receipts based on payments and fees * Ability to manage bonds and bond payouts * Ability to refund or revert payment in case of failures or bounced checks * Integrated with state financial system for reporting (AFIS) * Integrated with the state online payment system JBilling   ***Salesforce Customer Licensing Successes:***  ***State of Ohio, Department of Administrative Services (DAS****)* Office of Information Technology (OIT) is responsible for maintaining an eLicensing system for the application, renewals, enforcement and inspections of a variety of professional and operating Licenses for the State’s 120+ Agencies, Boards and Commissions. The State sought to position itself as one of the most individual/business friendly States in the country to start and operate a business or get licensed. The State determined that a more flexible and easy-to-use Enterprise licensing system based on cloud technology was required to achieve the following modernization goals:   1. Standardization of the Enterprise’s approach to eLicensing based on a configurable platform; 2. Removal of “programming based” custom software applications to a more “configuration driven” approach that allows IT, and Agencies, to more efficiently design and deploy new License categories while migrating from the legacy application set; 3. Enablement of IT employees to design, configure, operate and maintain the eLicensing platform wherever possible while (if needed) leveraging external Systems Integrators for those functions that require specialized assistance; 4. Validating that the SaaS/Cloud platform is a viable and sustainable development and operating platform for eLicensing needs for all Agencies with regard to time to market, agility in responding to new or changing requirements and cost effectiveness from a development and operations perspective.     The State selected Salesforce for its cloud platform technology while leveraging the Salesforce AppExchange partner, BasicGov, for its eLicensing solution.The original scope of work was a pilot of 3 license types including massage therapy, physical therapists, and registered sanitarians. Deliverables included a solution with a user friendly self-service portal where applicants can apply for and renew their licenses online, and where Board staff can conduct reviews and issue licenses using the back office functionality. The pilot went live in August 2015 with the original scope in 13 weeks, including licensing and renewal, dynamic rules configurations, and aligned common processes across the license types. This included 3 boards, 3 license types, and 25 users to validate the delivery of a shared services model on a common platform using a COTS based approach on the Salesforce Platform.  Overall the project resulted in:   * shared processes * standardized data * improved operational reporting * inclusive of portal and mobile applications for licensees to engage collaboratively * reduction of license processing cycle times by 57% * achieved 85% same-day renewals * served over 500,000 users of which 32% engaged with the mobile applications.     ***The State of Minnesota***currently has a “License Minnesota” website, www.license.mn.gov, which allows citizens to find information on nearly 600 businesses, professional, recreational, or vehicle licenses from 45 Minnesota State Agencies and Boards. The site describes each license requirement, fees, and application process, and links to a paper form in support of the online application process. The State of Minnesota Office of IT Services is deploying an e-licensing system, powered by the Salesforce Platform, with integrated payment options using a U.S. Bank payment gateway. This system will support online application submission, payment, and back office management for five key State Agencies. The Minnesota Enterprise e-Licensing System (ELS) will extend License Minnesota’s functionality to allow citizens to apply for and renew their professional/occupational licenses and business/commercial licenses online through a single-entry point. To view the Salesforce solution in action, please visit <https://mnit.force.com/license/>. To view the Salesforce solution in action, please visit <https://mnit.force.com/license/>.  ***The Texas Department of Motor Vehicles (TxDMV)***manages the state’s motor vehicle services including registering and titling passenger vehicles, granting operating authority to commercial motor carriers, regulating the motor vehicle sales and distribution industry, and overseeing the integration with internal and external partner applications. TxDMV desired to replace their existing Licensing, Administration, Consumer Affairs and Enforcement (LACE) application with a modern, highly configurable web-based application that is easy to support and update based on business, policy and legislative needs. TxDMV selected Salesforce to meet its current requirements. Salesforce will provide self-service functionality enabling TxDMV to improve service turnaround time, increase consistency of service, and reduce the simple service request workload of employees. Additionally, TxDMV related information will be shared among other state agencies easier and faster. Salesforce’s case management functionality will be used to manage licensing activities of users and to track litigated contested cases arising from disputes and complaints.  ***Massachusetts Department of Early Education and Care (EEC)*,** an agency within the Department of Education, provides license applications and inspections to Daycare facilities and providers. There are currently over 11,000 care providers in the Commonwealth of Massachusetts with 50 new applicants each month. To apply for a license, care provider applicants had to physically mail in paper applications. During facility inspections, inspectors manually documented findings on paper forms and then had to type up and enter results into computer systems upon arrival back into the office. EEC wanted to move away from these and other intensive manual processes and are doing so by implementing a robust Salesforce Case and License Management solution that includes the Community Cloud. Applicants are able to complete and submit applications online, electronically sign them, and have them automatically routed to the proper users. EEC employees are able to update applicants on the status of their application and stay in touch with them throughout the process through email communications. Instead of inspectors manually typing in facility visit reports, Salesforce enables them to use a mobile application to capture and save inputted results, including photographs and electronic signatures, in real-time. EEC also implemented Communities with knowledgebases that gives providers and parents a separate, online, centralized portal to discuss best practices and collaborate with one another. Phase 2, which went live in September 2017, provides the ability to suggest the right tool for providers and EEC employees to process licensing requests while helping them comply with Child Care Compliance Regulations throughout the process. Overall, the Salesforce solution helps EEC automate workflows, streamline processes, and work more efficiently while offering better communication and understanding to providers and parents.  ***The Michigan Liquor Control Commission (MLCC****)* operates a billion dollar distilled spirits wholesaling business enterprise; licenses more than 17,000 suppliers, wholesalers, and retailers; enforces the liquor control code for licensees; and collects taxes. MLCC was created upon the repeal of Prohibition by the legislature acting in special session in December of 1933. The act empowered MLCC to control all alcoholic beverage traffic within the State. Today, MLCC is a Type I agency housed within the Department of Licensing and Regulatory Affairs (“LARA”). MLCC is implementing an Enterprise Case Management System that encompasses the complete licensee life cycle and enables MLCC to sustain lasting relationships with greater levels of licensee management and flexibility. MLCC is implementing BasicGov/Salesforce for end-to-end licensee management for multiple internal and external customer groups via multiple channels, using an iterative phased approach. The requested Salesforce solution will cover global system requirements plus the four functional areas: Licensing, Enforcement, Executive Services, and Finance.  ***Massachusetts Department of Public Safety (DPS)***has regulatory, licensing and inspection oversight of a wide range of activities, businesses, and professions. In March 2013, DPS issued a solicitation seeking an inspection and permitting system for the following business units within DPS: Building Permits and Inspections for all Commonwealth owned buildings, some hospitals and clinics and other private uses; Engineering Inspections and Permits; Elevator Inspections and Permits; Amusement Inspections and Permits; Inspections governed by the Board of Building Regulations and Standards (BBRS); Architect Access Board (AAB); and certifications and inspections. DPS is comprised of several divisions; building, engineering, elevators, regulated activities and architectural access, each with different, but similar, inspection and permitting needs. In partnership with a systems integrator, the project is to provide and deploy a turnkey COTS solution for a browser-based inspections and permitting system with a revenue collection service to support the business operation of DPS. The DPS vision was to consolidate outdated and inefficient technology and databases used to support the business processes with a fully developed and mature permitting and inspections system. The BasicGov solution provides DPS the ability to track inspections, complaints, investigations and enforcement and appeals actions, mobile capabilities, ad-hoc reporting, online payments integrated with HP ePay and Bank of America, workflow triggers, and a secure user portal amongst other functionalities. Major benefits for DPS include streamlined processing, more-timely revenue collection and reporting via an interface to the Commonwealth’s Massachusetts Management Accounting and Reporting System (MMARS), integrated reporting, and a creation of a complete customer database for inspectional and oversight purposes. For the public, benefits would include convenient permit application and scheduling of inspections.  ***City of Boston, MA***replaces bureaucracy with social technology. The City needed to simplify processes for business registration, permitting, licensing, and more. City governments play a big role in helping businesses set up shop and expand—creating jobs and fueling the local economy. The Boston Business Hub, a one-stop portal built on the Salesforce Platform gives small businesses easy access to the information they need through a single point of entry portal, creating more transparency, streamlining and automating the process, and saving valuable time. The solution seamlessly integrates back-end data, automates workflow, and centralizes information from 10 agencies. By streamlining and automating the City’s permit processes, the City has reduced response to 2 business days, and 40% of inquiries are submitted online instead of paper processes, which improves the City’s ability to attract new businesses and grow the local economy. | |
| BID-11 | Describe the methods for developing and maintaining test scenarios, test sets, test cases, and test steps. Testing Methodologies must also address the approach to documenting test procedures and test results. |
| Response:  Testing is a critical component to the success of the project and will be done early, often, throughout and after the release dates to ensure only the requirements approved enter production. Thorough testing functionality, performance, limits and business processes are in scope for this engagement and MST requests the business to be heavily involved in writing business test scenarios and testing the product along the way of it being built.    Summary of Testing Methods    The following are the specific testing methods in scope for the project and are completed from the unit testing and task level all the way to full-regression pre- and post-production:     * Quality Assurance testing * Regression Testing * User Acceptance Testing * Integration Testing * Performance Testing * End to End testing   Regression Testing   A regression test suite will be built over the period of overall testing which will be utilized for End to End Functional Testing. The list of regression use cases will be provided at each regression interval.  Regression testing is conducted at minimum every sprint to cover scenarios developed in previous sprint to ensure system integrity. All test results will be documented and provided to the team for review.    Performance Testing    While Salesforce provides various governor limits to help enhance performance in multi-tenant architecture, MST works with customers through the implementation to identify performance thresholds and designs the system to ensure support. MST will execute performance testing and provide detailed statistics on major application processing times which can include performance of portal form submission process, portal data verification/lookup process. Performance validation will be conducted in UAT environment with all migrated data.  User Acceptance Testing   A dedicated environment is created for user acceptance testing which will have the ability to store all migrated data. This enables a ‘production’ like environment that users can test within.  Migrated data will be utilized during the User Acceptance testing to provide for real life scenarios.  The MST team will provide necessary test data, test plans and guidance as required to the Business Analyst and UAT Subject Matter Experts (SMEs). The UAT test plan will be prepared and shared based on the user stories and functionalities developed based on the feedback from end users.  These exercises comprise the defect resolution management aspect of the implementation.    Once UAT testing team logs and issue in the tracker, MST team reviews the feedback and triages the issues with team. Once triaged, the issue is logged in JIRA and fixed by the team. Then the MST team retests them once they are fixed before sending it back to the UAT team. The UAT fixes are validated with Business Analyst and SMEs from client team before considering them as done. | |
| BID-12 | Describe how the system provides application controls to prevent unauthorized use, maintain system process controls, and log all transactions. In addition, the system must provide security to limit availability to application functionality, software screens, data records, data elements, and data element values where appropriate. |
| Response:  **User Profiles**  Salesforce enables administrators to manage roles and relationships between roles from within the application, in a single easy to read page depicting the role hierarchy. The defined role hierarchy can be displayed in Tree View, Sorted List view or List View.    All users and application-level security are defined and maintained by the organization administrator, and not by Salesforce. The organization administrator is appointed by the customer. An organization's sharing model sets the default access that users have to each other's data.    There are four sharing models: Private, Public Read Only, Public Read/Write, and Public Read/Write/Transfer. There are also several sharing model elements: Profiles, Roles, Hierarchy, Record Types, Page Layouts, and Field-Level security. Details about sharing models and sharing model elements are provided below:    Private  Only the record owner, and users above that role in the hierarchy, can view, edit, and report on those records.    Public Read Only  All users can view and report on records but not edit them. Only the owner, and users above that role in the hierarchy, can edit those records.    Public Read/Write  All users can view, edit, and report on all records.    Public Read/Write/Transfer  All users can view, edit, transfer, and report on all records. Only available for cases or leads.    Profiles  A profile contains the settings and permissions that control what users with that profile can do within Salesforce. Profiles control:   * Standard and custom apps the user can view (depending on user license) * Service providers the user can access * Tabs the user can view (depending on user license and other factors, such as access to Salesforce CRM Content) * Administrative and general permissions the user has for managing the organization and apps within it * Object permissions the user is granted to create, read, edit, and delete records * Page layouts a user sees * Field-level security access that the user has to view and edit specific fields * Record types are available to the user * Desktop client's users can access and related options * Hours during which and IP addresses from which the user can log in * Apex classes a user can execute * Visualforce pages a user can access     User Roles  Every user must be assigned to a role, or their data will not display in reports and other displays based on roles. All users that require visibility to the entire organization should be assigned the highest level in the hierarchy. It is not necessary to create individual roles for each title at the organization, rather a hierarchy of roles should be defined to control access of information entered by users in lower level roles. When a user's role is changed, any relevant sharing rules are reevaluated to add or remove access as necessary.    Record Types  If the customer's organization uses record types, edit the record type to modify which pick list values are visible for the record type. A default pick list values can be set based upon the record type for various divisions.    Field-Level Security  Field-level security settings let administrators restrict user's access to view and edit specific fields on detail and edit pages and in related lists, list views, reports, Offline Edition, search results, email and mail merge templates, Custom Links, and when synchronizing data.    The fields that users see in detail and edit pages are a combination of page layouts and field-level security settings. The most restrictive field access settings of the two always apply. For example, if a field is required in the page layout and read-only in the field-level security settings, the field-level security overrides the page layout and the field will be read-only for the user.    Permission Sets  A permission set is a collection of settings and permissions that give users access to various tools and functions. The settings and permissions in permission sets are also found in profiles, but permission sets extend users’ functional access without changing their profiles.    Users can have only one profile but, depending on the Salesforce edition, they can have multiple permission sets. You can assign permission sets to various types of users, regardless of their profiles. The State can create permission sets to grant access among logical groupings of users, regardless of their primary job function.    See more information at: <https://help.salesforce.com/articleView?id=perm_sets_overview.htm&type=5>.  **Core Auditing Capabilities**  Within Salesforce, the creator and last updater, as well as timestamps, are recorded for every record. Additionally, the Salesforce Platform and Salesforce Applications have a multitude of history tracking and auditing features that provide valuable information about the use of an organization’s applications and data, which in turn can be a critical tool in diagnosing potential or real security issues. Auditing features include:    Record Modification Fields - All objects include fields to store the name of the user who created the record and who last modified the record. This provides some basic auditing information.    Field History Tracking - Enable auditing for individual fields (up to 20 fields per object), which will automatically track any changes in the values of selected fields. Although auditing is available for all custom objects, only some standard objects allow field-level auditing.    Login History - Review up to 20,000 successful and failed login attempts to the State for the past six months. The State can also track the geographic location of the IP addresses of your logins in your personal settings. You can track the geographic location of the login IP addresses for any of your users in the user’s detail page. To get more detailed geographic information, such as city and postal code, you can download the login history. Due to the nature of geolocation technology, the accuracy of geolocation fields (for example, country, city, postal code) can vary.    Identity Verification History - Review up to 20,000 records of your org users’ identity verification attempts from the past six months. For example, suppose that two-factor authentication is enabled when a user logs in. When the user successfully provides a time-based, one-time password as proof of identity, that information is recorded in Identity Verification History.    Setup Audit Trail - Administrators can view a Setup Audit Trail for the past six months within Salesforce, which logs when modifications are made to the State's configuration.    While the Login History and Setup Audit Trail are available for six months within Salesforce, they can be downloaded and stored locally to meet longer audit log retention requirements. Additionally, historic event logs which provide more information can be provided for a fee. For more information, please see<https://help.salesforce.com/articleView?id=000336835&language=en_US&type=1&mode=1>.  **Event Monitoring**  In addition to Salesforce’s core auditing capabilities, Salesforce offers Event Monitoring as an additional license option. The State can use event monitoring to discover how often and at what times your users are logging into and out of the State. This includes insight into what Salesforce applications are being adopted by users, who is logging in and from where, what pages users are viewing, what knowledge articles users are viewing, what reports users are running and exporting, which search terms users are using and what individual users click, and other aspects of application usage. This capability helps you discriminate between valid and invalid login requests and also track user login patterns for future reference. For example, depending on your org settings, admins can log into Salesforce as another user. You can use Login As event type data to review those actions to identify any security breaches or vulnerabilities, and also to inform your users what occurred. Not only can the State better understand how your apps are being utilized, you can also monitor if users download large amounts of data that might put the State at risk. In addition, the State can also determine if an employee is unnecessarily downloading sensitive customer information, pinpointing the exact time and location of that event. Event Monitoring is delivered as an API-first feature and there are Salesforce partners with visualization tools available.    Use the SOAP API and REST API resources to retrieve event log files that contain information useful for assessing organizational usage trends and user behavior. Because event log files are accessed through the Salesforce Platform SOAP API and REST API, you can integrate log data with your own back-end storage and data marts so that you can correlate data from multiple organizations and across disparate systems easily. When using event monitoring, keep the following in mind:   * Log data can be deleted by your Salesforce administrator. You can’t insert or update log data. * Use the EventType field to determine which files were generated for the State. * An event generates log data in real time. However, log files are generated the day after an event takes place, during nonpeak hours. Therefore, daily log file data is unavailable for at least one day after an event. For hourly log files, depending on event delivery and final processing time, an event is expected to take three to six hours from the time of the event to be available in the log file. However, it can take longer. * Log files, represented by the EventType field, are only generated if there is at least one event of that type for the day or hour. If no events took place, the file isn't generated. * Log files are available based on CreatedDate for the last 30 days when organizations purchase User Event Monitoring * All event monitoring logs are exposed to the API through the EventLogFile object. However, there is no access through the user interface, except through the Event Monitoring Analytics app. * Hourly event log files are provided for you to review events in your orgs on an accelerated basis. However, it’s possible that you don’t get all event log data in hourly event log files, especially during site switches, instance refreshes, or unplanned system outages. For complete data, use the daily log files.     Event monitoring can be used with 49 different event types. For more information please see:<https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/sforce_api_objects_eventlogfile_supportedeventtypes.htm>.    Event Monitoring Transaction Security  Transaction Security policies give the State the ability to take real-time security actions based on event triggers. With Transaction Security, you can monitor events according to the policies that you establish. When a policy is triggered, you can receive a notification and/or take an action.    For example, suppose that you activate a policy to limit the number of concurrent sessions per user to three. A user with three login sessions tries to create a fourth session. The State can require a user to end one of their existing sessions before proceeding with the new session. At the same time, you are notified that the policy was triggered. For more information, please see:<https://help.salesforce.com/articleView?id=security_transactions.htm>.    Real-Time Event Monitoring  With the Real-Time Event Monitoring feature, you can stream and store event data and create transaction security policies for several new events in Salesforce, all in real time. When you enable Real-Time Event Monitoring, you automatically get Enhanced Transaction Security—Salesforce’s latest and greatest feature for creating transaction security policies. Use Event Manager to view and monitor events in your org. For more information, please see: <https://help.salesforce.com/articleView?id=real_time_event_monitoring_overview.htm>.    Event Monitoring Analytics App  The State can use the built-in Event Monitoring Analytics App to explore your monitoring data in Salesforce. The Event Monitoring Analytics App integrates with Event Monitoring and Setup Audit Trail data to give you insights into your user and org behavior. App creation is easy and with its pre built dashboards and datasets, you can start exploring right away. This app helps you drill into your org’s data and swiftly identify suspicious behavior, slow page performance, and poor user adoption. Get valuable information instantly from your Salesforce event logs, such as the number of people and IP addresses accessing your org, which Visualforce requests are timing out, and which users make changes in Setup. The State can detect performance problems early, such as queries taking too much time, by getting notifications when a KPI value exceeds your established threshold. Hourly event log file integration with the Event Monitoring Analytics app is unavailable. Data is refreshed once a day in the app. For more information, please see: <https://help.salesforce.com/articleView?id=bi_app_admin_wave.htm>.  **Field Audit Trail**  Organizations desire certainty that their data is accurate, complete and reliable, enabling them to meet stringent industry regulations. With the addition of Field Audit Trail, the State's ability to track changes at the field level increases from 20 fields (core auditing) to 60 fields per object (Field Audit Trail), and the audit logs availability increases from 18 months (core auditing) to 10 years (Field Audit Trail). The State can also set different policies for each Salesforce object to ensure data is purged when no longer needed.    For more information, please see [https://help.salesforce.com/articleView?id=field\_audit\_trail.htm&type=5.](https://help.salesforce.com/articleView?id=field_audit_trail.htm&type=5) | |

**General System Requirements**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Req #** | **Requirement** | (1) Comply | (a) Core | (b) Custom | (c) 3rd Party |
| GEN-1 | Describe how the system includes intuitive, user-friendly dashboards and work queues for each staff person to process multiple steps within the system. Dashboards must be easy to configure to staff preferences and needs. The system must track and produce timely staff alerts that are configurable by license type, and place them into the work queue of the appropriate staff for processing. The system must include an intuitive way to view and transfer items between staff dashboards or work queues as needed. The system must automatically log communication, documentation, and changes to the records. The system must allow printing and reprinting of documents as needed. Data entry must update the database in real time.  For example: (1) an application is submitted and placed on a data entry queue; (2) after entry, the application would move to an applications pending/checklist queue; (3) after all items are received and checked off, the application would move to a license issuance queue, which would include generating and printing licensure documents such as wall licenses, wallet cards, and certifications. | X | X |  |  |
| Response:  As a best practice, we use user experience design and user interface-centered design and development approach to create an efficient, friendly and insightful experience when interacting with our solutions. Regarding intuitive approaches to processing Salesforce has the capability to set specific workflows and actions based on business rules and triggers such as status changes. These automated workflows can be applied to applications, renewals, service requests, complaints, investigations or any work type. There can be several workflows set for each type of request and variables within those workflows based on conditional responses. For instance, the workflows can be configured based on application type. There is flexibility in how much system automation vs human intervention is configured into the workflows and this will be discussed and documented during discovery. Through the use of dashboards, auto-notifications and reporting, work can be monitored. Notifications can be made automatically through the system to notify staff members if they have pending work. Notifications can also be given to management if work requests meet or exceed certain thresholds or conditions. For example, if you have goals to issue licenses in 30 days you can set alerts to management if an application hits 25 days to allow for intervention on that application. Dashboards are easily configured, as an example, management can have dashboards configured that monitor the types of work in the queues, aging, status and what staff member is working on the request. At any time, management has the capabilities of being able to see what work is in the system, by status, aging, staff member, type of work or any condition they need.  Salesforce workflow automation is intuitive and can be based on the responses on the application. In the example given an application submitted through the on-line portal would automatically create the appropriate account, contact and application object and would be set in a pending review status. This action would cause a notification to the team or staff member that an application is ready for review. Applications can be auto assigned by Salesforce to a specific staff member for review or be placed in a work queue with notifications given to the staff members assigned to that queueIf the applicant indicated on their application something that would need to be researched by another department, such as previous discipline, the notification for that review would be given to the appropriate work queue or staff member to review the discipline and the application would be placed in a pending discipline review status. Once the review process is completed and it is determined that all items have been received the staff member could change the application status to issue license or the system, based on the completion of that step, could automatically flip the status to ready for issue and notify the next representative of the pending issuance requests or the system could be set to auto issue the license and notify the applicant. Salesforce can be configured that once a license is issued it will queue and print the wall licenses, wallet cards and certifications automatically upon status changing to ready to issue. Salesforce has the capability to be configured to allow the printing or reprinting of these documents at any time either individually or in batches after the license is issued. Additionally, if applications are submitted through an on-line portal, specific information can be required and not allow the applicant to submit a request until all the required information is completed including any additional documentation that may need to be uploaded to the request. This functionality greatly reduces deficiencies and review times.  If paper applications are received business rules can still automate the processes once the application is keyed into the system. After data is input into the system the business rules outlined in the workflow above would take effect and manage that application through the process.  Salesforce natively supports queues that prioritize, distribute, and assign records to teams who share workloads. As a built-in feature, the queue items can be displayed through the standard list views. Queue members can jump in to take ownership of any record in a queue. They’re available for cases, and any custom objects, service contracts, and knowledge article versions.  You can manually add a record to a queue by changing the record’s owner to the queue. Or, an assignment rule can add cases or leads to a queue based on specific record criteria. Records remain in a queue until they’re assigned an owner. Any queue members or users higher in a role hierarchy can take ownership of records in a queue. There’s no limit to the number of queues you can create, and you can choose when queue members receive email notifications.  Salesforce supports the ability to assign work items to a queue and provides rich user interface for the staff members to consume the work items. As part of the discovery process, we will analyze the needs and design the queues that meets the business requirements.    Salesforce also provides a rich dashboard component that can provide up to date status on the queues across different types of licenses. Following are the dashboard feature  Dashboards  A dashboard shows data from source reports as visual components, which can be charts, gauges, tables, metrics, Tableau Visualizations, or custom Visualforce pages. They provide a snapshot of key metrics and performance indicators for the State. Each dashboard can have up to 20 components. Administrators control access to dashboards by storing them in folders with certain visibility settings. Dashboard folders can be public, hidden, or restricted to groups, roles, or territories. If you have access to a folder, you can view its dashboards. To view a dashboard component, users need access to the folder for the underlying source report. Each dashboard has a running user, whose security settings determine which data to display in a dashboard. Your Data with the Lightning Dashboard Builder in Trailhead: <https://trailhead.salesforce.com/modules/lex_implementation_reports_dashboards/units/lex_implementation_reports_dashboards_visualizing_data>.    *Figure: Example customer service dashboard*    *A Tableau visualization with a fictitious example of abuse victims*    Folders  A folder is a place where you can store reports, dashboards, documents, or email templates. Folders can be public, hidden, or shared, and can be set to read-only or read/write. You control who has access to its contents based on roles, permissions, public groups, and license types. You can make a folder available to your entire organization or make it private so that only the owner has access. \*Help article regarding upcoming retirement of Legacy Folder Sharing: <https://help.salesforce.com/articleView?id=000321245&type=1&mode=1&language=en_US>. | | | | | |
| GEN-2 | Describe how the system will allow more than one user to be in the same licensee record at the same time but allow only one user to make changes within the same part of the record at the same time. | X | X |  |  |
| Response:  Since we are a web application, we support a concurrency model in line with the web delivery model that allows concurrent access to the same record. In a web application model, record-level locking is not best practice. Rather, Salesforce services supports a rich data security model to easily control what users have access to records and what type of access they have to support effective collaboration. Under this, we support a last-in-change-wins model.    If multiple users are updating the same record simultaneously the system will notify a user if a record was updated during their current transaction. They will not be able to perform their change until they cancel their current attempt to change the record and start over. Additional information around Record Locking can be found here: https://developer.salesforce.com/docs/atlas.en-us.draes.meta/draes/draes\_object\_relationships\_record\_level\_locking.htm | | | | | |
| GEN-3 | Describe how the system will update the database as data is entered in real time, and keep a history of the changes made, who made them, and when. | X | X |  |  |
| Response:  **Core Auditing Capabilities**  Every record in the Salesforce application tracks who created the record and last modified the record by UserID and timestamp. Additionally, most records within Salesforce include the additional ability to track field level changes and manage an audit history list of field changes.  Within Salesforce, the creator and last updater, as well as timestamps, are recorded for every record. Additionally, the Salesforce Platform and Salesforce Applications have a multitude of history tracking and auditing features that provide valuable information about the use of an organization’s applications and data, which in turn can be a critical tool in diagnosing potential or real security issues. Auditing features include:    Record Modification Fields - All objects include fields to store the name of the user who created the record and who last modified the record. This provides some basic auditing information.    Field History Tracking - Enable auditing for individual fields (up to 20 fields per object), which will automatically track any changes in the values of selected fields. Although auditing is available for all custom objects, only some standard objects allow field-level auditing.    Login History - Review up to 20,000 successful and failed login attempts to the State for the past six months. The State can also track the geographic location of the IP addresses of your logins in your personal settings. You can track the geographic location of the login IP addresses for any of your users in the user’s detail page. To get more detailed geographic information, such as city and postal code, you can download the login history. Due to the nature of geolocation technology, the accuracy of geolocation fields (for example, country, city, postal code) can vary.    Identity Verification History - Review up to 20,000 records of your org users’ identity verification attempts from the past six months. For example, suppose that two-factor authentication is enabled when a user logs in. When the user successfully provides a time-based, one-time password as proof of identity, that information is recorded in Identity Verification History.    Setup Audit Trail - Administrators can view a Setup Audit Trail for the past six months within Salesforce, which logs when modifications are made to the State's configuration.    While the Login History and Setup Audit Trail are available for six months within Salesforce, they can be downloaded and stored locally to meet longer audit log retention requirements. Additionally, historic event logs which provide more information can be provided for a fee. For more information, please see<https://help.salesforce.com/articleView?id=000336835&language=en_US&type=1&mode=1>. | | | | | |
| GEN-4 | Describe how the system will provide customized views and available functionality by user group or role (role-based security). The system must allow non-relevant or non-public items to be hidden based on the user group or role. | X | X |  |  |
| Response:  Salesforce enables administrators to manage roles and relationships between roles from within the application, in a single easy to read page depicting the role hierarchy. The defined role hierarchy can be displayed in Tree View, Sorted List view or List View.    All users and application-level security are defined and maintained by the organization administrator, and not by Salesforce. The organization administrator is appointed by the customer. An organization's sharing model sets the default access that users have to each other's data.    There are four sharing models: Private, Public Read Only, Public Read/Write, and Public Read/Write/Transfer. There are also several sharing model elements: Profiles, Roles, Hierarchy, Record Types, Page Layouts, and Field-Level security. Details about sharing models and sharing model elements are provided below:    Private  Only the record owner, and users above that role in the hierarchy, can view, edit, and report on those records.    Public Read Only  All users can view and report on records but not edit them. Only the owner, and users above that role in the hierarchy, can edit those records.    Public Read/Write  All users can view, edit, and report on all records.    Public Read/Write/Transfer  All users can view, edit, transfer, and report on all records. Only available for cases or leads.    Profiles  A profile contains the settings and permissions that control what users with that profile can do within Salesforce. Profiles control:   * Standard and custom apps the user can view (depending on user license) * Service providers the user can access * Tabs the user can view (depending on user license and other factors, such as access to Salesforce CRM Content) * Administrative and general permissions the user has for managing the organization and apps within it * Object permissions the user is granted to create, read, edit, and delete records * Page layouts a user sees * Field-level security access that the user has to view and edit specific fields * Record types are available to the user * Desktop client's users can access and related options * Hours during which and IP addresses from which the user can log in * Apex classes a user can execute * Visualforce pages a user can access     User Roles  Every user must be assigned to a role, or their data will not display in reports and other displays based on roles. All users that require visibility to the entire organization should be assigned the highest level in the hierarchy. It is not necessary to create individual roles for each title at the organization, rather a hierarchy of roles should be defined to control access of information entered by users in lower level roles. When a user's role is changed, any relevant sharing rules are reevaluated to add or remove access as necessary.    Record Types  If the customer's organization uses record types, edit the record type to modify which pick list values are visible for the record type. A default pick list values can be set based upon the record type for various divisions.    Field-Level Security  Field-level security settings let administrators restrict user's access to view and edit specific fields on detail and edit pages and in related lists, list views, reports, Offline Edition, search results, email and mail merge templates, Custom Links, and when synchronizing data.    The fields that users see in detail and edit pages are a combination of page layouts and field-level security settings. The most restrictive field access settings of the two always apply. For example, if a field is required in the page layout and read-only in the field-level security settings, the field-level security overrides the page layout and the field will be read-only for the user.    Permission Sets  A permission set is a collection of settings and permissions that give users access to various tools and functions. The settings and permissions in permission sets are also found in profiles, but permission sets extend users’ functional access without changing their profiles.    Users can have only one profile but, depending on the Salesforce edition, they can have multiple permission sets. You can assign permission sets to various types of users, regardless of their profiles. The State can create permission sets to grant access among logical groupings of users, regardless of their primary job function.    See more information at: <https://help.salesforce.com/articleView?id=perm_sets_overview.htm&type=5>. | | | | | |
| GEN-5 | The system administrator must be able to limit the data elements that are available within a given security level for data searches and reports, so that data will not be released inadvertently. The system administrator must be able to define each data field as either public or restricted and have restricted information available only to appropriate staff based on roles. | X | X |  |  |
| Response:  Salesforce enables administrators to manage roles and relationships between roles from within the application, in a single easy to read page depicting the role hierarchy. The defined role hierarchy can be displayed in Tree View, Sorted List view or List View.    All users and application-level security are defined and maintained by the organization administrator, and not by Salesforce. The organization administrator is appointed by the customer. An organization's sharing model sets the default access that users have to each other's data.    There are four sharing models: Private, Public Read Only, Public Read/Write, and Public Read/Write/Transfer. There are also several sharing model elements: Profiles, Roles, Hierarchy, Record Types, Page Layouts, and Field-Level security. Details about sharing models and sharing model elements are provided below:    Private  Only the record owner, and users above that role in the hierarchy, can view, edit, and report on those records.    Public Read Only  All users can view and report on records but not edit them. Only the owner, and users above that role in the hierarchy, can edit those records.    Public Read/Write  All users can view, edit, and report on all records.    Public Read/Write/Transfer  All users can view, edit, transfer, and report on all records. Only available for cases or leads.    Profiles  A profile contains the settings and permissions that control what users with that profile can do within Salesforce. Profiles control:   * Standard and custom apps the user can view (depending on user license) * Service providers the user can access * Tabs the user can view (depending on user license and other factors, such as access to Salesforce CRM Content) * Administrative and general permissions the user has for managing the organization and apps within it * Object permissions the user is granted to create, read, edit, and delete records * Page layouts a user sees * Field-level security access that the user has to view and edit specific fields * Record types are available to the user * Desktop clients users can access and related options * Hours during which and IP addresses from which the user can log in * Apex classes a user can execute * Visualforce pages a user can access     User Roles  Every user must be assigned to a role, or their data will not display in reports and other displays based on roles. All users that require visibility to the entire organization should be assigned the highest level in the hierarchy. It is not necessary to create individual roles for each title at the organization, rather a hierarchy of roles should be defined to control access of information entered by users in lower level roles. When a user's role is changed, any relevant sharing rules are reevaluated to add or remove access as necessary.    Record Types  If the customer's organization uses record types, edit the record type to modify which pick list values are visible for the record type. A default pick list values can be set based upon the record type for various divisions.    Field-Level Security  Field-level security settings let administrators restrict user's access to view and edit specific fields on detail and edit pages and in related lists, list views, reports, Offline Edition, search results, email and mail merge templates, Custom Links, and when synchronizing data.    The fields that users see in detail and edit pages are a combination of page layouts and field-level security settings. The most restrictive field access settings of the two always apply. For example, if a field is required in the page layout and read-only in the field-level security settings, the field-level security overrides the page layout and the field will be read-only for the user.    Permission Sets  A permission set is a collection of settings and permissions that give users access to various tools and functions. The settings and permissions in permission sets are also found in profiles, but permission sets extend users’ functional access without changing their profiles.    Users can have only one profile but, depending on the Salesforce edition, they can have multiple permission sets. You can assign permission sets to various types of users, regardless of their profiles. The State can create permission sets to grant access among logical groupings of users, regardless of their primary job function.    See more information at: <https://help.salesforce.com/articleView?id=perm_sets_overview.htm&type=5>.  Salesforce has a Setup environment that allows a customer’s Administrator to configure the application based on their specific requirements through a declarative framework (point and click).    The organization administrator (appointed by the State and not by Salesforce) has access to the admin interfaces in order t0:   * configure organization default settings (Time Zones, Currency) * set login constraints (SSO, 2 Factor Authentication, IP range) * role-based access control and role-hierarchies * add new users, reset passwords * define customer objects, custom fields, set default pick-list values, custom reports * manage delegated administration * other functions (session timeout, password policies)   The organization administrator logs onto the application like other users within the organization; however, they have admin privileges granted to them which provide them with this additional access.    Administrators can also access a subset of functions using a mobile device via the Salesforce application. Once downloaded the admin can manage users, reset passwords, applications, profiles and permission sets from their mobile device.  User provisioning and management is performed through the Salesforce Administrative Setup environment. Users, their profiles, permissions and passwords may be managed, edited, activated and deactivated as needed by those with appropriate permissions. An administrator with appropriate privileges can manage session timeout, password policies, IP range login restrictions, delegated authentication/SSO, and requirements as part of this process. On a first-time login or password reset request, users are required to change their passwords to gain access. | | | | | |
| GEN-6 | Describe how the system will allow for administrator rights to oversee the systems, including the ability to configure multiple access rights and security levels based on user security profiles, to import/export/update/change data, and to configure and generate reports. | X | X |  |  |
| Response:  Salesforce has a Setup environment that allows a customer’s Administrator to configure the application based on their specific requirements through a declarative framework (point and click).    The organization administrator (appointed by the State and not by Salesforce) has access to the admin interfaces in order t0:   * configure organization default settings (Time Zones, Currency) * set login constraints (SSO, 2 Factor Authentication, IP range) * role-based access control and role-hierarchies * add new users, reset passwords * define customer objects, custom fields, set default pick-list values, custom reports * manage delegated administration * other functions (session timeout, password policies)   The organization administrator logs onto the application like other users within the organization; however, they have admin privileges granted to them which provide them with this additional access.    Administrators can also access a subset of functions using a mobile device via the Salesforce Application. Once downloaded the admin can manage users, reset passwords, applications, profiles and permission sets from their mobile device.  User provisioning and management is performed through the Salesforce Administrative Setup environment. Users, their profiles, permissions and passwords may be managed, edited, activated and deactivated as needed by those with appropriate permissions. An administrator with appropriate privileges can manage session timeout, password policies, IP range login restrictions, delegated authentication/SSO, and requirements as part of this process. On a first time login or password reset request, users are required to change their passwords to gain access. | | | | | |
| GEN-7 | Describe how the system will attach documents, videos, photos, correspondence, and other documentation to licensee records by date, item category, security/access level, retention schedule, etc., as identified by staff. Describe how records will be stored and deleted according to the DHHS and State retention schedules. | X | X |  |  |
| Response:  MST and the NE DHHS will identify how to best store and retrieve various data. Since there are requirements to store media in addition to data and other images, an appropriate storage and retrieval architecture will be designed on the platform.  **Salesforce Content and Document Management Capabilities**  Salesforce offers the following different ways to store, publish, and tag files and documents. All file types are supported from traditional business documents such as Microsoft® PowerPoint presentations to audio files, video files, Web pages, and Google® docs.    Files Tab: Upload, store, find, follow, share, and collaborate on Salesforce files in the cloud. For example, upload a file in Chatter and store it there privately until you're ready to share it. Share the file with coworkers and groups to collaborate and get feedback. Attach files to posts in a Chatter feed on the Home tab, Chatter tab, a profile, a record, or a group. Salesforce Files can be used with or without Chatter. With Chatter turned off, the Files tab (Files home) is available: upload, share, view, and manage files. You can manage topics for your files right from the detail page. Use topics to find files more easily and connect them to other records. You can update, add, delete, and track library members all from one place. Library admins can create and manage library memberships from Files Home. External users automatically get an “external badge” in the Current Member section to identify external partners, customer community members, portal, and Chatter users. For more information on Files see: <https://help.salesforce.com/articleView?id=collab_salesforce_files_parent.htm&type=5>.    Salesforce Content: Publish and share official corporate files with coworkers and deliver them to customers. Documents are uploaded in Salesforce Content via a graphical user interface and a structured workflow process. This process captures key information related to the document, including file name, description, author, tags, document type, and any custom criteria you choose to collect. For example, Create, clone, or modify a document and save it so only you can see it and work on it. When you're ready, publish it so other users in the State have access to it. Create a content pack and send it to customers. In Lightning, the State can create public links to share folders, giving recipients inside or outside the State access to sets of files. The public link is an encrypted URL. Folder Sharing in Lightning Experience provides an alternative to Content Packs in Classic. Anyone with the link can view and download the files in the folder. You can change the folder’s contents at any time, and the changes occur in real time. To remove access to the folder, delete the link. To make the folder public again, create a new link. For more information on Salesforce Content see: <https://help.salesforce.com/articleView?id=content_parent.htm&type=5>.    Salesforce Libraries: In Lightning Experience, you can make libraries available to all users or a subset of users with or without Salesforce Content. In libraries, you can add multiple files to a library, update and delete library files, and move folders within a library. You can customize the fields and layout of the Files detail page and choose from standard fields to show when the file was last updated, file size, file type, and more. For additional information, please see: <http://releasenotes.docs.salesforce.com/en-us/summer17/release-notes/rn_files.htm?edition=&impact=> and <https://help.salesforce.com/articleView?id=collab_files_libraries_parent.htm&type=5>.    Salesforce Knowledge: Create and manage content, known as articles, in a knowledge base. Internal users and customers (on your Customer Portal, partner portal, Service Cloud Portal, or Salesforce Platform Sites) can quickly find and view articles they need. For example, write, edit, publish, and archive articles using the Articles Management tab or find and view published articles using the Articles tab. Customers and partners can access articles if Salesforce Knowledge is enabled in your Customer Portal, partner portal, Service Cloud Portal, or Salesforce Platform Sites. Create a public knowledge base so website visitors can view articles. For more information on Salesforce Knowledge see: <https://help.salesforce.com/articleView?id=knowledge_whatis.htm&type=5>.    Documents Tab: Store Web resources, such as, logos, DOT files, and other Visualforce materials in folders without attaching them to records. For example, add a custom logo to meeting requests by uploading your logo to the Documents tab. For more information, please see: <https://help.salesforce.com/articleView?id=docs_upload.htm&type=5>.    Attachments: Attach files to records from the Attachments related list on selected detail pages. For example, add a file to a specific record, like an event, contact, or case by attaching it on the Attachments related list. Attachments exist in Salesforce only in the context of the record they’re attached to. Files that users upload to the Attachments related list on records in Salesforce can also be set to become Salesforce Files objects. Once an Attachment is also a Salesforce File it can be shared with people, groups, libraries, and can be posted in feeds, synced, and updated with new versions.    Additional information on the differences between Files, Salesforce CRM Content, Salesforce Knowledge, Documents, and Attachments can be found at: <https://help.salesforce.com/articleView?id=collab_files_differences.htm&type=5>.  A custom batch process or an appropriate third party backup and recovery app exchange solution will be implemented to delete the documents as per the retention policy | | | | | |
| GEN-8 | Describe how the system will have the capability for staff to designate the documents and data items that will be made available for online public access as they are entered. | X | X |  |  |
| Response:  Communities are branded spaces for your employees, customers, and partners to connect. You can customize and create communities to meet your business needs, then transition seamlessly between them.  You can use Communities to:   * Easily connecting your employees with your distributors, resellers, and suppliers * Deliver world-class service by giving your customers one place to get answers * Manage social listening, content, engagement, and workflow all in one place   Base your community on one of our preconfigured Lightning Community templates with drag-and-drop components, or on standard Salesforce functionality and tabs. With Communities, you can share a subset of features and data from your internal Salesforce org, and customize your community to use your company branding.  Communities live inside your org and can be easily accessed from the App Launcher in Lightning Experience.  Communities provide features that allow customers to automatically view only the records pertaining to them as they are entered into the system. | | | | | |
| GEN-9 | Describe how the system will allow third-party updates to applicant and licensee records.  Some examples include:   1. Allow educational institutions to submit data regarding education on a licensee’s record. 2. Allow employers to submit nurse aide employment information, including adding new hires, updating current nurse aide rosters, and adding employment end dates, to update nurse aide applicant and licensee records. 3. Allow employers to enter and update license information for licensed employees. 4. Allow the child care rating system to add/update a rating level to a licensee’s record. | X | x |  |  |
| Response:  **MuleSoft**  In addition to Salesforce's core integration capabilities, Salesforce also recently acquired MuleSoft, Inc. (“MuleSoft”), the provider of one of the world’s leading platforms for building application networks that connect enterprise apps, data and devices, across any cloud and on-premises. Together, Salesforce and MuleSoft will accelerate our customers’ digital transformations, enabling them to unlock data across legacy systems, cloud apps and devices to make smarter, faster decisions and create highly differentiated, connected customer experiences. The MuleSoft Anypoint Platform is generally available today.    At Salesforce, our mission is to help our customers connect to their customers in a whole new way. We do this by giving them a platform that abstracts away all of their complex enterprise systems and helps them build modern experiences that connect every system, every customer, and every device. A core and strategic piece of this is integration, and the foundation of the Salesforce Integration Cloud is MuleSoft. The MuleSoft Anypoint Platform enables over 1,600 organizations in approximately 60 countries to build application networks and meet the challenges of the digital economy. The MuleSoft Anypoint Platform is a horizontal solution that addresses a broad range of integration and API management use cases. Common use cases include:   * Pull data from external systems into Salesforce. * Expose data from existing systems to mobile apps, partners, and customers via APIs. * Sync data records between cloud applications and on-premise databases.     MuleSoft’s approach enables a new and more efficient IT operating model that leverages consumption-oriented, reusable assets to connect applications, data, and devices. MuleSoft’s Any point Platform provides a unified solution to solve integration and API management use cases. The Anypoint Platform uniquely combines integration with full API lifecycle management. The Anypoint Platform resolves many kinds of challenges—from tactical uses to mission-critical pains. It is adaptable and designed to swiftly solve the problems that organizations face today and in the future.  The requested integrations will be implemented through the Mulesoft’s Anypoint Platform. | | | | | |
| GEN-10 | Describe how the system will facilitate and document electronic and other correspondence, communication, and documentation, and automatically link it to the correct applicant/licensee records, complaints, inspections, disciplinary actions, non-disciplinary actions, etc. The system should save all incoming and outgoing communications within the applicant or licensee record, and provide a log for conversations via email, text, phone, in-person, etc. The system must provide templates for documents, reports, correspondence, etc., and allow staff to revise templates and create new documents and correspondence as needed. | X | X |  |  |
| Response:  In Salesforce, you can email contacts, leads, and your own colleagues directly from applicant, complaints, inspections, licensee, and action records you have access to. You can send an email to any valid email address and attach files to your emails. These emails are automatically stored along with the associated records.  Salesforce allows customers communicate with support agents using text messaging. Customers can send text messages to your company, and agents can reply from the Service Console. Use the guided setup flow to set up a text messaging channel. All text message conversations can be easily accessed from the associated records.  Salesforce supports a 'Log a Call' button that creates a completed task or activity record for the Users to document communications. All logged calls are easily accessible from the associated records.  The Salesforce AppExchange provides a rich ecosystem of applications built by Salesforce's partners. This ecosystem supports and enables a wide variety of use cases, many of which are enabled on mobile devices. There are over 900 partner apps listed on the AppExchange: <https://appexchange.salesforce.com/appxSearchKeywordResults?keywords=mobile>.   * Following are some of the salient features of products that support dynamic document generation capabilities: * SIMPLE * Create documents like licenses, address labels, letters and more with the data that drives your business. With one click, data from any object within Salesforce or other systems of record can be inserted into any document template. * FAMILIAR Create, manage and generate document packages in Lightning or Classic, without losing the benefits of an easy-to-use and familiar user experience within Salesforce. Also, create documents on the go with seamless Salesforce1 compatibility. * COMPLIANT Manage access to documents based on stage or user permissions and eliminate human errors with pre-defined templates, ensuring legal and policy compliance. Auto-assign tasks, alerts and follow-ups to make sure nothing falls through the crack | | | | | |
| GEN-11 | Describe how the system will have an integrated validation module built into the software to ensure data submitted is accurate and valid. Spellcheck is required. For example, to ensure that text is not entered into date or numeric fields, numeric data into alpha text fields, etc. | X | X |  |  |
| Response:  Salesforce offers many features to ensure the capture of effective and relevant customer data. The system offers features such as validation rules with red-highlighted error messages, administrator-defined field picklists, field default values, required fields, and bubble help text on data entry screens. Additionally, we provide field history tracking that records all field changes, with user, date and changed value, for selected tracking fields.    These are the most common attributes of Salesforce fields:   * All entity names must be non-null * All dates and times must be parsable with respect to the user's chosen locale setting * All email addresses must contain an '@' symbol * US-style phone numbers with 10 digits are formatted as (xxx) xxx-xxxx.   Salesforce runs inside a browser and leverages browser-based spell checking. The browser shows users when they have misspelled a word. The Formula Field generator also has a syntax checker. | | | | | |
| GEN-12 | Describe how the system will allow staff to set the records retention schedule for documentation at the time of entry/creation, and automatically notify staff when documents are eligible for destruction, based on a specified destruction date. Staff must be able to approve destruction or change the destruction date as needed. | X | X |  |  |
| Response:  As part of the data storage and retention architecture a configurable solution will be designed to ensure that adherence to the document retention schedule and enable changes to the system when the retention schedule changes. With Field Audit Trail, you can track changes to your data for up to 10 years and report on its value and state over time for forensic level compliance and greater operational insights into your business.  **Retention**  Active customer data stays on disk until the customer deletes or changes it. Customer-deleted data is temporarily available (15 days) to customers online from the Recycle Bin. The retention policy for backup media is 90 days (30 days for sandboxes). Deleted / modified data cannot be recovered after 90 days (30 days for sandboxes).    Salesforce customers are responsible for complying with their company's data retention requirements in their use of the Salesforce Services. If a Salesforce customer must preserve data and the retention procedures above are insufficient, they may schedule a weekly export of data or copy to a sandbox account. Exports of Customer Data are available in comma separated value (.csv) format by request via Salesforce's Customer Support department. In addition, many exports can be manually pulled by the designated org administrators.  **Third Party Archival Solution**  The Salesforce AppExchange provides a rich ecosystem of applications built by Salesforce's partners. This ecosystem supports and enables a wide variety of use cases, many of which are enabled on mobile devices.  Create and manage custom archiving policies to automatically archive data from within your Salesforce production environment.  Easily schedule archive frequency, define the archiving criteria, configure the fields that will be visible to the end users, and set custom retention policies.  Allow users and admins to locate and unarchive directly from Salesforce, based on your permission controls. | | | | | |
| GEN-13 | When working with a licensee record, describe how the system will be able to list all of the addresses associated with the license, and provide an option to print a selected address on an envelope or label without creating a mail merge into another document. | X | X |  |  |
| Response:  Salesforce custom objects allows to track and store data that’s unique to your organization. To link multiple addresses with a license record, an Address custom object must be created to link each address with the associated license.  The Salesforce AppExchange provides a rich ecosystem of applications built by Salesforce's partners. This ecosystem supports and enables a wide variety of use cases, many of which are enabled on mobile devices. There are over 900 partner apps listed on the AppExchange: <https://appexchange.salesforce.com/appxSearchKeywordResults?keywords=mobile>.  Following are some of the salient features of products that support dynamic document generation capabilities:  SIMPLE  Create documents like licenses, address labels, letters and more with the data that drives your business. With one click, data from any object within Salesforce or other systems of record can be inserted into any document template.  FAMILIAR Create, manage and generate document packages in Lightning or Classic, without losing the benefits of an easy-to-use and familiar user experience within Salesforce. Also, create documents on the go with seamless Salesforce1 compatibility.  COMPLIANT Manage access to documents based on stage or user permissions and eliminate human errors with pre-defined templates, ensuring legal and policy compliance. Auto-assign tasks, alerts and follow-ups to make sure nothing falls through the crack  Using third-party templating package, system can generate an address label document on a click of a button with the selected address and formatted to fit to the specified page sizes. These documents can then be sent to the appropriate printers to print on the envelope or label. | | | | | |
| GEN-14 | Describe how the system will store images, letterhead, templates, and electronic signatures used on multiple documents in one location. | X |  |  | X |
| Response:  Nintex is a document management solution offered through Salesforce AppExchange. this solution in combination with DocuSign can be used to address this requirement.  Nintex Drawloop DocGen® for Salesforce is the only no-code document generation solution on the AppExchange. Its drag-and-drop designer interface makes it easy for Salesforce admins with no coding experience to build automated solutions for existing manual document creation tasks. Generate ANY-and-ALL types of documents in PDF, Word, Excel and PowerPoint formats:   * Create documents with the data that drives your business. With one click, Drawloop DocGen® inserts data from any object within Salesforce or other systems of record into any document template. * Create, manage and generate document packages, without losing the benefits of an easy-to-use and familiar user experience within Salesforce. Also, create documents on the go with seamless Salesforce1 compatibility. * Manage access to documents based on stage or user permissions and eliminate human errors with pre-defined templates, ensuring legal and policy compliance. Auto-assign tasks, alerts and follow-ups to make sure nothing   DocuSign  Create agreements with Salesforce data: Generate agreements using DocuSign templates that automatically pull in documents and customer contacts from Salesforce.  • Customize agreements: Add fields to the electronic agreements with bi-directional mapping to Salesforce objects.  • Send agreements for signatures: Add additional documents and recipients to the agreement and specify send options such as a message, reminders and authentication options.  • Sign on any device: Recipients can review and sign anywhere, anytime and on any device. • Write back to Salesforce: The signed document and signer-provided data can be automatically written back to Salesforce. • Compliant and secure: DocuSign eSignature has industry-leading compliance such as FedRAMP and security certifications such as ISO 27001:2013. | | | | | |
| GEN-15 | Describe how the system will verify all addresses and zip codes as the data is entered, such as validating entries against a USPS Address lookup file and provide the option to input the recommended address information instead. ZIP+4, the additional 4 digits of the zip code, should be added by the systembased on the address chosen. | X |  |  | x |
| Response:  Smarty Streets is a 3rd party address validation solution that is compatible with Salesforce solutions.     * Easy-to-use tool for single address verification - USPS or International. * Verify that each address is valid and complete * 45 metadata points for each address Convert addresses into proper USPS address format * Latitude and longitude coordinates returned for each valid address | | | | | |
| GEN-16 | Describe how the system will allow data searches on each data and text field and on combinations of several data fields. The system should include partial name and “sounds like” search parameters. A minimum of 15 search results should show on a screen at the same time with no scrolling required to view them, with additional results available by scrolling. | X | X |  |  |
| Response:  **Global Search Features**  Salesforce offers the following ways to search for data stored in the system with access controls based on role and profile.    Sidebar Search  From the sidebar search box users can search a subset of record types and fields. Wildcards and filters can be used to refine the search. In Lightning Experience, users can narrow results by clicking object names on the left side of the page under Search Results. You’re taken to a search results page that lists only records for that object.    Advanced Search  Users can search a subset of record types in combination and more fields, including custom fields and long text fields such as descriptions, notes, and task and event comments. Wildcards, operators, and filters can be used to refine the search.    Global Search  Users can leverage the global search box in the header of all Salesforce pages to search for more records, including articles, documents, products, solutions, Chatter feeds, files, folders, emails, groups, and people. Global search includes more fields, including custom fields, and long text fields such as descriptions, notes, tasks and event comments. Choose any searchable object in the dropdown list next to the global search box to narrow your search to only those objects. Wildcards, operators, and filters can be used to refine the search. Nickname matching helps users find records with less guessing as the search engine automatically returns associated nicknames for Account, Contact, Lead and User records in the results. Search for Contacts using the Account Name by entering the first or last name (or both), plus the account name. Contacts that match the search terms and relate the specified account are returned. In addition, administrators have the ability to determine which custom objects should be returned in the global search results, hiding records that are not useful for end users and allowing them to find relevant information faster. Custom synonym groups can also be built to generate results for commonly associated terms. Standard synonym groups are enabled by default.    With Salesforce Lightning Experience, selecting the search box or typing keywords will provide users with instant results for either auto-suggested records or objects to filter search criteria. The records are chosen based on various factors, including record activity, search terms, and which object is searched. Choose any searchable object in the dropdown list next to the global search box to narrow your search to only those objects. And, as a user types in search terms, the results are expanded to include records that match the search terms entered, even if they aren’t in the same order as the user entered them. For example, a user searches for "headquarters salesforce San Francisco" and the record with salesforce headquarters is located in san Francisco appears. If the user doesn't see the record, they are looking for they can continue performing a full search. These instant results are also available in the lookup dialog search, where users associate one record to another.    Salesforce Lightning Experience also provides a redesigned search experience to help users find the record they are looking for faster. Search results feature Top Results, which display the most relevant records for the objects a user accesses the most. The search scope bar allows users to filter results by object. Top Results, Feeds, Applications, and More always appear on the bar. The other objects change their order depending on how often a user accesses them. If a user can’t find an object, they can use the More link to see an alphabetical list of all available objects. Most frequently used objects that don’t fit in the search scope bar appear at the top of the list. If a user wants to see results for multiple objects, they use Top Results. In Lightning Experience, Top Results make finding a record easier and faster because it lists the top record results, by relevance, for each of the user's most frequently used objects.    Salesforce Lightning Experience search results pages also include a sort drop-down. In addition, users can click the column headers to sort results. Users can adjust column widths and wrap long lines of text in search results, making it easier for users to scan results without scrolling back and forth. Also, an improved sorting menu gets search results in order. Users find sorting helpful when faced with too many search results, even within a specific object type. The sort drop-down lists all the columns shown in the search results layout for the user to choose from. Results are sorted by relevance by default. If users' sort from the Top Results page, they are taken to the object’s results page to see a longer list of sorted results.    Enhanced Instant Results  When a search term gets no results because of a possible misspelling, users see suggestions that match corrected spellings of the search term. Salesforce checks only the record name. Spell correction works for only one term, even when multiple terms are entered. If multiple terms are misspelled, Salesforce corrects only the first misspelled term. Users who include the account name when they search for a contact or opportunity get more relevant search results. For example, search for the contact Carole White associated with the Global Media company faster by entering Carole White Global.    List view Search capabilities in Lightning App  The State can use a search bar to search the field data in your list views and find the records you need in record time.    Field-level security in search  When users search for records, search doesn’t return results for data in restricted fields. Field-level security is enforced in custom objects and all standard objects, except Cases, Knowledge Articles, and Users. | | | | | |
| GEN-17 | Describe how the system will track licensees and link the records of all of their licenses, the full history of each license, all related documentation, and all disciplinary actions in progress and taken against each license. When a new application is entered for an individual or establishment, a notification regarding any other licenses associated with the applicant must pop up during data entry. | X | X |  |  |
| Response:  Salesforce provides a standard related list component that can be used to display all the information related to a licensee. The Record Related List component shows a list of records that are related to a record. For example, while accessing a licensee record, it displays a related list of all their licenses along with the status, for that licensee. It allows using this Record Related List component on a record detail page or on a custom page to show a list of related records. Members can create records from the list and from lookups. | | | | | |
| GEN-18 | For licensees that have more than one license in process, describe how the system will display multiple application status checklists at once. For example, display both checklists for an individual that has both a PLADC and PLMHP application pending, or all applications, names, and street addresses associated with an establishment. | x | x |  |  |
| Response:  Salesforce provide a standard related list component that can be used to display all the information related to a license. The Record Related List component shows a list of records that are related to a record. When a licensee record is accessed, it can display a list of their applications along with the status and reasons. | | | | | |
| GEN-19 | When an applicant is issued a new license, describe how the system will have the capability to automatically null and void specific licenses previously held by the applicant, as specified by staff for the license type, within the same license type or other license types.  Examples include:  If an APRN license is issued to Brad, his current RN license would remain active.  If an LPN license is issued to Janet, her current Medication Aide license would be made null and void.  When Diane’s Child Care is approved for an operating/non-expiring license, the current provisional license will be made null and void on its expiration date, and a non-expiring license issued at that time. | X | X |  |  |
| Response:  One of the key goals of our system is to make it easier to drive the changes through configuration rather through the code. As part of this goal, we have a built a configurable engine that enables to quickly setup a license type and configure often repeated processes on each license type. This configuration engine would provide the ability to map the dependent license types and configure the actions to be performed when a specific license is approved. | | | | | |
| GEN-20 | The system administrator must be able to initiate, modify, and configure Nebraska-specific requirements for each license type. Core information is consistent between the different licenses. | X | X |  |  |
| Response:  One of the key goals of our system is to make it easier to drive the changes through configuration rather through the code. As part of this goal, we have a built a configurable engine that enables to quickly setup a license type and configure often repeated processes on each license type. System Administrators will be able to access this configuration engine to initiate, modify, and configure Nebraska-specific requirements for each license type. | | | | | |
| GEN-21 | Describe how the system will calculate averages, percentages, days between, deviations, etc. between multiple data elements. | X | X |  |  |
| Response:  Salesforce natively supports the use of formula fields. A formula is an algorithm that derives its value from other fields, expressions, or values. Formulas can help to automatically calculate the value of a field based on other fields. Salesforce supports the following types of formulas (click on link to learn more):   * [Math Operators](https://help.salesforce.com/articleView?id=customize_functions.htm&type=5#math_operators_title) * [Logical Operators](https://help.salesforce.com/articleView?id=customize_functions.htm&type=5#legal_operators) * [Text Operators](https://help.salesforce.com/articleView?id=customize_functions.htm&type=5#text_operators) * [Date and Time Functions](https://help.salesforce.com/articleView?id=customize_functions.htm&type=5#date_and_time_functinons) * [Logical Functions](https://help.salesforce.com/articleView?id=customize_functions.htm&type=5#logical_functions) * [Math Functions](https://help.salesforce.com/articleView?id=customize_functions.htm&type=5#math_functions) * [Text Functions](https://help.salesforce.com/articleView?id=customize_functions.htm&type=5#text_functions) * [Summary Functions](https://help.salesforce.com/articleView?id=customize_functions.htm&type=5#summary_functions) * [Advanced Functions](https://help.salesforce.com/articleView?id=customize_functions.htm&type=5#advanced_functions) | | | | | |
| GEN-22 | Describe how the system will accommodate AKA (also known as) identification, previous names, and DBAs (doing business as) for licensees who either legally change their name or go by another name. The system must track and associate facility name, ownership data, and survey results by the facility address, such as the record for a nursing home at 123 Main St. shows a history of the companies and DBAs that operated the nursing home, and all inspection results and compliance findings for the facility. | X | X |  |  |
| Response:  Salesforce uses accounts object to store information about customers or individuals you do business with. There are two types of accounts. Business accounts store information about companies while Person accounts store information about individual people. In addition, Account object supports hierarchy that shows the relationship between parent accounts and their subsidiaries. For this system, the facility will be created as an account in the system and account hierarchy will be used to link to the business that were operating in the facility. Each business will have a related record list component that will show all the DBAs associated since the DBAs will be captured in a separate custom object. | | | | | |
| GEN-23 | Describe how the system will incorporate data entered online (sometimes automatically and sometimes after staff approval); auto-fill information that has been duplicated in other parts of the database, checklist, or license information document; and allow staff to update that information as needed. All changes, as well as the staff person making/approving the changes, should be documented and the old information archived. | X | X |  |  |
| Response:  One of the tenets for building modern online system is to ensure that the data duplication is minimized as much as possible. However, if the data duplication is required, then the data can be kept in sync using the Salesforce built-in Process Builder and Flows.   * **Process Builder** allows you to map out business rules with multiple criteria via a visual interface. Process Builder works for field updates and record creation and can be invoked via other processes. Process Builder supports time-based actions. * **Cloud Flow Designer** allows you to not only design complex business rules via a visual interface but allows you to expose those automated processes to your customers via Community pages, Visualforce pages, or even by clicking a button or a link. Cloud Flow Designer supports time-based actions. | | | | | |
| GEN-24 | If an individual licensee’s contact information is updated on one license, either online or by staff, records for all licenses held by that licensee must automatically be updated. | X | X |  |  |
| Response:  Salesforce provides a standard contact object where the information about the people you do business with is stored. Contacts are usually associated with an account but can also be associated with other records such as licenses. Contacts are even more useful when you enable Contacts to Multiple Accounts, add hierarchy information, and customize sharing settings. | | | | | |
| GEN-25 | The system administrator must be able to access and edit the questions/instructions/etc. on renewals, applications, and all other forms/templates, whether online and paper. | X | X |  |  |
| Response:  The system administrator can use the page layouts drag and drop editor to configure the information displayed on the screen.  Page layouts control the layout and organization of buttons, fields, s-controls, Visualforce, custom links, and related lists on object record pages. They also help determine which fields are visible, read only, and required. Use page layouts to customize the content of record pages for your users.  Salesforce has two drag-and-drop tools for editing page layouts: the original page layout editor and an enhanced page layout editor. The enhanced page layout editor is enabled by default, and provides all the functionality of the original editor, as well as additional functionality and an easier-to-use WYSIWYG interface.  You can enable the original page layout editor in the User Interface settings. Your Salesforce org can use only one page layout editor at a time.  From within a page layout, you can access a mini page layout. The mini page layout defines the hover details that display when you mouse over a field on an object’s detail page in the Agent console.  We also have developed a Auto Form Generator to configure the page information in Salesforce communities. The Auto Form Generator Configuration utility can be accessed by the System Administrator to configure the fields that are displayed on a community page. This tool provides the ability to edit the questions/instruction/etc. on all community page.  Salesforce provides the ability for administrators to manage the templates used for generating emails.  Salesforce AppExchange products used for generating documents provide similar configuration utility for the System Administrator to configure the document templates used to generate correspondence letters. | | | | | |
| GEN-26 | Describe how the system will accommodate input of historical / legacy license records with limited data and documentation. All data needs to be migrated (active/inactive), be editable, and be used in reports. | X | X |  |  |
| Response:  Salesforce supports multiple tools such as Data Loader and MuleSoft to import historical records. The historical records can be tagged with a specific origin type field and all the validations can be disabled for records with the Historical origin type.  Data Loader: Data Loader is a client application for the bulk import or export of data. Use it to insert, update, delete, or export Salesforce records.  When importing data, Data Loader reads, extracts, and loads data from comma-separated values (CSV) files or from a database connection. When exporting data, it outputs CSV files.  Data Loader can be used in two different ways:   * User interface—When you use the user interface, you work interactively to specify the configuration parameters, CSV files used for import and export, and the field mappings that map the field names in your import file with the field names in Salesforce. * Command line (Windows only)—When you use the command line, you specify the configuration, data sources, mappings, and actions in files. This enables you to set up Data Loader for automated processing.   Data Loader offers the following key features:   * An easy-to-use wizard interface for interactive use * An alternate command-line interface for automated batch operations (Windows only) * Support for large files with up to 5 million records * Drag-and-drop field mapping * Support for all objects, including custom objects * Can be used to process data in both Salesforce and Database.com * Detailed success and error log files in CSV format * A built-in CSV file viewer * Support for Windows and Mac   **MuleSoft**  In addition to Salesforce's core integration capabilities, Salesforce also recently acquired MuleSoft, Inc. (“MuleSoft”), the provider of one of the world’s leading platforms for building application networks that connect enterprise apps, data and devices, across any cloud and on-premises. Together, Salesforce and MuleSoft will accelerate our customers’ digital transformations, enabling them to unlock data across legacy systems, cloud apps and devices to make smarter, faster decisions and create highly differentiated, connected customer experiences. The MuleSoft Anypoint Platform is generally available today.    At Salesforce, our mission is to help our customers connect to their customers in a whole new way. We do this by giving them a platform that abstracts away all of their complex enterprise systems and helps them build modern experiences that connect every system, every customer, and every device. A core and strategic piece of this is integration, and the foundation of the Salesforce Integration Cloud is MuleSoft. The MuleSoft Anypoint Platform enables over 1,600 organizations in approximately 60 countries to build application networks and meet the challenges of the digital economy. The MuleSoft Anypoint Platform is a horizontal solution that addresses a broad range of integration and API management use cases. Common use cases include:   * Pull data from external systems into Salesforce. * Expose data from existing systems to mobile apps, partners, and customers via APIs. * Sync data records between cloud applications and on-premise databases.     MuleSoft’s approach enables a new and more efficient IT operating model that leverages consumption-oriented, reusable assets to connect applications, data, and devices. MuleSoft’s Anypoint Platform provides a unified solution to solve integration and API management use cases. The Anypoint Platform uniquely combines integration with full API lifecycle management. The Anypoint Platform resolves many kinds of challenges—from tactical uses to mission-critical pains. It is adaptable and designed to swiftly solve the problems that organizations face today and in the future. | | | | | |
| GEN-27 | Describe how the system will support entity types and address types. Examples of entity types are as follows: individuals, businesses, facilities. Address change capability must be available to individual licensees at any time on the website, and as part of renewals.  Only individuals can change their address. Establishments are not allowed to change their address.  Reference Attachment One, Type and Number of Licensees. | **X** | **X** |  |  |
| Response:  Salesforce uses accounts object to store information about customers or individuals you do business with. There are two types of accounts. Business accounts store information about companies while Person accounts store information about individual people. In addition, Account object supports hierarchy that shows the relationship between parent accounts and their subsidiaries. For this system, the entities will be stored as an account.  Salesforce also provides a Record type feature that allows to differentiate between the facility accounts from business or individual accounts. This also provides the ability to offer different business processes, picklist values, and page layouts to different users. Or you might display different page layouts for facility accounts versus business accounts.  Address information will be captured as separate custom object and is associated with the account. Salesforce supports validation rules, which can look up the parent account information and to not allow editing address when the account record type is a Facility. | | | | | |

**Initial Licensure and Examination Requirements**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Req #** | **Requirement** | (1) Comply | (a) Core | (b) Custom | (c) 3rd Party |
| ILA-1 | For **individual licensees**, describe how the system will capture and maintain core demographic information.  Core demographic information must include at a minimum:   1. Name, including first, middle, last, maiden, AKA, etc. 2. Date and place of birth 3. Social Security Number – the full number must not be displayed in any reports or other documentation unless approved by DHHS 4. Contact preference, identified as phone, text, email, mail, etc. 5. Multiple email addresses, identified as home, work, school, designated contact address, etc. 6. Multiple phone numbers, identified as home, work, cell, notification text, etc. 7. Home address 8. Multiple mailing addresses (work, home, etc.) 9. Date of death 10. School, education type, and date of graduation, with drop-down lists of approved schools and coursework 11. Type and date of examination, pass/fail notation, and ratings or grades received, if any 12. Application/license type, issuance date, license status, license number, unique person identifier, and basis on for license issuance 13. Compact-related information, including declared state of residence and declaration date 14. Description of all disciplinary action pending or taken against the licensee, including the type of disciplinary action, the effective date range of the disciplinary action, a description of the basis for disciplinary action, etc. 15. Any additional data fields DHHS deems appropriate. | X | X |  |  |
| Response:  Salesforce provides a standard contact object where the information about the people you do business with is stored. Contacts are usually associated with an account but can also be associated with other records such as licenses. Contacts are even more useful when you enable Contacts to Multiple Accounts, add hierarchy information, and customize sharing settings.  Contact object will be used to store the personal information such as name, DOB, . Separate custom objects will be used to store multiple email addresses, phone numbers, addresses, AKA, education, examinations, application, issued licenses, and pending disciplinary action. | | | | | |
| ILA-2 | For **establishment licensees**, describe how the system will capture and maintain core demographic information.  Core demographic information applicable to the license type, must include at a minimum:   1. Physical location of the establishment 2. History of establishment ownership and compliance by physical location 3. Contact preference, identified as phone, text, email, mail, etc. 4. Multiple email addresses, identified as work, designated contact address, etc. 5. Multiple phone numbers, identified as desk, cell, fax, notification text, etc. 6. Licensee name, DBA name, facility number, license type, license number, issuance date, expiration date, status, and basis for license issuance 7. Occupancy certificate, including date and issuing authority 8. Multiple mailing addresses and contact information (corporate headquarters, branch/satellite/off-site/practice locations, etc.) 9. Ownership information, including names, dates served, physical location, contact information, ownership type, non/profit status 10. Number of beds/capacities 11. Population served, including hours and age ranges for childcare licensees. 12. Geographic service area (multiple county names with start and end dates per county) 13. Services provided (multiple entries with start and end dates per entry) 14. Management personnel (multiple entries with start and end dates per entry) 15. Disciplinary history, including each disciplinary action taken, start and end dates of each action, and a summary of the situation that resulted in the disciplinary action 16. The establishment’s TIN/FIN/W-9 17. Any additional information DHHS deems appropriate. | X | X |  |  |
| Response:  Salesforce provides a standard account object that stores the information on establishment and the businesses that own the establishments. Additional custom objects related to the account will store addresses, history of ownership, physical location, email addresses, phone numbers, licenses, dba names, occupancy information, population served, services provided, management personnel, and disciplinary history. | | | | | |
| ILA-3 | Describe how the system will calculate prorated fees and initiate refunds for individual licenses and groups of licenses, based on license type-specific requirements.  For example, Jane applied for an RN license in July, with payment of $123. Jane met all requirements for a nursing license on October 15. The nursing renewal date is October 31. If Jane chooses to have her license issued on October 15, the system must automatically calculate and default to the prorated fee ($30.75) and initiate a refund if necessary ($92.25). | X | X |  |  |
| Response:  The system will use Salesforce business process management tools to calculate the prorated fees.  Business rules and processes can be created and assigned to specific fields. Business process management supported by Salesforce include:   * **Workflow**allows you to create business rules to act on the entered data. Workflow rules may notify people if a field is changed, update another field based on the edit of the first field, or call out to some external process (a SOAP endpoint) where execution logic may fire. Workflow rules may have both multiple immediate actions and multiple time-based actions. Workflow rule management is a point-and-click, wizard-driven exercise. Also, note that you can set up field history on data records to track changes to any standard out-of-box or custom-created field. * **Process Builder** allows you to map out business rules with multiple criteria via a visual interface. Process Builder works for field updates and record creation and can be invoked via other processes. Process Builder supports time-based actions. * **Cloud Flow Designer** allows you to not only design complex business rules via a visual interface but allows you to expose those automated processes to your customers via Community pages, Visualforce pages, or even by clicking a button or a link. Cloud Flow Designer supports time-based actions. | | | | | |
| ILA-4 | Describe how the system will generate/document license issuance correspondence and licenses after all licensure requirements are met and accommodate/schedule license issuance dates in the future.  For example, Jane met all requirements for a nursing license on October 15. The nursing renewal date is October 31. If Jane chooses to have her license issued after the renewal date, the system must track her future license issuance date and generate a license on the specified date.  Another example: a provisional childcare licensee has met all requirements for an operating/non-expiring license on March 1. The provisional license doesn’t expire until April 1. The system must track the expiration date of the provisional license and generate the operating license with the effective date of April 1. | X | X |  |  |
| Response:  The system will use Salesforce business process management tools along with third party tools to generate the documents.  Business rules and processes can be created and assigned to specific fields. Business process management supported by Salesforce include:   * **Workflow** allows you to create business rules to act on the entered data. Workflow rules may notify people if a field is changed, update another field based on the edit of the first field, or call out to some external process (a SOAP endpoint) where execution logic may fire. Workflow rules may have both multiple immediate actions and multiple time-based actions. Workflow rule management is a point-and-click, wizard-driven exercise. Also, note that you can set up field history on data records to track changes to any standard out-of-box or custom-created field. * **Process Builder** allows you to map out business rules with multiple criteria via a visual interface. Process Builder works for field updates and record creation and can be invoked via other processes. Process Builder supports time-based actions. * **Cloud Flow Designer** allows you to not only design complex business rules via a visual interface but allows you to expose those automated processes to your customers via Community pages, Visualforce pages, or even by clicking a button or a link. Cloud Flow Designer supports time-based actions. * **Batch Apex** is used to run large jobs that would exceed normal processing limits. Using Batch Apex, you can process records asynchronously in batches to stay within the platform limits. | | | | | |
| ILA-5 | Describe how the system will allow issuance of licenses with or without a specified expiration date or application/renewal/annual fee. | X | X |  |  |
| Response:  The system will have specific fields on the license object that will capture the expiration date of the license. System will run processes every day to flag the licenses that are due for renewal based on pre-configured number of days. Once the licenses are flagged to Open for renewal, the system will allow the licensee to submit the application. The system will also manage the fees associated with the license type, the type of request such as new or renewal, and automatically adds the appropriate fee line items to the application. | | | | | |
| ILA-6 | Describe how the system will separately track the Declared Primary State of Residence (PSOR), declaration date, and license compact status (single-state or multi-state) for licenses subject to compact agreements. Changes in PSOR must not change the license compact status.  If a license subject to a compact agreement is under disciplinary limitation, the license compact status must automatically be set as single-state and maintained as single-state until the disciplinary limitation is removed.  Describe how the system will determine if states in address field and states in PSOR field are compact or non-compact states for that particular license type. If licensees update their mailing address state or PSOR, the system would use a decision tree to determine if a) a notification must be sent to the license-type-specific staff work queue for review and processing, b) the license compact status must be automatically changed, or c) no additional actions are necessary. | X | X |  |  |
| Response:  The system will use custom objects to track the declared primary state of residence along with other details. In addition, Salesforce business process management tools will be used to update the license compact status based on disciplinary actions and send notifications based on a decision tree when their mailing address state or PSOR is updated.  Business rules and processes can be created and assigned to specific fields. Business process management supported by Salesforce include:   * **Workflow** allows you to create business rules to act on the entered data. Workflow rules may notify people if a field is changed, update another field based on the edit of the first field, or call out to some external process (a SOAP endpoint) where execution logic may fire. Workflow rules may have both multiple immediate actions and multiple time-based actions. Workflow rule management is a point-and-click, wizard-driven exercise. Also, note that you can set up field history on data records to track changes to any standard out-of-box or custom-created field. * **Process Builder** allows you to map out business rules with multiple criteria via a visual interface. Process Builder works for field updates and record creation and can be invoked via other processes. Process Builder supports time-based actions. * **Cloud Flow Designer** allows you to not only design complex business rules via a visual interface but allows you to expose those automated processes to your customers via Community pages, Visualforce pages, or even by clicking a button or a link. Cloud Flow Designer supports time-based actions. | | | | | |
| ILA-7 | Describe how the system will track and show the status of each application requirement and generate/document deficiency notifications. The system must identify and track the status of incomplete applications, calculate the number of days between receipt date and license-type-specific destruction date, generate appropriate correspondence, and alert staff of applications that are due to be destroyed. Staff must be able to assign retention according to retention schedules, and the system should notify staff to approve destruction or extend the destruction date.  For example, Jane sent in an application that didn’t include citizenship status documentation, and a system-generated letter/email notified Jane of the deficiency. Jane didn’t send in the documentation within 90 days, so her pending application should be sent to a work queue for staff to assess an administrative fee, initiate a refund, remove the application from the pending application process, and destroy the file. | X | X |  |  |
| Response:  The system will use a combination of custom metadata to store the configurable rules and the business process management tools to move pending applications to a work queue to assess an administrative fee, initiate a refund, remove the application from the pending application process, and destroy the file.  Business process management supported by Salesforce include:   * **Workflow** allows you to create business rules to act on the entered data. Workflow rules may notify people if a field is changed, update another field based on the edit of the first field, or call out to some external process (a SOAP endpoint) where execution logic may fire. Workflow rules may have both multiple immediate actions and multiple time-based actions. Workflow rule management is a point-and-click, wizard-driven exercise. Also, note that you can set up field history on data records to track changes to any standard out-of-box or custom-created field. * **Process Builder** allows you to map out business rules with multiple criteria via a visual interface. Process Builder works for field updates and record creation and can be invoked via other processes. Process Builder supports time-based actions. * **Cloud Flow Designer** allows you to not only design complex business rules via a visual interface but allows you to expose those automated processes to your customers via Community pages, Visualforce pages, or even by clicking a button or a link. Cloud Flow Designer supports time-based actions. * **Batch Apex** is used to run large jobs that would exceed normal processing limits. Using Batch Apex, you can process records asynchronously in batches to stay within the platform limits. | | | | | |
| ILA-8 | Describe how the system will accommodate and document applications for a license obtained by examination, reciprocity, or application. The system must document the jurisdiction, declared primary state of residence, the date declared, and whether the license is single-state or multi-state. License types each have their own application forms. No two license types have exactly the same requirements or number of processing steps. | X | X |  |  |
| Response:  The system has an Application custom object that can capture different types of license applications through the standard Salesforce Record Type. Based on the application nature, such as examination or reciprocity, different types of information can be collected on the application forms. | | | | | |
| ILA-9 | Describe how the system will incorporate examination features such as scheduling exams, retaking exams, proctoring, national test integration, score integration, non-applicant examinations, etc. The system must 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.  The system must document exam data, such as administrator, type of exam, scores, etc., for each exam taken. The number of exams taken must be tracked and alert staff when the limit for the license type is reached, if applicable. | X |  | X |  |
| Response:  A custom integration interface will be built with the exam providers to upload the scores. Once the scores are uploaded, it will be automatically associated with the applicant. Although this is a custom integration, MST Solutions technical team members have experience and have successfully built APIs to integrate exam information for other customers. | | | | | |
| ILA-10 | Describe how the system will provide an online account system with an intuitive interface for applicants to securely submit application materials/fees, get receipts, check the status of applications, schedule examinations, and view their scores/results. Online data entry must be interactive, with popups of current/past licenses, current contact information, proposed corrected address information, ZIP+4, etc., as specified in GEN-15. Describe how the system will maintain an electronic record of all online applications, payments, and status changes. | X | X |  |  |
| Response:  The requested functionality would be built through Salesforce Communities. Salesforce Communities are a great way to share information and collaborate with people who are key to your business processes, such as customers, partners, or employees. Whether you call it a portal, a help forum, a support site, HR central, or something else, an online community is a great place to connect with the important folks in your life in a new and different way. Use easy point-and-click branding tools with ever-evolving Lightning templates or go with Visualforce to create branded collaboration spaces.  You can create multiple communities within your organization for different purposes. For example, you could create a customer support community to reduce support costs, or a channel sales community for partner deal support, or you could have a community dedicated to an upcoming event.  Base your community on one of our preconfigured Lightning Community templates with drag-and-drop components, or on standard Salesforce functionality and tabs. With Communities, you can share a subset of features and data from your internal Salesforce org, and customize your community to use your company branding | | | | | |
| ILA-11 | Describe how the system will link and track the requirements of a secondary Provider Status Certification at the same time that the primary license application is being processed (i.e., a dental anesthesia permit for a dentist, or a nurse anesthetist certification for a registered nurse).  Describe how the system will require that the primary license be issued first, before any dependent license can be issued. | X | X |  |  |
| Response:  The system has a configuration engine that will allow system administrators to configure the requirements by license type. As part of this configuration, the system will capture the dependencies and restrict the issue of dependent license before the primary license is issued. | | | | | |
| ILA-12 | Describe how the system will provide a unique identifier for each licensee, each establishment’s physical location, and a cross-reference mechanism for licensees who hold more than one primary license.  For example, Dr. Smith holds a current dental license and a current medical license, or a hospital holds a current hospital license and a current long-term care license. | X | X |  |  |
| Response:  Salesforce provides standard auto number generator to generate unique identifiers. It also provides a standard related list record component that automatically displays all the licenses associated with a licensee. | | | | | |
| ILA-13 | Describe how the system will maintain and track multiple related supervisor/supervisee licenses, with start and end dates for each, and not allow the maximum number of supervisees for a license type to be exceeded. The system must not allow license issuance until applicants for a supervisee/dependent license have entered into an agreement with a qualified, active licensee to supervise their work. The system should display all dependent licenses for a supervising licensee on one screen. Staff will review and approve/deny supervision relationships prior to license issuance. Approximately twenty (20) license types need to establish and track supervisors and/or employers. | X | X |  |  |
| Response: The information to track multiple related supervisor/supervisee licenses will be stored in a separate custom object. The rules associated with this relationship will be captured in a custom metadata object and the standard business process tools will govern the rules on these relationships. A custom screen build on lightning component will be used to display all the dependent licenses for a supervising licensee on one screen. Following is further information on the lightning component:  Lightning Web Components    Lightning Web Components is the Salesforce implementation of that new breed of lightweight frameworks built on web standards for building custom components in Salesforce. It leverages the web standards breakthroughs of the last five years and delivers unparalleled performance. Notes It leverages custom elements, templates, shadow DOM, decorators, modules, and other new language constructs available in ECMAScript 7 and beyond.  Lightning Web Components provides a layer of specialized Salesforce services on top of the core stack, including:   * The Base Lightning Components, a set of over 70 UI components all built as custom elements. * The Lightning Data Service which provides declarative access to Salesforce data and metadata, data caching, and data synchronization. * The User Interface API, the underlying service that makes Base Lightning Components and the Lightning Data Service metadata aware, leading to substantial productivity gains. | | | | | |
| ILA-14 | Describe how the system will allow supervisors and supervisees to initiate, update, and terminate their supervision arrangements online. The system should generate and document alerts to staff and to all licensees involved in the arrangement when changes are made and provide a method for those involved to indicate their approval of changes made. Staff will review and approve or deny the updated supervision relationships and notify the supervisor and supervisee(s) of approval or denial. | X | X |  |  |
| Response:  The relationship between the supervisors and supervisees are captured in a custom object and will be displayed through a page built with lightning component framework. The changes to these relationships will be captured in a separate object and notifications will be automatically sent using Salesforce business process tools. Salesforce approval processes will be configured for the staff to review the changes and approve or deny the updated supervision relationships. | | | | | |
| ILA-15 | Describe how the system will generate and document alerts if a supervisor’s license is disciplined, revoked, or inactivated. Supervisees should be notified immediately, as they are not allowed to work without an active licensee’s supervision. Alerts should also go to the staff responsible for the license type, so that they can inactivate, void, or put a hold on all of the supervisee licenses. Some license types require that the supervisee license status is changed automatically under specific circumstances. | X | X |  |  |
| Response:  Salesforce enables organizations to deliver proactive alerts (including on email-enabled devices and push notifications from the mobile application) to key executives/managers, or any users of the application as needed. Alerts are sent via email and can be assigned as a Task in our platform. | | | | | |
| ILA-16 | Describe how the system will link and track the status of an application when a temporary license has been issued.  For example, Jane Doe moves to Nebraska and makes application for a nursing license. Jane is given a temporary nursing license, based on her licensure in another jurisdiction, so that she can begin working while her permanent license application is being processed. The system must maintain the temporary license record while allowing processing of the permanent license application. The system must maintain the historical data reflecting both licenses that are tied to the individual. | X | X |  |  |
| Response:  The system can be configured to allow temporary license by license type. Once configured, the system will allow licensees to submit temporary license application for the specific license type. The submitted record will be maintained in the system and will be associated to the licensee. This does not prohibit them from submitting a different application to obtain permanent license. | | | | | |
| ILA-17 | Describe how the system will allow employers to upload/import/enter employee rosters to update individual applicant/licensee employment records, including start and end dates, and accommodate multiple employers for each licensee.  For example:  Jane Doe, a nurse aide applicant, will be working for Good Samaritan Nursing Home, Home Health Care Services, and Shady Rest Nursing Home. Each of her employers should be listed on her applicant/licensee record, with attached start and end dates for each.  Shady Rest Nursing Home should provide a quarterly report of their employees and their dates of employment, including new hires and terminations. | X | X |  |  |
| Response:  The system will provide an excel template to upload employee rosters that can be downloaded from the website. Employers can fill the information in the excel file and upload it into the system. The excel document will capture all the required applicant/licensee information along with start and end dates and will be processed into the system. Once processed, the employers will be alerted with any error records that were not processed and can download the error file for correction. | | | | | |
| ILA-18 | Describe how the system will accommodate the nursing and faculty loan program, including contact information, loans, payments, etc. 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. | X | X |  |  |
| Response:  Standard Salesforce account will be used to store the nursing and faculty loan program while the associated contact information will be stored in the standard contact object. Salesforce custom objects will be designed to store the nursing and faculty loan program, loans, and payments. As part of the data migration, all the data will be migrated from existing database into Salesforce. | | | | | |
| ILA-19 | Describe how the system will accommodate the following three (3) exam types.   1. For online examinations 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. 2. For in-person exams, DHHS envisions applicants being notified of approval to take the examination and scheduling the examination via the personal online accounts. 3. 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.   DHHS must be able to run attendance sheets for use during the exam. DHHS also enters exam scores, some by exam section, and some are 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. | X |  |  | X |
| Response:  For examinations conducted via Survey Monkey, an AppExchange product from Survey Monkey will be integrated with the system. Following are the features of the Survey Monkey Salesforce App:  BUILD - Build beautiful, mobile-ready surveys with easy-to-use survey builder - Choose from a library of pre-built survey question types and survey templates, including Net Promoter Score, Customer Effort Score, and Employee Engagement  DISTRIBUTE - Create workflows to automatically send surveys after specific interactions, like case closed or opportunity lost for real-time, contextual feedback - Distribute surveys on the channels that work for your customers: email, Salesforce Chat (Live Agent), Salesforce Messaging, Salesforce Communities, mobile app, and website - Embed survey questions and Salesforce data in “One-Touch Emails” to double response rates; export HTML and VisualForce email templates - Send One-Touch email through Salesforce, Pardot, Marketing Cloud, GetFeedback, or any email provider  ANALYZE - Map survey responses to any standard or custom object - Analyze feedback data in Salesforce Reports and Dashboards, GetFeedback Dashboards, or Excel/CSV Export - Identify keywords and sentiment with Text Analytics  ACT - Notify key stakeholders of critical feedback and quickly follow up with customers to close the loop and strengthen relationships  For examinations conducted via ProProfs, the ProProfs Training Maker has a built-in integration support for Salesforce. By integrating Salesforce and ProProfs Training Maker, boost employee productivity and sales by managing [online training](https://www.proprofs.com/training/integrations/) from within your Salesforce account. Train and educate your reps, partners, and resellers quickly and easily. Key features: Assign courses and trainings - Use ProProfs Training Maker to [create online courses](https://www.proprofs.com/training/create-a-course/), using existing materials (PDFs, PPTs), such as sales training course, partner onboarding course, leadership development course etc. Assign these courses to your Salesforce reps and partners from ProProfs dashboard.  Track performance and share reports - Track learning outcomes and identify skill gaps by viewing course and learner reports from within Salesforce. Share these reports with managers and other stakeholders at a click.  Single-sign on - With single sign-on you save tons of time as it eliminates the hassle of multiple logins and passwords. You and your reps can easily access all your ProProfs course materials, reports and users, within Salesforce.  Sync Salesforce and ProProfs reports **-** View [ProProfs training reports](https://www.proprofs.com/training/features/lms-reporting/) of any Salesforce user and evaluate their performance pre and post training from within Salesforce.  For examinations administered by others, the licensee and testing entity will be automatically notified of the approval to take exam through emails, a feature supported by Salesforce standard email functionality. The emails are automatically along with the licensee record. MuleSoft will be used to build custom integrations that can automatically accept the score, or a custom interface can be built for the testing entity to manually key in the scores.  A document generation AppExchange package will be used to generate attendance sheets. The system will support pages that will allow staff to key in the results based on the internally administered exam. Based on the exam type, the system can be configured to accept single score or score by sections.  The configuration engine will capture the examination requirements such as periodic requirements or as a condition for renewal and send appropriate notifications to the licensee and testing entity to complete the exam. | | | | | |

**Renewal Licensure Requirements**

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| --- | --- | --- | --- | --- | --- |
| **Req #** | **Requirement** | (1) Comply | (a) Core | (b) Custom | (c) 3rd Party |
| RLA-1 | Describe how the system will be able to assess and process periodic fees for license types without expiration dates, according to license-type-specific requirements and timelines. | x | x |  |  |
| Response:  MST Licensing Solution utilizes a configuration manager to manage all the business rules associated with the license. This tool will be used to capture license types without expiration dates, the interval for charging the recurring fees, and fee line items that needs to be charged during renewal. An Apex batch program will run once every day to identify active licenses that are due for renewal, assess the fee, and notify the licensee to pay the fees. | | | | | |
| RLA-2 | Describe how the system will allow automatic and manual initiation and closure of renewal periods, according to license-type-specific requirements and timelines. The initiation process must automatically assess a renewal or annual fee, if required for the license type. Staff must be able to override an automatic initiation and cancel all fees. | x | x |  |  |
| Response:  An Apex batch program will run once every day to identify active licenses that are due for renewal, assess the fee, and notify the licensee to pay the fees. The staff can access the fee line items associated with a renewal and adjust or cancel the fees. | | | | | |
| RLA-3 | Describe how the system will generate renewal and fee notices prior to expiration, in accordance with the requirements for each license type, for all licensees of a specific license type. Different license types are renewed monthly, annually, biennially, every three years, or every four years, based on the expiration date for the license type or the anniversary of the issuance date. License-type-specific renewal instructions, licensee name, license type, license number, fee, expiration date, and any special requirements must be included in the notice.  The system must be able to track and generate notices of annual fees due for operating/non-expiring childcare licenses, which have due dates based on the anniversary of license issuance. | X | X |  |  |
| Response:  The configuration manager tool in the system will be used to configure the renewal period for each license type. An Apex batch program will run once every day to identify active licenses that are due for renewal, assess the fee, and notify the licensee to pay the fees. As part of the notification, the system will use a Salesforce AppExchange Document Generation tool to format the notification to contain all the requested information including licensee name, license type, license number, fee, expiration date, and any special requirements. | | | | | |
| RLA-4 | Describe how the system will also generate renewal notices on demand. The system must calculate the number of days between the license issuance date and the expiration date, and automatically produce renewal notices that fall within predefined time frames for specific license types.  For example, Joe Smith’s physical therapist license application was approved on 09/01/21, after renewal notices were sent but before the expiration date of 11/01/21. A renewal notice must be generated and sent to him. | X | X |  |  |
| Response:  The configuration manager tool in the system will be used to configure the renewal period for each license type and the number of days before expiry that the licensees need to be notified of the renewal. Based on the above information, an Apex batch program will run once every day to identify active licenses that are due for renewal and generates the notification through a Salesforce AppExchange Document Generation Tool to generate the notification. | | | | | |
| RLA-5 | Describe how the system will provide an online renewal system with an intuitive interface that allows licensees to establish personal online accounts, generate personalized renewal documents, submit renewal forms and other documentation, pay fees online and offline, and allow licensees to print renewal documentation. Renewal documentation includes but is not limited to wallet card(s) and certification(s) that have the licensee name, license type, license number, license status, disciplinary and/or limitation status if applicable, updated license expiration date, and any other information required for the license type. The system must maintain an electronic record of all renewals, payments, and status changes. | X | X |  |  |
| Response:  The requested features will be implemented through on-line Salesforce Communities portal. Communities are branded spaces for your employees, customers, and partners to connect. You can customize and create communities to meet your business needs, then transition seamlessly between them.  You can use Communities to:   * Easily connecting your employees with your distributors, resellers, and suppliers * Deliver world-class service by giving your customers one place to get answers * Manage social listening, content, engagement, and workflow all in one place   Base your community on one of our preconfigured Lightning Community templates with drag-and-drop components, or on standard Salesforce functionality and tabs. With Communities, you can share a subset of features and data from your internal Salesforce org and customize your community to use your company branding.  Communities live inside your org and can be easily accessed from the App Launcher in Lightning Experience.  Communities provide features that allow customers to automatically view only the records pertaining to them as they are entered into the system.  Communities provide out of the box support for customers to self-register, manage password resets, and update their profile. It also provides simple drag and drop tools to build pages that can list upcoming renewals, submit the renewal forms along with documentation. In addition, pages can be built for the customers to access digital copy of their license in wallet or certification format and download them. The certificates are generated through an AppExchange Document Generation tool that can be customized to produce pixel perfect documents to meet the requirements. | | | | | |
| RLA-6 | When licensees log into their personal online accounts, describe how the system will provide a list that includes all of a licensee’s current licenses and expiration dates, including multiple branches/locations for establishments, and indicate which licenses are eligible for renewal at that time. Personalized renewal documents should be generated for online completion of each license renewal form. The system must require that primary licenses be renewed before dependent licenses.  A licensee must be able to securely log into a personal online account, select the license(s) to be renewed, complete the personalized online renewal application(s), attach any required documentation, and pay fee(s) online. The system must also give an option for licensees to complete and print the personalized renewal form(s) for submittal by mail or in person.  Depending on the information provided online, the system must accommodate $0 fees and military waivers of fees when appropriate. Multiple renewal fees should show in a shopping cart-type list to be paid in one transaction. The licensee must receive an automatic, system-generated email with a receipt and confirmation that the renewal(s) and fee(s) have been submitted.  Describe how the system will determine whether all renewal requirements have been met, or if manual renewal is required. If staff review is required, the system must suspend the payment and put the renewal in a license-type-specific work queue for staff to manually approve. If all renewal requirements have been met, the system must automatically approve the renewal(s) and document the payment(s) on the licensee record without staff intervention. | X | X |  |  |
| Response:  When licensee's login into the salesforce community's online portal system, they will be presented with a dashboard with a list of licenses where an action is needed and another with active licenses. The presented lists would include the branches/locations for establishments they are associated with. If the licenses are due for renewal, the licensee will be able to access the personalized renewal form from the list. Based on the configuration manager settings, the system will automatically stop from renewing dependent licenses if the primary licenses are not renewed.  The Configuration Manager tool manages the fee schedule and will provide the ability to flag for military waivers and $0 fees. The system will provide a shopping cart to aggregate multiple fees. Once the fee is paid, the system will generate a confirmation email with an attached receipt that displays all the fees that were paid as part of the transaction.  The Configuration Manager tool will capture all the requirements to successfully renew the license. If the renewal does not meet the requirements, the system will not allow the licensee to make the payment and instead the renewal application will be placed in a queue. If the renewal meets the requirements, the system will automatically collect the payment information, authorize the payment, and save it in the database. | | | | | |
| RLA-7 | Describe how the system will allow licensees to delegate authority for license renewals, and to change the delegation at any time.  For example, physical therapists delegate renewal authority to their employing practice to submit renewals and pay fees on their behalf. Practice staff must be able to submit multiple renewals and payments for the specific licensees who have delegated that authority. A list of employees who have delegated renewal authority should be displayed on the practice’s online account, for selection of the licenses to be renewed. Multiple payments should show in a shopping cart-type list to be paid in one transaction. Receipt(s) must be automatically generated and sent to the practice email account. Practice staff must be able to generate renewal wallet cards and/or certifications for all of its physical therapists at once. The system must process the renewals and document each payment on individual physical therapy licensee records.  A corporation has several nursing homes. Each nursing home delegates authority to the corporation to renew its license. The corporation can then renew all licenses at once, on one transaction. | X | X |  |  |
| Response:  Salesforce Community provides the super user access to view the data of other users with the same role or a role below them. Granting super user access in the community lets them access more data and records, regardless of sharing rules and organization-wide defaults.  A user with the delegated authority will be provided super user access and can view all the employees in their organization. The super user will be able to view all the licenses that are ready for renewal and will be able to perform the renewal process. As part of this process, all associated payments will be aggregated in the shopping cart and will allow the user to pay the aggregated amount in a single transaction. The system will document each payment on individual physical therapy licensee records once the payment is successfully completed. | | | | | |
| RLA-8 | Describe how the system will track continuing education classes and hours as a prerequisite for renewal. License types allow attestation that the requirement was met and require a random audit list of licensees to be generated after the renewal deadline. Others require licensees to submit continuing education certificates, which must be attached to the licensee record. Drop-down lists of approved schools and classes must be incorporated for data entry. Most individual professions have a continuing education general audit process for multiple license types. The majority of individual license types do not track CE hours. Currently, up to five (5) license types enter CE hours. See Attachment One, Type and Number of Licensees. | x | x |  |  |
| Response:  The configuration manager tool will allow to configure the license types that require continuing education hours as a prerequisite for renewal along with the ability to specify if the hours can be attested or requires a certificate to be uploaded. If the license is configured for attestation, then the user can enter the hours else the users will be required to upload the certificate. An Apex batch process will be designed that will generate a random audit list of licensees after the renewal deadline. | | | | | |
| RLA-9 | Describe how the system will allow the licensee to immediately generate and print renewal documentation from their secure online account, including wallet card(s) and certification(s), after a single or multiple license renewal has been approved either automatically or manually. Renewal license documents must include the licensee name, license type, license number, license status, disciplinary and/or limitation status if applicable, updated license expiration date, and any other information required for the license type.  For example, Beth’s multiple license authorizations (mental health practitioner expires 9/1/2020, her certificate as a professional counselor expires 9/1/2020, and her certificate as a marriage and family therapist expires 9/1/2020) need to be renewed.  The system must process the renewals according to a decision tree and primary/secondary license logic; by allowing Beth to pay all 3 or only 1 or 2 of the 3 renewal fees in one transaction.  The system must recognize that the certificates (secondary) cannot be renewed if the mental health license (primary license) is not renewed; and allow Beth to generate and print renewal documentation immediately after the transaction is completed. | x | x |  |  |
| Response:  The Configuration Manager tool will provide the ability to configure the dependencies between license types. Once the dependencies are configured, the system will enforce these dependencies and restrict the user from renewing a dependent license type without renewing the primary license type. Each user is provided a dashboard page that lists all licenses associated with them that are due for renewal and allows the user to renew these licenses in a single transaction and accept the payment for all the licenses through a shopping cart. Once the payment is made, the system will automatically generate a wallet card and a regular certificate. These certificates are then exposed as a user clickable links on the license page. The user can click on these links and download the certificates in appropriate format. | | | | | |
| RLA-10 | The online renewal system must allow individual licensees to securely request that their licenses be placed on inactive status, to select the effective date, and to pay a fee, if required by license-type-specific regulations. Describe how the system will automatically change the license status to inactive on the date specified by the licensee. | x | x |  |  |
| Response:  The system will allow users to create a service request to place a license in inactive status and allow them to specify an effective date for the inactivation. The Configuration Manager tool will be used to configure the fee schedule based on the type of service request. An Apex batch job will execute every day to check for the effective date to inactivate on each license and will inactivate the licenses where the effective date matches the current date. | | | | | |
| RLA-11 | Describe how the system will allow licensees to securely complete and submit reinstatement requests online after expiration, and pay all required renewal, reinstatement, and late fees. Reinstatement requests should be placed in the license-type-specific staff work queue. The system must track the history of license expirations and reinstatements and allow licensees to generate and print reinstatement license documents, including wallet card(s), from their secure online account. Reinstatement license documents must include the license type, licensee name, license number, license status, disciplinary status if applicable, the new expiration date for each license, and any other information and workflow required for each license type.  Most individual profession license types and establishment license types have a reinstatement process for multiple license types. Reinstatement has three basic processes, after expiration, after inactive and after discipline. Each follows the same general process for the type of reinstatement, but there are unique requirements depending on the license type.  See Attachment One, Type and Number of Licensees. | x | x |  |  |
| Response:  The online communities' portal will allow licensees to securely complete and submit reinstatement requests online after expiration, and pay all required renewal, reinstatement, and late fees. The fees owed can be calculated by the system. Reinstatement requests will be placed in the license-type-specific staff work queue. The system tracks the history of license expirations and reinstatements and allow licensees to generate and print reinstatement license documents, including wallet card(s), from their secure online account via the portal. Reinstatement license documents will include the license type, licensee name, license number, license status, disciplinary status if applicable, the new expiration date for each license, and any other information and workflow required for each license type | | | | | |

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| RLA-12 | Describe how the system will track annual fee due dates and license expiration dates, invalidate licenses, send notices to staff work queues, and generate expiration notices/correspondence for licensees who have not met renewal requirements by the expiration date, at a point in time specified for the license type. The system must allow processing of renewals and fees after the expiration date, due to mail delivery allowances and staff processing time. | x | x |  |  |
| Response:  The system will track annual fee due dates and license expiration dates based on those fields being captured in the object. Workflow triggers can be established to invalidate licenses, send notices to staff work queues, and generate expiration notices/correspondence for licensees who have not met renewal requirements by the expiration date, at a point in time specified for the license type. The system will allow employees with the appropriate profile access to process of renewals and fees after the expiration date, | | | | | |

**Accounting and Fees Requirements**

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| **Req #** | **Requirement** | (1) Comply | (a) Core | (b) Custom | (c) 3rd Party |
| ACT-1 | Describe how the system will have an informative, intuitive data entry process for payments which generates a unique receipt number for each payment; ensures that all required payment information is entered; payments are applied to the correct licensee record; and payments are allocated to the correct fee(s). The list of fees to be paid must include the date assessed/due and a fee description. A responsive system that generates additional fields based on the entries made would be ideal – for example, when “Check” is selected for Payment Type, a required data entry box appears for Check Number, but when “Credit Card” is selected, a required Transaction Record box appears instead. The system must interact with external systems, such as SharePoint and OnBase, to document and process transactions.  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. | x | x |  |  |
| Response:  The system will provide a shopping cart feature that allows the user to select the fees associated with multiple licenses to be paid in a single transaction. As part of the payment process, users will have the option to select the payment method and the system will dynamically change to capture appropriate information based on the selected payment method such as Check Number if Check is selected or Credit Card information if Credit card is selected as the payment method. Each payment will be provided a unique receipt number, generates a receipt number, and logs the payment transaction in the database along with the associated licenses, fees and amounts that were paid.  A custom integration will be developed to store the documents in OnBase and SharePoint.  The Salesforce community's online portal generates unique receipt numbers, can calculate all fees associated with the specific license requested by the customer. All information is captured and documented in the licensing object within SF. This solution may require additional API or other connectors be developed to pull information from SharePoint | | | | | |
| ACT-2 | Describe how the system will maintain a comprehensive fee/payment/refund history and show a history of multiple transactions on one screen, including all changes made to financial records and who made the changes. The system must show an overall licensee account balance which clearly indicates if it is positive, negative, or zero. A single screen should have the capacity to show a minimum of 15 transactions at a time, with capability to scroll through additional transactions in the record. Describe how your system archives and/or deletes data according to records retention schedules. | x | x |  |  |
| Response:  The system generates a license record, a fee line item record for each fee associated with the license, a payment record for each payment, and fee payment record for each fee that was paid in a payment transaction. The standard functionality of Salesforce will capture the user who created the record as a separate field in the record. Since each license is associated with an account, there is a process in the backend that will sum the amount of outstanding balance in each license and display it on the main account page. The system will also provide a single screen to scroll through all the transactions associated with a license. The system will support a batch process that will run daily to delete data according to records retention schedules. | | | | | |
| ACT-3 | Describe how the system will provide detailed information regarding each payment, such as business unit, subsidiary, object code, date received, date entered, payer, payment amount, payment type, check/transaction number, fee description, fee amount, payment balance, refund, etc., and show all information regarding a payment on a single screen. Business units and subsidiaries must be linked to license types, object codes must be linked to transaction types, and all 3 must automatically populate the record according to the transaction and license type. | x | x |  |  |
| Response:    The system will create a payment record for each payment made and will capture information such as business unit, subsidiary, object code, date received, date entered, payer, payment amount, payment type, and check/transaction number. In addition, fee payment record will be created that will be associated with the corresponding fee record for fee paid as part of the payment. The system will provide a list of payment made on each license as well as a list of all fees paid when a payment is completed. A separate custom object will capture the business units and subsidiaries linked with a license type and object code linked with transaction types. | | | | | |
| ACT-4 | Describe how the system will be able to generate reports by all payment data fields, including business unit, payment amount, receipt number, transaction record, fees paid, licensee account balance (all outstanding fees and payments), and refunds. | x | x |  |  |
| Response:  **Core Reports & Dashboards**  Salesforce offers a powerful suite of analytics and reporting tools to help you view and analyze your data. Salesforce analytics consists of several integrated parts:    **Report Types**  A report type defines the set of records and fields available to a report based on the relationships between a primary object and its related objects. Reports display only records that meet the criteria defined in the report type. Salesforce provides a set of pre-defined standard report types; administrators can create custom report types as well. For example, an administrator can create a report type that shows only job applications that have an associated resume; applications without resumes won't show up in reports using that type. An administrator can also show records that may have related records—for example, applications with or without resumes. In this case, all applications, whether or not they have resumes, are available to reports using that type.    Report Formats  Salesforce reports can use the tabular, summary, matrix, or joined format:  *Tabular reports* are the simplest and fastest way to look at data. Similar to a spreadsheet, they consist simply of an ordered set of fields in columns, with each matching record listed in a row. Tabular reports are best for creating lists of records or a list with a single grand total. Examples include contact mailing lists and activity reports.  *Summary reports* are similar to tabular reports, but also allow users to group rows of data, view subtotals, and create charts. They can be used as the source report for dashboard components. This type of report can be used to show subtotals based on the value of a particular field or when a hierarchical list is desired, such as all Cases for your team, subtotaled by Status and Owner.  *Matrix reports* are similar to summary reports but allow users to group and summarize data by both rows and columns. This type of report can be used for comparing related totals, especially if there are large amounts of data to summarize and users need to compare values in several different fields, or users want to look at data by date and by type, person, or geography.  *Joined reports* let users create multiple report blocks that provide different views of the data. Each block acts like a “sub-report,” with its own fields, columns, sorting, and filtering. A joined report can even contain data from different report types.  *Tableau visualizations* give you a new way to see and understand your data. These are very strong in showing visual aspects of your data to quickly convey the importance of certain values and outliers.  Reports  A report returns a set of records that meets certain criteria and displays it in organized rows and columns. Report data can be filtered, grouped, and displayed graphically as a chart. Reports are stored in folders, which control who has access. To help you monitor the State, Salesforce offers a wide range of standard reports, accessible in the standard reports folders on the Reports tab. All our standard reports are "templates" so they can be used as report starting points from which users can alter fields, criteria, etc. and use the "Save As" function to easily capture a version more specific to their unique needs. Users can also create new custom reports to access exactly the information they need. Subtotal and limit data to help users analyze trends and get a concise picture of what is happening in the State.      *Figures: Example Salesforce Report for YTD Service Cases initiated from a customer on the Salesforce Customer Community web portal*    *A Tableau visualization with a fictitious example of abuse victims*  Report performance varies by report complexity, including the number of table joins required to produce report results. Most customer reports are executed in just a few seconds. There are some factors that can cause a report to perform poorly or to time out. Most of them can be addressed by simple changes, such as using the correct filter operators, increasing the number of filters, and reducing the amount of data. View Salesforce's Tutorial on Creating Reports with the Report Builder in Trailhead:  <https://trailhead.salesforce.com/en/modules/reports_dashboards/units/reports_dashboards_getting_started>.    Dashboards  A dashboard shows data from source reports as visual components, which can be charts, gauges, tables, metrics, Tableau Visualizations, or custom Visualforce pages. They provide a snapshot of key metrics and performance indicators for the State. Each dashboard can have up to 20 components. Administrators control access to dashboards by storing them in folders with certain visibility settings. Dashboard folders can be public, hidden, or restricted to groups, roles, or territories. If you have access to a folder, you can view its dashboards. To view a dashboard component, users need access to the folder for the underlying source report. Each dashboard has a running user, whose security settings determine which data to display in a dashboard. Your Data with the Lightning Dashboard Builder in Trailhead: <https://trailhead.salesforce.com/modules/lex_implementation_reports_dashboards/units/lex_implementation_reports_dashboards_visualizing_data>.    *Figure: Example customer service dashboard*    *A Tableau visualization with a fictitious example of abuse victims*    Folders  A folder is a place where you can store reports, dashboards, documents, or email templates. Folders can be public, hidden, or shared, and can be set to read-only or read/write. You control who has access to its contents based on roles, permissions, public groups, and license types. You can make a folder available to your entire organization or make it private so that only the owner has access. \*Help article regarding upcoming retirement of Legacy Folder Sharing: <https://help.salesforce.com/articleView?id=000321245&type=1&mode=1&language=en_US>.    Analytic Snapshots  An analytic snapshot lets you report on historical data. Authorized users can save tabular or summary report results as snapshots on a schedule. Analytic snapshots let you to work with report data similarly to how you work with other records in Salesforce.com. For example, a customer support manager could set up an analytic snapshot that reports on the open cases assigned to his or her team every day at 5:00 PM, and store that data in a custom object to build a history on open cases from which he or she could spot trends via reports. Then the customer support manager could report on point-in-time or trend data stored in the custom object and use the report as a source for a dashboard component.    Other important points about dashboards:   * Dashboard components aren’t simply nice-looking, static pictures. They’re live, actionable objects. You can click on a dashboard component to drill down to the underlying report that generated it and click on any item in that report to drill down to the source data. So, you can quickly understand the reasons behind the results. * Dashboards are full participants in Salesforce’s enterprise social collaboration platform. For example, a manager could post a dashboard snapshot to their Chatter feed to share it with their “followers”, or to a specific Chatter group, along with comments, so that they can find answers, congratulate team members, or issue calls to action. And both dashboards and Chatter are available on mobile devices, as well as PCs. * Salesforce Reports and Dashboards allows users to configure reports in the Lightning Report Builder and add to a new and/or existing dashboard with the click of one button. Dashboard settings for reports can be maintained from the chart settings of a report.   **Tableau Visual Analytics**  Live visual analytics fuel unlimited data exploration. Interactive dashboards help you uncover hidden insights on the fly. Tableau harnesses people’s [natural ability to spot visual patterns](https://www.tableau.com/about/mission#breakthrough) quickly, revealing everyday opportunities and eureka moments alike.  Connect to data on-premise or in the cloud—whether it’s big data, a SQL database, a spreadsheet, or cloud apps like Google Analytics and Salesforce. Access and combine disparate data without writing code. Power users can pivot, split, and manage metadata to optimize data sources. Analysis begins with data. Get more from yours with  Tableau.  Quickly build powerful calculations from existing data, drag and drop reference lines and forecasts, and review statistical summaries. Make your point with trend analyses, regressions, and correlations for tried and true statistical understanding. Ask new questions, spot trends, identify opportunities, and make data-driven decisions with confidence.  Create interactive maps automatically. Built-in postal codes mean lightning-fast mapping for more than 50 countries worldwide. Use custom geocodes and territories for personalized regions, like sales areas. We designed [Tableau maps](https://www.tableau.com/stories/topic/maps) specifically, to help your data stand out.  **Einstein Analytics**  Einstein Analytics is a cloud-based platform designed for the business user to get answers to questions instantly through powerful, interactive visualizations of any data, on any device.    Salesforce core Reports and Dashboards deliver operational and performance metrics on data that lives solely in Salesforce and allows the State to easily create individual static reports and dashboards to gain real-time views of daily activity.    Einstein Analytics is an analytics system - designed to analyze data not just from within Salesforce, but from across different sources, and be surfaced across the State. More importantly, it is designed to engage users every day by embedding analytics in business processes — a native tab in the business system and on the home page, or an interactive component on your account page or object page.    Einstein Analytics complements native Salesforce Reports and Dashboard by providing:   * Multi-year trending analysis - Supports query and processing of hundreds of millions of rows of data from various sources * Cross Object analysis and faceting * Rich data visualization, including thematic maps     Finally, Einstein Analytics is designed to be API-first. And with the Analytics Web SDK you can extend functionality across Salesforce Lightning or any third-party website.    Einstein Analytics offers:   * Collaboration: Leveraging annotations, sharing and notifications * Actions: Configure Actions with few clicks * Self-service: True, unhindered explorations     Within the State, you may have data everywhere: warehouses, spreadsheets, logs, and in Salesforce. With Einstein Analytics, it’s easy to integrate data from any of these sources, including external data such as SAP or Oracle data, mobile app data, or product sensor data.    With Einstein Analytics, the State will gain powerful interactive visualization tools with a fast, fluid way to drill through data, discover compelling insights, and share the right visuals.The Action Framework enables Salesforce users to take actions directly at the point of insight from within any Einstein Analytics dashboard. | | | | | |
| ACT-5 | Describe how the system will maintain and provide adequate documentation for issuance of refunds, including generating notices to licensees and creating refund forms that include all needed information, such as business unit, licensee name and address, profession, license type, license number, payer name and address, payer SSN/TIN/FIN, payer Address Book Number; payer mailing address; receipt date, receipt number, total receipt amount, payment type, description of fees paid (including administration fees), fee amounts paid, fee status, amount to be refunded, business unit/subsidiary/object code, reason for refund, refund status, notes/remarks, etc. (The State does not park payments). | x | x |  |  |
| Response:  The system will track refund in a separate object that will include all needed information, such as business unit, the license (contains name and address, profession, license type, license number, and address, SSN/TIN/FIN, fees), payer Address Book, receipt date, receipt number, total receipt amount, payment type, amount to be refunded, business unit/subsidiary/object code, reason for refund, refund status, notes/remarks, etc. The system will maintain and provide adequate documentation and reporting for issuance of refunds, including generating notices to licensees and creating refund forms that include all needed information, all the information. All the required fields must also be included and captured in SF. | | | | | |
| ACT-6 | Describe how the system will document returned checks, including the reason the check was returned, steps taken to locate the licensee, and final disposition of the check.  Example: a refund was mailed to an applicant, but the post office returned it marked undeliverable. | X | x |  |  |
| Response:  The system will provide a custom object to document the returned check information, the reason the check was returned, steps taken to locate the licensee, and the final disposition of the check. | | | | | |
| ACT-7 | Describe how the system will track insufficient funds (NSF) checks, invalidate all fees paid by an NSF check, identify and invalidate all related licenses, send a notice to the work queue of the staff assigned to the license type(s) involved, and document all related account changes and correspondence. | x | x |  |  |
| Response:  The system will provide a custom object to track insufficient funds checks. Once a check is marked as returned for insufficient funds, the system will automatically invalidate all the fees linked to the payment. A notice for each license with the impacted fees will then be sent to the work queue of the staff assigned to the license type involved, and all the document related to account changes and correspondence will be managed on the insufficient fund check record. | | | | | |
| ACT-8 | Describe how the system will support financial interagency transfers. | x |  | x |  |
| Response:  A custom integration will be built to the system used by the state of Nebraska to support financial interagency transfers. MST Solutions technical staff has the experience and have successfully integrate State financial systems into many Salesforce solutions for other Public Sector customers. | | | | | |

**License Certification/Verification Requirements**

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| --- | --- | --- | --- | --- | --- |
| **Req #** | **Requirement** | (1) Comply | (a) Core | (b) Custom | (c) 3rd Party |
| LCV-1 | Describe how the system will generate and track issuance of duplicate or reissued wall licenses, wallet cards, certifications, and other documents with all required images and data fields, in electronic and written form. Documentation may be system-generated online or manually prepared by staff. Images include signatures, logos, seals, etc. Examples of data fields include licensee name, license number, license type, location, facility certification/licensure status, issuance date, expiration date, license status, basis for license issuance (such as examination, waiver, or reciprocity), education, test scores, disciplinary history, limitations, compact information, ages/population served, hours/days of operation, etc.  Fees may or may not be required, and amounts vary, depending on the amount of staff time required to produce the requested documentation.  Every individual profession has a reciprocity/endorsement process for multiple license types. Reciprocity processes follow the same general process, but there are unique requirements depending on the license type.  See Attachment One, Type and number of licenses.  Bulk uploads of names, SSNs, license numbers, etc. should be allowed, as well as a subscription service to track license record and status changes for specific licensees.  Examples:   1. An insurance company requests a staff-issued verification of a nursing home’s license status, CMS certification status, and disciplinary history. 2. An employer searches an online database to verify each employee’s nursing license status and disciplinary history and prints a system-generated certification or wallet card of each license for her records. Print options should include one-at-a-time and bulk search/print options. 3. Another state’s licensing agency requests staff-issued certifications for 50 physician licenses to verify license status, including disciplinary history, prior to issuing a reciprocal license. This request may be for the primary license only, secondary license linked to a current primary license, or primary license and all secondary licenses linked to the primary license. | x | x |  |  |
| Response:  A service request will be created for any request for duplicate or reissued licenses. Based on the request, staff members can make an adhoc request in the system to generate certificate document in various formats such as wall licenses, wallet cards, certifications with all required images and data fields in electronic and written form. The documents would be generated through an AppExchange document generator solution. The document can also display requested data fields such as licensee name, license number, license type, location, facility certification/licensure status, issuance date, expiration date, license status, basis for license issuance (such as examination, waiver, or reciprocity), education, test scores, disciplinary history, limitations, compact information, ages/population served, hours/days of operation, etc.  The Configuration Manager tool can be used to configure the fees if duplicate license request for a specific license has an associated fee. If the service request is configured with fee, then the system automatically adds the relevant fee line items to the request.  A community portal for reciprocity licenses will be built that will allow other states to bulk upload names, SSNs, license numbers, etc., as well as it will provide a subscription service to track license record and status changes for specific licensees.. This portal will also allow other state agencies to verify license status, including disciplinary history prior to issuing a reciprocal license. The system will allow to request status for all licenses including primary and secondary licenses. | | | | | |
| LCV-2 | Describe how the system will provide an online account system that allows licensees to securely generate and print their own licensure documentation, including wallet cards, duplicate/reissued licenses, and certifications. | x | x |  |  |
| Response: The online communities' portal will have an option for customers after login authentication to be able to print their licensure documentation. | | | | | |
| LCV-3 | The online account system must also allow licensees to request staff-generated license documentation, indicate where the documentation should be sent, whether it is for compact use, pay the fee, and receive a receipt. The system must track request status, such as pending, completed, and sent, so that the licensee can check its status online. | x | x |  |  |
| Response:  The online communities' portal will provide workflows to allowlicensees to request staff-generated license documentation, indicate where the documentation should be sent, whether it is for compact use, pay the fee, and receive a receipt. The system will track request status, such as pending, completed, and sent, so that the licensee can check its status online. | | | | | |
| LCV-4 | Describe how the system will display licensee data, with licensee-related public documents, in the public database, including disciplinary actions and limitations, inspection results, and ownership documentation, and allow the general public to generate and print license certifications. | x | x |  |  |
| Response:  The system will provide a online communities portal that will allow public to search on licensees access the public license information including disciplinary actions and limitations, inspection results, and ownership documentation, and allow the general public to generate and print license certifications. | | | | | |
| LCV-5 | Describe how the system will maintain an electronic record of all online and in-office transactions and payments, including communication with the licensee/jurisdiction/public, the purpose of the transaction, whether it was for compact use, where documentation was sent, and the staff person processing the transaction, if needed. | x | x |  |  |
| Response:  The core system tracks transactions based on login credentials. Transaction types, purpose, and compact use, where documentation was sent, and the staff person processing the transaction will be captured and saved along with the payment record. | | | | | |

**Complaint and Investigation Requirements**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Req #** | **Requirement** | (1) Comply | (a) Core | (b) Custom | (c) 3rd Party |
| COM-1 | Describe how the system will document complaints and investigations from initiation to completion, while keeping the information confidential. The system needs to track complaints; link them to the licensee file; link them to the investigation record; log any and all communication sent/received related to the complainant, licensee, or other people involved; link photos and video to the complaint/investigation record; and maintain confidential investigation and hearing documentation.  There are approximately three hundred fifty (350) forms for inspections such as initial, re-inspection, focused, routine, etc.  Complaints can be gathered in a number of ways, such as online, in person, by letter, by email, and by phone call.  DHHS tracks compliance-related activities as follows:   1. For individuals and/or businesses subject to the Uniform Credentialing Act, License 2000 is used. 2. For childcare licensing, License 2000 is used and each of the three (3) Child Care Licensing Supervisors use a separate Excel spreadsheet. 3. For residential childcaring/placing agencies, two (2) Excel spreadsheets are used. 4. For community-based services, seven (7) Excel spreadsheets and Outlook calendars are used. 5. For health care facilities and services subject to the Health Care Facilities Act, ACO, Excel spreadsheets, and/or paper forms are used.   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.  DHHS tracks investigations as follows:   1. For individuals and/or businesses subject to the Uniform Credentialing Act, an Access database is used. 2. For childcare licensing, License 2000 is used. 3. For residential childcaring/placing agencies, an Excel spreadsheet is used. 4. For community-based services, SharePoint is used. 5. For health care facilities and services subject to the Health Care Facilities Act, ACO, Excel spreadsheets, and/or paper forms are used. | x | x |  |  |
| Response:  The MST Licensing solution investigation workflows address the requirements listed. The system can handle the compliance tracking needs for all license types including for individuals, businesses, child-care licensing, residential child-caring/placing agencies. Community-based services, and health care facilities. When the complaint is initially logged, it is only visible to the internal staff for review. All documentation associated with the complaint will be managed on the complaint including the photos and videos. Once the complaint is adjudged, the complaint status is appropriately updated and displayed on the public portal. | | | | | |
| COM-2 | Describe how the system will allow the public to submit complaints online. Complaints should be routed to the appropriate staff’s work queue, and template letter/email options must be available for communication with licensees and complainants. The system must document all communication regarding the compliant and allow workflow between staff as defined by role.  For complaints not submitted online, describe how staff will be able to enter complaints into the system.  For example, DHHS staff receive a complaint, enter it into the system, and must be able to forward it and all related documentation to an investigator.  Depending on the broad license category, the method of complaint reporting used, and the findings during the investigation, there are a variety of process flows that may be followed. License categories would include individuals, businesses, health care facilities and services, childcare, and community-based services. | x | x |  |  |
| Response:  Complaints can be routed to specific individuals or work queues based on workflow rules. Hardcopy letters, or emails can be generated through system templates. All communications completed through the system will be documented by the system. Complaints submitted outside the portal will have to be keyed into the system by staff. There is a complaint object that is used to capture the information and intake method. Notifications of new complaints to various staff can be built into the workflows based on organizational requirements. Process flows can be built based on category and or type of the selected complaint. | | | | | |
| COM-3 | Describe how the system will allow role-based security access to complaint/investigation information to ensure that only staff with the appropriate levels of security be allowed to access, view, and mark data/documentation as public. All of the confidential information and documentation regarding the complaint and investigation must be tracked and linked to each other and the licensee.  The information marked as public must be available online to all staff and the general public and must be updated in real time. | x | x |  |  |
| Response:  All access view, edit, change and other functionality is controlled through the profile assignments that are given to each user. Any number of profiles can be built based on the needs. Each user is then assigned their own login and PW connected to the appropriate profile type.  \*\*Note to Partner: please respond specific to your proposed solution, you can augment your response with User Profiles content provided in BID-12 above. | | | | | |
| COM-4 | Describe how the system will track names, contact information, statements, communication, correspondence, and other information for all people involved in a complaint or investigation. The system should provide a pop-up alert if a person has changed his/her contact information during an investigation or pending disciplinary action, and notify identified staff such as investigators, hearing officers, etc. | x | x |  |  |
| Response:  The system tracks names, contact information, statements and other documentation related to the specific case object. Alerts via reports or other methods can be used to notify appropriate staff based on workflow triggers such as change of contact information on open complaints or investigations.  \*\*Note to Partner: please respond specific to your proposed solution, you can augment your response with Core Auditing Capabilities content in BID-12 above. | | | | | |

**Disciplinary Action Requirements**

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| --- | --- | --- | --- | --- | --- |
| **Req #** | **Requirement** | (1) Comply | (a) Core | (b) Custom | (c) 3rd Party |
| DIS-1 | Describe how the system will document and display disciplinary actions and limitations imposed on a licensee, the date range of the discipline/limitation, the type/category of discipline taken, the findings of fact, monitoring requirements, and all related documentation. The system must track assessment of administrative penalty fees, payment plans, payment amounts, and information for each payment made per fee, with the unpaid balance of each fee. A licensee may have numerous overlapping disciplinary actions, monitoring requirements, and penalty fees that must be tracked. Staff must be able to mark all data fields and documentation as either public or confidential. Board and disciplinary actions marked public must be updated to the online database in real time.  For example, a disciplinary action requires an administrative penalty fee, and body fluid testing each month for two years, resulting in an additional monthly charge of $85. A complete history must be documented for each fee assessed and each payment made on each fee, and a total of all unpaid disciplinary-related fees must be provided on each licensee record. | x | x |  |  |
| Response:  The system is configurable to be able to document and display disciplinary actions and limitations imposed on a licensee, the date range of the discipline/limitation, the type/category of discipline taken, the findings of fact, monitoring requirements, and all related documentation. The system must track assessment of administrative penalty fees, payment plans, payment amounts, and information for each payment made per fee, with the unpaid balance of each fee. A licensee may have numerous overlapping disciplinary actions, monitoring requirements, and penalty fees that must be tracked. Staff must be able to mark all data fields and documentation as either public or confidential. Board and disciplinary actions marked public must be updated to the online database in real time. To accommodate multiple overlapping disciplines each one would have to be assessed separately.  Licenses can be automatically reinstated after the disciplinary time is expired or notification can be sent to the appropriate staff member to address the license. | | | | | |
| DIS-2 | Describe how the system will also track disciplinary actions taken against Nebraska licensees in other jurisdictions. The system must be able to import and export disciplinary action data as needed for compact agreement compliance.  For example, an automated daily import and export are required to exchange disciplinary information with NURSYS, with alerts to appropriate staff if the import or export fails. Imports must automatically update the licensee record and issue alerts to appropriate staff. | x |  | x |  |
| Response: A custom API or other method would have to be developed to transfer the desired information.  The system will have a process to import and export disciplinary action data as needed for compact agreement compliance. | | | | | |
| DIS-3 | Describe how the system will track citations issued for an establishment on its employees’ license records, and on the physical location record.  For example, Mary Johnson is a licensed nursing home administrator for Shady Rest Nursing Home. If a citation is issued against Shady Rest Nursing Home, the citation should also appear on Mary Johnson’s nursing home administrator license record. The citation should also be linked to the physical location of the establishment, so that all citations for that physical location can be documented and tracked regardless of past or current establishment name or ownership. | x | x |  |  |
| Response:  Parent and child relationships within the system allow for handling of workflows such as showing a citation for the establishment and appropriate related employees/owners/administrators. This is a core workflow configuration. | | | | | |

**Inspections and Mobile Functionality Requirements**

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| --- | --- | --- | --- | --- | --- |
| **Req #** | **Requirement** | (1) Comply | (a) Core | (b) Custom | (c) 3rd Party |
| MOB-1 | Describe how the system will have comprehensive functionality for inspections, both in the office and in the field. Staff must be able to enter data, complete checklists, cite the specific statutes/regulations violated, input specifics regarding violations in public and confidential fields, incorporate documentation and photos, and create inspection reports online and offline. If online, the database must be updated in real time. If offline, the mobile system must synch with the database when connectivity becomes available.  For example, a childcare inspection reveals that a child was injured by falling off a diaper-changing station that did not meet safety requirements. Staff must note the violation on a checklist, cite the regulation violated, enter the public information of how the child was injured, and enter confidential information with the child’s name, medical treatment, and photos of the injuries. Data entered must populate an inspection report for internal use that includes the confidential information and documentation, a summary report, and an in-depth inspection report that includes citations and public information. The summary and public information reports must be posted to the website when indicated by staff. | x | x |  |  |
| Response:  **Salesforce Mobile**  Mobility is a native capability of the Salesforce Platform. The Salesforce mobile app is built on the Salesforce Platform and provides the State’s users with a completely unified mobile experience across a variety of mobile devices, including iOS and Android smartphones and tablets. Virtually all functions in the application proper can be accessed through our Salesforce mobile app such as collaboration, workflow and approvals and much more. Mobile support is standard, out-of-the-box functionality and requires no customization or third-party mobile application development tools. Configure your enterprise app once and it’s instantly mobile from the get-go.    The Salesforce mobile app allows the State’s users to access Salesforce solutions from anywhere, bringing all of the Salesforce customizations, configurations, settings, and data to any device. Salesforce mobile app can be instantly distributed to mobile users each time a new app is created – with no deployment headaches. With the power of the platform, administrators can build applications on the desktop and then mobile enable them with just a few clicks. From custom tabs and configurations to Salesforce pages and more, the State can tailor mobile deployments for individual users or groups so that everyone is ultra-productive, no matter where they are located. Mobile enables the State to: develop and run mobile and desktop apps on a single cloud computing platform; create customized mobile profiles that are specific to a user or group’s needs; and push customizations over the air automatically so users never have to sync devices.    Salesforce Mobile Partner Applications  The Salesforce AppExchange provides a rich ecosystem of applications built by Salesforce's partners. This ecosystem supports and enables a wide variety of use cases, many of which are enabled on mobile devices. There are over 900 partner apps listed on the AppExchange: <https://appexchange.salesforce.com/appxSearchKeywordResults?keywords=mobile>.    Mobile Field Workers  The State's mobile field workers would be able to access their Salesforce environment to update service requests and manage assignments from the field via the Salesforce mobile app. The Salesforce mobile app is built on the Salesforce Platform and provides mobile field workers with a completely unified mobile experience across a variety of mobile devices, including iOS and Android smartphones and tablets. Virtually all functions in the application proper can be accessed through our Salesforce mobile app. The mobile app also allows users to logout when they have completed their tasks, and another user could login using their credentials, enabling multiple field workers to access the environment from one device.    Customer Mobile Access  The State's customers would be able to access information, such as knowledge articles, service request status, reported issues as well as report new issues and create service requests via a mobile device. The self-service, or community interface leverages HTML5 and therefore is accessible via the browser on a mobile device and re-factors to run optimally on the mobile device. Therefore, the functionality that a user has access to via the self-service application, including searching the knowledge base, creating, updating and viewing service requests, are available from a mobile device. Additionally, users can receive email on their mobile device, and with setup workflow rules, users can receive alerts when there are changes in the status of a service request. Salesforce offers several community templates that can be used to create a seamless self-service experience regardless of what device and channel the customer chooses to engage. Community templates allow the State to quickly and easily build a self-service community that gives customers the same visual and functional experience whether they use a tablet, a mobile device, or their desktop.    Salesforce Mobile SDK  If the State desires a more customized mobile application, the Salesforce Mobile SDK is an open-source suite of familiar technologies that will allow the State to rapidly build HTML5, native and hybrid mobile apps that connect to the Salesforce Platform. Using the SDK, the State can develop cross-platform HTML5 web apps, native iOS apps using Objective-C, or Android apps written with Java. The State can also create HTML5-based hybrid apps using the SDK’s Mobile container, a wrapper based on Apache Cordova (PhoneGap) that enables HTML5-based applications to leverage device features like the camera and microphone. Additionally, the SDK provides libraries for key enterprise requirements, such as authentication and secure offline storage, effectively providing an enterprise-ready mobile application container. For more details, see <https://developer.salesforce.com/devcenter/mobile>. | | | | | |
| MOB-2 | Describe how the system will track and support the entire inspection process: scheduling an inspection; planning an efficient schedule/route; navigating to the establishment; completing the onsite inspection checklist; citing applicable statutes/regulations; populating and generating appropriate inspection reports via templates; obtaining required digital/electronic dated signatures; scheduling follow-up inspections; linking follow-up inspections to the original inspections; generating, documenting, and sending referrals to other entities, etc. | x | x |  |  |
| Response:  The MST Licensing Salesforce solution has an inspection workflows and objects that allow for the managing and monitoring of the inspection process from in take to closing and all the steps in between including all those listed above. Additional workflow triggers can be configured based on timeframes or event triggers in the system. | | | | | |
| MOB-3 | Describe how the system will maintain all inspection information, link it to all related establishment and individual license records, and display the findings for required inspections, self-reports, and complaints associated with each establishment’s physical location. Inspection information marked as public, such as summary and public information inspection reports, monitoring reports, complaints, etc. that are designated as public must be available to the public online.  Examples of related establishment and individual licenses include pharmacy/pharmacist, nursing home/nursing home administrator/physical location, and childcare provisional/operating licenses. | x | x |  |  |
| Response:  The system will capture all the inspection and associate it with the related establishments. Since the establishments are already related to the individual licenses, the system will be able to indirectly relate the inspection results to the individual licenses. Inspection information marked as public, such as summary and public information inspection reports, monitoring reports, complaints, etc. that are designated as public will be available to the public online. | | | | | |
| MOB-4 | Describe how the system will generate ad-hoc reports on mobile devices, such as by staff name, establishment name, physical location, related licensee name, geographic area, and supervisory area. | x | x |  |  |
| Response:  \*\*Note to Partner: please respond specific to your proposed solution, you can augment your response with Core Reports & Dashboards content in ACT-4 above.  Salesforce offers a powerful suite of analytics and reporting tools to help you view and analyze your data. Salesforce analytics consists of several integrated parts:    Reports are supported on the mobile devices but with the following considerations:   | FEATURE | NOTES ABOUT SALESFORCE MOBILE APP AVAILABILITY | | --- | --- | | Number of Rows Displayed | Reports display a maximum of 2,000 rows, same as on the desktop Salesforce site. | | Groupings | When you view a report with groupings, the groupings are displayed as columns at the end of the report. | | Report Formats | Summary reports, matrix reports, and tabular reports are available, but matrix and summary reports are shown in tabular format. Joined reports aren’t available. | | Conditional Highlighting | You can’t view reports that show conditional highlighting. | | Filters | When you open a report from the Reports tab, you can't filter the report.  When you tap a dashboard component to open the source report, you can filter the report by tapping a value on the chart. If the source report is a tabular or joined report, then you can’t filter it. |   Report Features Not Available   * Create, edit, or delete reports * Export * Print * Feed * Schedule report refreshes * Subscribe * Joined reports * Historical trend reports * Add to campaign * Role hierarchy * Custom summary formula fields * Folders * Hide details * Summary information (grand totals, subtotals, summarized fields, record counts, etc.) | | | | | |
| MOB-5 | Describe how the system will assign onsite inspections in accordance with license-type-specific requirements for periodic physical inspections of an establishment, including random inspections. The system must support reassignment of partial or entire caseloads in an efficient manner. The system must identify inspection compliance dates that are coming due or are past due for a particular establishment or staff member, generate inspection forms/checklists, and put them into the appropriate staff work queue. | x | x |  |  |
| Response:  MST Licensing solution will manage a list of inspectors and the license-type they work with. The system will assign the inspection cases in an efficient manner based on the license-type-specific periodic physical inspections of an establishment or random inspections. The system will support reassignment of partial or entire caseload in an efficient manner. The system will add appropriate tasks for inspections that are coming due and generate inspection forms/checklist, and put the, into the appropriate staff work queue. | | | | | |
| MOB-6 | Describe how the system will generate license-type-specific reports and automatically assign the next required inspection date after an inspection has been completed. | x | x |  |  |
| Response:  MST Licensing Solution has built in reporting functionality. Reports can be designed and saved to the system. Inspections can be assigned based on workflow triggers or other events. | | | | | |
| MOB-7 | Describe how the system will incorporate templates for inspection forms, checklists, and statutes/regulations by Establishment license type, such as pharmacies, childcare facilities, salons, health care facilities/services, etc. | x | x |  |  |
| Response:  The MST Licensing Solution allows for the design and storage of templates, checklists. These templates can be pulled up by the inspector or appropriate staff member. | | | | | |
| MOB-8 | Describe how the system will provide an easy way for the inspector to select the statute/regulation violated, such as using drop-down boxes, and provide public and confidential comment fields for staff to detail the specifics of the situation. | x | x |  |  |
| Response:  The MST Licensing Solution built on Salesforce has the ability to use templates for inspections. Prewritten statutes and regulations can be selected via drop down menus or checklists. | | | | | |
| MOB-9 | Describe how the system will allow for multiple status dates for reports/ citations/deficiencies/disciplinary actions. Reports must not be made public until after a date designated by staff, to allow for appeals, corrective actions, etc. before results are made public. | x | x |  |  |
| Response:  The system will allow the ability to capture and persist multiple status dates for citations/deficiencies/disciplinary actions. The staff will be able to enter a designated date for the public display and the system will display the information once the current date is greater or equal to the designated date. | | | | | |
| MOB-10 | Describe how the system will interact with GPS, in office and on the mobile device, to display all establishments within a specific area of Nebraska and map out inspection schedules/routes in the most efficient manner possible. | x | x |  |  |
| Response:  Salesforce Maps provides this functionality. Map-based Visualization Better understand hard-to-find data on a map-based interface and make location-driven decisions that drive productivity. Uncover new opportunities to produce revenue by seeing which accounts are nearby anchor accounts while planning a sales route. Optimized Routing Build and launch routes that cut down on windshield time, cross-town driving, and lower mileage or gas costs. Ensure timely arrival to high-value prospects and customers to build robust pipelines using accurate prospect data and territory visualization. Prioritized Scheduling Optimize a 7-day schedule with visits prioritized based on Einstein® Score, Pardot® Score, or potential revenue to spend the most time with the most valuable customers and prospects. Easily view the schedule via exchange-based calendars on mobile or desktop.  Access necessary data to turbocharge your prospecting efforts and marketing campaigns, fill schedule gaps with nearby opportunities, and more. Access 12+ million US Businesses with over 100 data points, each, and over 140 million properties across 2,600+ counties, with 300+ data points, each. Mobile Compatibility Automate admin processes, like check-in and check-out, via mobile device while on the road. Utilize voice command turn-by-turn directions and turn on real-time traffic alerts to safely maintain productivity Connector for ArcGIS View and interact with Esri maps and data alongside existing customer and business data in one, unified platform. Expose new opportunities to drive revenue and increase efficiency to improve strategic planning through powerful, visual analyses. Improve decision making by aligning the GIS system and the CRM. Make it easy for GIS professionals to share insights seamlessly with their counterparts. | | | | | |
| MOB-11 | Describe how the system will have a scalable interface for working with different devices such as desktop computers, laptops, tablets, and cell phones. A mobile tablet is the State-preferred device for mobile inspections. At the current time, the State of Nebraska uses Windows-based hardware devices using Android app functionality.  Currently, approximately seven thousand (7,000) inspections/surveys are conducted annually, on license types such as Water Wells; Cosmetology schools & salons; Nail Tech schools & salons; Body Art facilities; massage therapy schools & establishments; funeral establishments & branches Community-Based Services; Hospitals; Health Clinics; EMS Services & 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 seven (7) license types.  DHHS staff will use the module, and others with read- only capability will utilize the information.  See Attachment Six - Inspection Documents  See Attachment Seven – Investigation Documents | x | x |  |  |
| Response:  **Multi-Tenant Cloud Application**  Salesforce is a multi-tenant, cloud-based web application. No additional software or infrastructure is required. Salesforce hosts the entire solution, thus freeing up the State to manage its mission, not manage an infrastructure solution. Additionally, Salesforce is browser agnostic and supports all major browsers (Firefox, Chrome, Safari, IE, Edge). No installations on users’ laptops or desktops are required and thus the solution is accessible from anywhere an internet connection and supported browser are available, including mobile devices.    The fully documented list of supported browsers and mobile devices for the full Salesforce site and Salesforce Mobile is available in the following articles in online our Help & Training Portal: <https://help.salesforce.com/HTViewHelpDoc?id=getstart_browser_overview.htm&language=en_US> and <https://help.salesforce.com/articleView?id=sf1_requirements.htm&type=0>.  **Scalability**  Salesforce is a pure multi-tenant, cloud-based web application. Multi-tenancy gives applications elasticity. Salesforce applications can automatically scale from one to millions of users. Processing more than 5 billion transactions each day, Salesforce is used for large-scale deployments. Any application that runs on the Salesforce Platform is automatically architected to seamlessly scale from 1 user to millions of users without the customer having to do anything differently.    All applications (including mobile, offline and read-only options) and data running on the Salesforce Platform are deployed to and replicated across multiple data centers in different geographies. Every application, no matter how large or small, gets the full benefits of the backup, failover, disaster recovery, and other infrastructure services required for an organization’s mission-critical applications. | | | | | |
| MOB-12 | The system must be able to support at least 100 DHHS staff, and up to 50 other DHHS staff that will have mobile capabilities, with an ability for these users to update the system in real time (or not real time) via internet, for up to 500 different forms. | x | x |  |  |

**Reporting Requirements**

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| --- | --- | --- | --- | --- | --- |
| **Req #** | **Requirement** | (1) Comply | (a) Core | (b) Custom | (c) 3rd Party |
| RPT-1 | Describe how the system will facilitate data collection, analysis, and report generation by authorized users via a web-based application scalable to desktop computers, laptops, tablets, and cell phones. | x | x |  |  |
| Response:  Salesforce offers a powerful suite of analytics and reporting tools to help you view and analyze your data. The authorized users can access the report generation tool via a web-based application scalable to desktop computers, laptops, tablets, and cell phones. | | | | | |
| RPT-2 | Describe how the system will have an intuitive, dynamic report creation functionality that is user friendly and allows easy creation of ad-hoc reports without Contractor support. | x | x |  |  |
| Response:  Salesforce offers a powerful suite of analytics and reporting tools to help you view and analyze your data. Salesforce analytics consists of several integrated parts:    **Report Types**  A report type defines the set of records and fields available to a report based on the relationships between a primary object and its related objects. Reports display only records that meet the criteria defined in the report type. Salesforce provides a set of pre-defined standard report types; administrators can create custom report types as well. For example, an administrator can create a report type that shows only job applications that have an associated resume; applications without resumes won't show up in reports using that type. An administrator can also show records that may have related records—for example, applications with or without resumes. In this case, all applications, whether or not they have resumes, are available to reports using that type.    Report Formats  Salesforce reports can use the tabular, summary, matrix, or joined format:  *Tabular reports* are the simplest and fastest way to look at data. Similar to a spreadsheet, they consist simply of an ordered set of fields in columns, with each matching record listed in a row. Tabular reports are best for creating lists of records or a list with a single grand total. Examples include contact mailing lists and activity reports.  *Summary reports* are similar to tabular reports, but also allow users to group rows of data, view subtotals, and create charts. They can be used as the source report for dashboard components. This type of report can be used to show subtotals based on the value of a particular field or when a hierarchical list is desired, such as all Cases for your team, subtotaled by Status and Owner.  *Matrix reports* are similar to summary reports but allow users to group and summarize data by both rows and columns. This type of report can be used for comparing related totals, especially if there are large amounts of data to summarize and users need to compare values in several different fields, or users want to look at data by date and by type, person, or geography.  *Joined reports* let users create multiple report blocks that provide different views of the data. Each block acts like a “sub-report,” with its own fields, columns, sorting, and filtering. A joined report can even contain data from different report types.  *Tableau visualizations* give you a new way to see and understand your data. These are very strong in showing visual aspects of your data to quickly convey the importance of certain values and outliers.  Reports  A report returns a set of records that meets certain criteria and displays it in organized rows and columns. Report data can be filtered, grouped, and displayed graphically as a chart. Reports are stored in folders, which control who has access. To help you monitor the State, Salesforce offers a wide range of standard reports, accessible in the standard reports folders on the Reports tab. All our standard reports are "templates" so they can be used as report starting points from which users can alter fields, criteria, etc. and use the "Save As" function to easily capture a version more specific to their unique needs. Users can also create new custom reports to access exactly the information they need. Subtotal and limit data to help users analyze trends and get a concise picture of what is happening in the State.      *Figures: Example Salesforce Report for YTD Service Cases initiated from a customer on the Salesforce Customer Community web portal* | | | | | |
| RPT-3 | Describe how the system will search, display, and generate reports by any field or combination of fields, using the same field names as shown on staff screens. | x | x |  |  |
| Response:  Salesforce offers a powerful suite of analytics and reporting tools to help you view and analyze your data. Salesforce analytics consists of several integrated parts:    **Report Types**  A report type defines the set of records and fields available to a report based on the relationships between a primary object and its related objects. Reports display only records that meet the criteria defined in the report type. Salesforce provides a set of pre-defined standard report types; administrators can create custom report types as well. For example, an administrator can create a report type that shows only job applications that have an associated resume; applications without resumes won't show up in reports using that type. An administrator can also show records that may have related records—for example, applications with or without resumes. In this case, all applications, whether or not they have resumes, are available to reports using that type.    Report Formats  Salesforce reports can use the tabular, summary, matrix, or joined format:  *Tabular reports* are the simplest and fastest way to look at data. Similar to a spreadsheet, they consist simply of an ordered set of fields in columns, with each matching record listed in a row. Tabular reports are best for creating lists of records or a list with a single grand total. Examples include contact mailing lists and activity reports.  *Summary reports* are similar to tabular reports, but also allow users to group rows of data, view subtotals, and create charts. They can be used as the source report for dashboard components. This type of report can be used to show subtotals based on the value of a particular field or when a hierarchical list is desired, such as all Cases for your team, subtotaled by Status and Owner.  *Matrix reports* are similar to summary reports but allow users to group and summarize data by both rows and columns. This type of report can be used for comparing related totals, especially if there are large amounts of data to summarize and users need to compare values in several different fields, or users want to look at data by date and by type, person, or geography.  *Joined reports* let users create multiple report blocks that provide different views of the data. Each block acts like a “sub-report,” with its own fields, columns, sorting, and filtering. A joined report can even contain data from different report types.  *Tableau visualizations* give you a new way to see and understand your data. These are very strong in showing visual aspects of your data to quickly convey the importance of certain values and outliers.  Reports  A report returns a set of records that meets certain criteria and displays it in organized rows and columns. Report data can be filtered, grouped, and displayed graphically as a chart. Reports are stored in folders, which control who has access. To help you monitor the State, Salesforce offers a wide range of standard reports, accessible in the standard reports folders on the Reports tab. All our standard reports are "templates" so they can be used as report starting points from which users can alter fields, criteria, etc. and use the "Save As" function to easily capture a version more specific to their unique needs. Users can also create new custom reports to access exactly the information they need. Subtotal and limit data to help users analyze trends and get a concise picture of what is happening in the State.      *Figures: Example Salesforce Report for YTD Service Cases initiated from a customer on the Salesforce Customer Community web portal* | | | | | |
| RPT-4 | Describe how the system will import and export information for data analysis. | x | x |  |  |
| Response:  **Import/Export Utilities**  The Salesforce Platform includes the following import/export options for data:   * Data Import Wizard - An in-browser wizard that imports data for many standard Salesforce objects, including accounts, contacts, leads, solutions, campaign members, and person accounts. You can also import data for custom objects. * Salesforce Data Loader - Data Loader is a free, client application for the bulk import or export of data. Use it to insert, update, delete or export Salesforce records. * Direct Export - Data can be exported directly into CSV (comma separated values) file, or Excel files with a button click. This can be done from either a standard or custom list view, or from a report. This is the most common method utilized by end users. * Salesforce API - Data can be exported to and from the system through our API at any time or via a number of built in features. * Partner Tools - There are also many pre-integrated partner tools, some of which you may already own that may be leveraged. Examples of these include, but are not limited to, Informatica, Pervasive, CastIron, Boomi, etc.     We also offer a weekly export service (WES) for those customers requiring a local backup copy of their data or a data set for import into other applications (such as an ERP system). Exported file links can be included to assist with data migrations, data integrations, and provide more thorough backup and restore. | | | | | |
| RPT-5 | Describe how the system will facilitate automatic report generation on a staff-defined schedule, and automatically send the reports to designated internal and/or external customers. The system must alert appropriate staff if a report fails. | x | x |  |  |
| Response:  Salesforce provides features to schedule and subscribe to Reports and receive notifications that keep you informed about metrics you care most about without having to manually run reports  Following are some of the features of this functionality:   * Subscribe yourself and other users, groups, or roles to receive refreshed report results by email on a schedule that you set * Set report conditions so that recipients are notified when a total in your Salesforce report reaches a meaningful threshold. * When subscribing to a report, choose to receive report results as a formatted spreadsheet attached to the subscription email. The email includes high-level report details, such as report name and time run, plus a link back to the full report in Salesforce. It does not include row-level record details, which are included in the spreadsheet instead * You can set up a report to run itself daily, weekly, or monthly and send the results automatically to the people who need to see them, so that you don’t have to remember to log in and do it yourself. | | | | | |
| RPT-6 | Describe how the system will generate ad-hoc reports using templates for inspections, monitoring, and complaints regarding establishments, link them to the license record and the physical location, and display them online. | x |  |  | x |
| Response:  The system will use Nintex an AppExchange document generation product that uses templates to generate ad-hoc reports for inspections, monitoring, and complaints regarding establishments, and automatically links them to the license record and the physical location. The captured information can also be presented to the online users.  Nintex Drawloop DocGen® for Salesforce is the only no-code document generation solution on the AppExchange. Its drag-and-drop designer interface makes it easy for Salesforce admins with no coding experience to build automated solutions for existing manual document creation tasks. Generate ANY-and-ALL types of documents in PDF, Word, Excel and PowerPoint formats:   * Create documents with the data that drives your business. With one click, Drawloop DocGen® inserts data from any object within Salesforce or other systems of record into any document template. * Create, manage and generate document packages, without losing the benefits of an easy-to-use and familiar user experience within Salesforce. Also, create documents on the go with seamless Salesforce1 compatibility. * Manage access to documents based on stage or user permissions and eliminate human errors with pre-defined templates, ensuring legal and policy compliance. Auto-assign tasks, alerts and follow-ups to make sure nothing | | | | | |
| RPT-7 | Describe how the system will support calculating averages, percentages, days between, deviations, etc. between multiple data elements using the following scenarios:   * 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 (2) days. * Deviations would show the outliers in the data, such as one problematic application that took sixty (60) days to process. | x | x |  |  |
| Response:  Salesforce natively supports the use of formula fields. A formula is an algorithm that derives its value from other fields, expressions, or values. Formulas can help to automatically calculate the value of a field based on other fields. Salesforce supports following types of formulas:   * [Math Operators](https://help.salesforce.com/articleView?id=customize_functions.htm&type=5#math_operators_title) * [Logical Operators](https://help.salesforce.com/articleView?id=customize_functions.htm&type=5#legal_operators) * [Text Operators](https://help.salesforce.com/articleView?id=customize_functions.htm&type=5#text_operators) * [Date and Time Functions](https://help.salesforce.com/articleView?id=customize_functions.htm&type=5#date_and_time_functinons) * [Logical Functions](https://help.salesforce.com/articleView?id=customize_functions.htm&type=5#logical_functions) * [Math Functions](https://help.salesforce.com/articleView?id=customize_functions.htm&type=5#math_functions) * [Text Functions](https://help.salesforce.com/articleView?id=customize_functions.htm&type=5#text_functions) * [Summary Functions](https://help.salesforce.com/articleView?id=customize_functions.htm&type=5#summary_functions) * [Advanced Functions](https://help.salesforce.com/articleView?id=customize_functions.htm&type=5#advanced_functions) | | | | | |

**Data Interface Requirements**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Req #** | **Requirement** | (1) Comply | (a) Core | (b) Custom | (c) 3rd Party |
| INT-1 | 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.  For example, the system must automatically export and import disciplinary data with NURSYS on a daily basis; automatically import establishment license and certification data from the federally-owned Aspen Central Office (ACO) software to update the database on a daily basis; allow other state entities to upload and populate data, such as Step Up To Quality ratings for child care programs and fingerprint-based background searches; and allow third parties, such as schools, exam providers, and employers, to upload and overwrite data.  DHHS anticipates disciplinary databanks, compacts, schools, exam companies, and employers to interact with the system and must have a unique method developed for each one. | x | x |  |  |
| Response:  **Integration**  Connecting Salesforce to an existing enterprise application is a common and frequently performed task. Integration options range from native Web Services support (APIs, outbound workflow, etc.) to import/export utilities to middleware integration via packaged connectors to toolkits for Java, .NET, and other open platforms. Our solution provides the ability to call out to virtually all common APIs, to enable synchronization, push / pull, and mashups with external apps/systems. Salesforce itself is based on web-service based APIs that in turn simplify access to Salesforce data from external systems. API-based integration is heavily leveraged by our customers.    The APIs are provided with the Salesforce Platform to build integration interfaces with third party applications or by our integration partners to use in their connectors. Any 3rd party application that accesses your Salesforce instance via the APIs, will be subject to the same security protections that are used in your Salesforce user interface. Therefore, the third-party application will need to use a "granted" user in order to access the Salesforce data. These are open APIs (based on industry-standards such as REST and SOAP) that you can use to integrate Salesforce endpoints with external endpoints such as apps or enterprise integration hubs. As an example, you have the Batch and Bulk APIs used in the Data integration patterns or the SOAP and REST APIs used for UI integration patterns.    Integration Options as various Layers of a Solution  Salesforce lets you choose integration methods at different layers to optimally align with business requirements, security policies, and master data management guidelines. Specifically, the State can choose how best to integrate across Security, User Interface, Business Logic and Data Integration layers. For more details on optimal design patterns for integration, see the Whitepaper “Integration Patterns and Practices” at: <https://resources.docs.salesforce.com/sfdc/pdf/integration_patterns_and_practices.pdf>.    Paths to Integration Success  Salesforce provides paths to integration success—all based on our industry-leading Web services API—and an extensive integration partner ecosystem. Integration with Salesforce means faster, simpler, and less-risky integration that doesn’t break during upgrades and delivers a new level of access and agility to your existing IT investments.   1. Choose your integration middleware - Salesforce is designed to work with all major integration middleware solutions. For a list of certified integration solutions, check out the Integration category in the AppExchange marketplace (<https://appexchange.salesforce.com/category/integration>). Here you’ll find pre-built connectors and the services of numerous integration technology partners such as IBM CastIron, Informatica Software and Jitterbit.      1. Build it yourself - For building custom integrations plus maximum flexibility and choice, the Salesforce Platform supports all major development environments and tools, including .NET, Java, PHP, Ruby on Rails, and many more. Learn more from our wiki developer network at <https://developer.salesforce.com/>.      1. Find it on the AppExchange - For the easiest and fastest way to add pre-integrated functionality, check the AppExchange directory. You can integrate with 5,000+ components and applications with the click of a mouse. Learn more at <https://appexchange.salesforce.com>. Here you will find both free and pay-as-you-go licensed add-ons.      1. Connect the clouds - Harness the power of multiple clouds. Learn how to connect Salesforce with the data and content of the most popular cloud services, including Amazon Web Services, Facebook, Google AppEngine, and Twitter. For example, you can enrich your Salesforce Contacts' profiles by integrating with the likes of Facebook or Twitter to create a 360-degree single view of your customers.     For more information on integration capabilities, please visit: <https://developer.salesforce.com/page/Integration>.    Developer toolkits  These toolkits provide the ultimate in integration flexibility and choice. The Salesforce Platform supports all major development environments and tools, including Java, .NET, PHP, and Ruby on Rails.  **APIs**  The Salesforce Platform provides programmatic access to the State's information using simple, powerful, and secure application programming interfaces. Central to the ability to integrate and extend Salesforce is the powerful and modern Web Services API. Architected around the latest standards, including SOAP, WSDL and WS-I Basic Profile, this Web service provides the complete set of operations necessary to complete ever demanding integration projects. As an open Web service, we provide our complete object model, and the API is available to all platforms that support the core Web services standards, including Java, .NET and Perl.    Out-of-the-box, Salesforce provides powerful APIs such as:   * REST API - Access objects in the State using REST. The Salesforce Platform REST API lets you integrate with Salesforce applications using simple HTTP methods, in either XML or JSON formats, making this an ideal API for developing mobile applications or external clients. * SOAP API - Integrate the State’s data with other applications using SOAP. The Salesforce Platform SOAP API lets you integrate Salesforce applications that can create, retrieve, update or delete records managed by Salesforce. * Chatter REST API - Access Chatter feeds and social data such as users, groups, followers, and files using REST. Use Chatter REST API to integrate mobile apps, intranet sites, and 3rd party Web applications with Salesforce. Chatter REST API provides resources for feeds, comments, likes, users, groups, private messages, recommendations, topics, and more. Chatter REST API is on by default in all organizations and editions that have Chatter. * Einstein Analytics REST API - You can access Einstein Analytics datasets and lenses programmatically using the Einstein REST API. Using the Einstein REST API you can: Send queries directly to the Einstein Platform; Access datasets that have been imported into the Einstein Platform; Create and retrieve Einstein Analytics lenses; Access XMD information; Retrieve a list of dataset versions; Create and retrieve Einstein Analytics applications; Create, update, and retrieve Einstein Analytics dashboards; Retrieve a list of dependencies for an application; Determine what features are available to the user; Work with snapshots; Manipulate replicated datasets. * Bulk API - Load or delete large numbers of records. The Bulk API is a RESTful API that is optimal for loading or deleting large sets of data. You can use it to query, insert, update, upsert, or delete a large number of records asynchronously by submitting batches that Salesforce processes in the background. * Metadata API - Manage customizations in your org and build tools that manage the metadata model (not the data, itself). The Salesforce Platform exposes a Metadata API—a SOAP-based Web service—that lets you access metadata in the same way you can access any of your Salesforce Platform applications, from any location on the Web. * Streaming API - Provide a stream of data reflecting data changes in the State. Salesforce Platform Streaming API lets you expose a near real-time stream of data from the Salesforce Platform. Administrators can create topics, to which applications can subscribe, receiving asynchronous notifications of changes to data in Salesforce. The streaming API includes a subset of functionality such as Change Data Capture that allows near-real time capturing changes for specific Salesforce objects and synchronizing them to the remote system, and Platform Events which allows creation of custom events that can be sent in near-real time to the remote system. Further details can be found here:   + Streaming API:<https://developer.salesforce.com/docs/atlas.en-us.api_streaming.meta/api_streaming/intro_stream.htm>   + Change Data Capture:<https://developer.salesforce.com/docs/atlas.en-us.change_data_capture.meta/change_data_capture/cdc_intro.htm>   + Platform Events: <https://developer.salesforce.com/docs/atlas.en-us.platform_events.meta/platform_events/platform_events_intro.htm> * Apex REST API - Build your own REST API in Apex. This API exposes Apex classes and methods as RESTful Web services. * Apex SOAP API - Create custom SOAP Web services in Apex. This API exposes Apex classes as SOAP Web services, allowing an external application to invoke Apex methods through SOAP Web services. * Tooling API - Build custom development tools for Salesforce Platform applications. Tooling API provides SOAP and REST interfaces that allow you to build custom development tools for Salesforce applications. While other Salesforce APIs can handle deployment, Tooling API was designed from the ground up to support the entire development lifecycle, including design, implementation, deployment, and maintenance.     More information about Salesforce APIs, including full reference documentation, is available at:  <https://developer.salesforce.com/page/Salesforce_APIs>.  **MuleSoft Anypoint Platform Overview**  MuleSoft provides the most widely used integration platform for connecting SaaS and enterprise applications in the cloud and on‐premise. Delivered as a single platform (Anypoint Platform) and built on proven open source technology for the fastest, most reliable on‐premise and cloud integration without vendor lock‐in.  MuleSoft’s Anypoint Platform allows organizations to truly deliver on their digital transformation through realizing API‐led connectivity. Anypoint makes connecting anything easy including SaaS, Service Orchestration, Application Integration and APIs on a single unified platform. The Platform provides tools that architects and developers across the enterprise can adopt quickly to design, build, and manage the entire lifecycle of their APIs, applications and products. The result is a 2x to 5x faster time to launch new initiatives, connect systems, and unlock data across the enterprise and a 30% reduction in integration costs.  Salesforce acquired MuleSoft, Inc. (“MuleSoft”), the provider of one of the world’s leading platforms for building application networks that connect enterprise apps, data and devices, across any cloud and on-premises. Together, Salesforce and MuleSoft will accelerate our customers’ digital transformations, enabling them to unlock data across legacy systems, cloud apps and devices to make smarter, faster decisions and create highly differentiated, connected customer experiences.  At Salesforce, our mission is to help our customers connect to their customers in a whole new way. We do this by giving them a platform that abstracts away all of their complex enterprise systems and helps them build modern experiences that connect every system, every customer, and every device. A core and strategic piece of this is integration, and the foundation of the Salesforce Integration Cloud is MuleSoft. The MuleSoft Anypoint Platform enables over 1,600 organizations in approximately 60 countries to build application networks and meet the challenges of the digital economy.  The MuleSoft Anypoint Platform is a horizontal solution that addresses a broad range of integration and API management use cases. Common use cases include:   * Pull data from external systems into Salesforce. * Expose data from existing systems to mobile apps, partners, and customers via APIs. * Sync data records between cloud applications and on-premise databases.   MuleSoft’s approach enables a new and more efficient IT operating model that leverages consumption-oriented, reusable assets to connect applications, data and devices. MuleSoft’s Anypoint Platform provides a unified solution to solve integration and API management use cases. The Anypoint Platform uniquely combines integration with full API lifecycle management. The Anypoint Platform resolves many kinds of challenges—from tactical uses to mission-critical pains. It is adaptable and designed to swiftly solve the programs businesses face today and in the future.  MuleSoft’s API-led connectivity architecture is illustrated in the following graphic:    Why MuleSoft?  MuleSoft provides a software platform that connects nearly every technology in a standardized way. This is done by unlocking data using APIs and connecting it to external systems and applications. We enable you to manage and secure the flow of data between all systems in the enterprise. MuleSoft helps create an application network, allowing IT to shift from being project deliverer to technology enabler. Teams can discover and self-serve existing APIs to innovate faster. Developers across the organization can leverage existing APIs to create new processes and experiences.  MuleSoft differentiators:   * Single, secure, and flexible platform providing API life-cycle management, API development and analytics * Only vendor listed as a Leader in three Gartner Magic Quadrants for API Management and Integration * Enterprise Integration Platform as a Service * Hybrid Integration Platform Enabling Technologies * Application Services Governance * A platform that is designed solely to encourage collaboration, innovation and absolute self-sufficiency. * Productize API’s as building blocks that are product ready for change and innovation, no matter who the consumer is. * Over 200+ pre-built connectors included * The only complete and winning design principle for the API building block is one that enables the full lifecycle of an API. * A foundational platform that promotes, encourages and enables change within the State.   Additional details are available here: [MuleSoft Anypoint Platform Overview](https://www.salesforce.com/products/integration-cloud/overview/).  **Tableau Platform Overview**  There are multiple aspects to a complete Tableau environment. These range from PC-based tools, to server-based tools, as well as NLP (Neuro Linguistic Programming – or Natural Language Programming), mobile, data cataloging, and content migration abilities.  *Tableau Desktop* is a PC-based program that allows you to connect to multiple, varied data sources and bring that data together on a visual platform to create stunning visualizations that show your data as you have never seen before. These visualizations can then be saved on the PC or published up to a Tableau Server environment to be  shared with others to interact with or foster collaboration.  *Tableau Server* is a server-based version of Tableau that has a full range of security applied at the user and/or group level allowing anyone with a web browser to view, interact, or edit published visualizations and dashboards. Anything on Tableau Server can be connected to a live data source, or a static snapshot which can be scheduled  to refresh at any interval.  *Ask Data* is Tableau’s NLP that sits on Tableau Server. Ask Data allows you to connect to any data source that has been published to Tableau Server and ask questions about it by typing in natural language questions. Tableau will take that question and return the answer in a visualization which can then be saved and manipulated further.  *Tableau Mobile* allows for any visualization or dashboard published to Tableau Server to be available on any mobile device. Upon creation of Tableau content, a mobile view is automatically created allowing mobile users to see a version of the content that fits their mobile device.  Tableau has a data catalog feature to allow data lineage to be traced and data quality warnings to be issued as well as another tool used exclusively to migrate content from one Tableau environment to another. | | | | | |
| INT-2 | Describe how the system will internally or externally interface with a scanning/imaging system that links documents to specific licensee records via an intuitive interface that minimizes staff time. All documents must be tracked in the licensee applicant file, designated by receipt date, mailing date, item category, retention schedule, security/access level, etc., as identified by staff. | x | x |  |  |
| Response:  CCScan is a 3rd party app from the Salesforce AppExchange   * Capture scan & import digitized documents directly Salesforce with no extra steps saving massive amounts of time and effort. * Quick to set-up and intuitive to use, ccScan is user friendly regardless of your technical expertise. Scan or Import documents to Salesforce effortlessly.  Administrator modes allow for advanced users to setup and lock complex processes. * Eliminate manual steps and automate job, processing documents with minimal or no human activity beyond setup. Our software comes equipped with Barcode and OCR capabilities to further speed digitization, data access and archiving.   ♦ Scan or import documents to Salesforce Attachments, using automatically extracted data to identify, lookup record and populate fields.   ♦ Run unattended jobs to import electronic faxes and attach them automatically to existing or newly created Salesforce records.  ♦ Create PDF Attachments from scanned or imported documents and update fields with information extracted from the document in a single, fully automated step.  ♦ Use database lookup to retrieve key data to populate fields or lookup records in Salesforce.  ♦ Use intelligent technologies such as Barcode Detection, Zonal OCR and text pattern search with Regular Expressions to automate uploading, updating and creating Standard and Custom records and objects. Also store and access Attachments in Google Drive.   * RECEIVE & CAPTURE - Auto-route documents, identify document types and other attributes at page level. Facilitate the document intake process, simplifying queues, automating workflows, and providing a toolset to efficiently triage incoming documentation. * PROCESS & MANAGE - Use rules engine in concert with Salesforce workflows to automate the document journey. Mark-up incoming or outgoing documents. Gather metadata to provide page-level document audit and reports while minimizing storage costs. * GENERATE & SEND - Merge data and graphics from standard and custom records with the template engine. Auto-generate a barcode to automatically route returning documentation. Auto-send bulk documents from single mail merge via multiple channels   Once the document is scanned, it will be linked to the licensee application and provide the ability to store additional information such as receipt date, mailing date, item category, and retention schedule. The security/access levels will be governed by the levels set on the parent application record or can be configured as per staff’s requirement. | | | | | |
| INT-3 | Describe how the system will create and store documents using Word/Excel which can be exported for use in accounting systems such as OnBase and SharePoint.  For example, a completed refund form produced in Word should be exported to SharePoint for approval and processing. Data reports should be exported to Excel. | x | x |  | x |
| Response:  The system will use a Nintex AppExchange document generation product to generate documents in Word/Excel format and the generated documents will be linked to the appropriate license. OnBase supports native integration with Salesforce while a custom integration module will be built in MuleSoft to export these files to SharePoint.  Nintex Drawloop DocGen® for Salesforce is the only no-code document generation solution on the AppExchange. Its drag-and-drop designer interface makes it easy for Salesforce admins with no coding experience to build automated solutions for existing manual document creation tasks. Generate ANY-and-ALL types of documents in PDF, Word, Excel and PowerPoint formats:   * Create documents with the data that drives your business. With one click, Drawloop DocGen® inserts data from any object within Salesforce or other systems of record into any document template. * Create, manage and generate document packages, without losing the benefits of an easy-to-use and familiar user experience within Salesforce. Also, create documents on the go with seamless Salesforce1 compatibility. * Manage access to documents based on stage or user permissions and eliminate human errors with pre-defined templates, ensuring legal and policy compliance. Auto-assign tasks, alerts and follow-ups to make sure nothing | | | | | |

**Online Transaction and Public Interface Requirements**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Req #** | **Requirement** | (1) Comply | (a) Core | (b) Custom | (c) 3rd Party |
| ONL-1 | Describe how the system will provide a searchable online database of licensee records and related public documents that is updated in real time, through an intuitive interface. The system must allow multiple data field selection in the search feature. The system must provide “sounds like” and alternative spelling options for identified search fields, with at least 15 results shown per screen, and additional results available by scrolling. The results list must include basic information such as licensee name, license number, license type, license status, and license expiration date. Search elements, results data, and additional information must be tailored to specific license type needs. | x | x |  |  |
| Response:  The system will support an online public portal using Salesforce Community feature that will allow public to search for licensee records in real time, through an intuitive user interface. The system will allow multiple data field selection in the search feature. In addition, the system will also support search using “sounds like” feature and returns at least 15 results per screen with the ability to scroll through additional pages. The result list will include information such as licensee name, license number, license type, license status, and license expiration date. The search elements, results data, and additional information will be tailored to specific license type needs. | | | | | |
| ONL-2 | The system’s online database must provide an option to search for licensees within a specified mileage of a zip code through an intuitive interface. For instance, users may select from a list of mileage amounts, such as within 25, 50, 100, or 150 miles of the zip code. Results displayed must be tailored to license type.  For example, search fields for childcare establishments must include business hours, ages served, Step Up To Quality rating, and a selected the number of miles from the specified zip code. | x | x |  |  |
| Response:  The online communities' portal will provide features to search for licensees within a specified mileage of a zip code through an intuitive interface. The results displayed will be tailored to the license type. | | | | | |
| ONL-3 | The system’s online database must have a Frequently Asked Questions (FAQ) section to help users navigate and locate the information they need through an intuitive interface. | x | x |  |  |
| Response:  The system will support a Frequently Asked Questions that will help users navigate and locate the information they need through an intuitive interface. | | | | | |
| ONL-4 | Describe how the system will be able to change the online database interface to use languages other than English (Spanish, Vietnamese, etc.), or provide a link to the translated interface. | x | x |  |  |
| Response:  **Language Support**  Salesforce supports several languages on the user interface with no extra cost or maintenance to you. For additional information on certain feature limitations with right-to-left languages, please see the following:  <https://help.salesforce.com/HTViewHelpDoc?id=faq_getstart_what_languages_does.htm>  <https://help.salesforce.com/articleView?id=lex_gaps_limitations_org_setup.htm>  <https://help.salesforce.com/articleView?id=sf1_language_support.htm>  Our Success Community Ideas gives every customer, no matter how large or small, the opportunity to participate in the long-term feature set of Salesforce. Once a new feature has been logged into Ideas, customers can enter directly into dialogue with other customers and our product management team, to further explore how a feature might be delivered in the future roadmap. As a customer of Salesforce, the State has the ability to vote along with other customers for favorite features (such as the additional language support) and see how popular features are across the Salesforce customer community. | | | | | |
| ONL-5 | Describe how the system will display license-type-specific information when a license is selected, with a list of related public documents such as disciplinary action, inspection reports, ownership documentation, construction project information, etc. Documents must be displayed upon selection. For childcare establishments, describe how the system will indicate the establishment’s Step Up to Quality rating, whether or not the childcare is currently in compliance, and display all citations online without any identifying names displayed to the public. | x | x |  |  |
| Response:    The system will support a public page that will display search results based on license-type specific information. The results to be displayed will be configurable by license type and will include links to documents such as disciplinary action, inspection reports, ownership documentation. When the links are clicked, the documents will be displayed. For childcare establishments, the system can present the requested information on Step Up to Quality rating, compliance, and citation information based on the fields that are configured to be displayed. As part of the configuration, the fields that personally identify a name will be excluded so that it not displayed to the public. | | | | | |
| ONL-6 | Describe how the system will provide links that generate documents, such as certifications and wallet cards, through an intuitive interface for the selected license. The generated documents should be printable in a professional-looking format, such as a pop-out PDF with letterhead, seal, or other image elements required by DHHS. Information provided on the documents should be specific to each license type. Staff must be able to update the templates as needed. | x |  |  | x |
| Response:  The certifications and wallet cards will be generated through a Salesforce AppExchange Nintex document generation tool and are attached to the license. These tools produce a printable document in a professional-looking format with letterhead, seal, or other image elements as required by DHHS by license-type.  Nintex Drawloop DocGen® for Salesforce is the only no-code document generation solution on the AppExchange. Its drag-and-drop designer interface makes it easy for Salesforce admins with no coding experience to build automated solutions for existing manual document creation tasks. Generate ANY-and-ALL types of documents in PDF, Word, Excel and PowerPoint formats:   * Create documents with the data that drives your business. With one click, Drawloop DocGen® inserts data from any object within Salesforce or other systems of record into any document template. * Create, manage and generate document packages, without losing the benefits of an easy-to-use and familiar user experience within Salesforce. Also, create documents on the go with seamless Salesforce1 compatibility. * Manage access to documents based on stage or user permissions and eliminate human errors with pre-defined templates, ensuring legal and policy compliance. Auto-assign tasks, alerts and follow-ups to make sure nothing | | | | | |
| ONL-7 | Describe how the system will allow applicants, licensees, board members, and the public to establish secure personal online accounts, with role-based security regarding public and editable data fields, through an intuitive interface. Describe how the system will allow users to configure the dashboard/interface to their needs. The system must facilitate and document two-way communication between staff, applicants, licensees, and the public. The system must provide a drop-down list of shared email accounts identified by what types of questions should go to each one.  All of the license types have multiple applications, such as initial, renewal, reinstatement, exam, etc.  See Attachment One, Type and Number of Licensees. | x | x |  |  |
| Response:  Salesforce provides following role-based security related features regarding public and editable data fields:  **User Profiles**  All users and application-level security are defined and maintained by the organization administrator, and not by Salesforce. The organization administrator is appointed by the customer. An organization's sharing model sets the default access that users have to each other's data.    There are four sharing models: Private, Public Read Only, Public Read/Write, and Public Read/Write/Transfer. There are also several sharing model elements: Profiles, Roles, Hierarchy, Record Types, Page Layouts, and Field-Level security. Details about sharing models and sharing model elements are provided below:    Private  Only the record owner, and users above that role in the hierarchy, can view, edit, and report on those records.    Public Read Only  All users can view and report on records but not edit them. Only the owner, and users above that role in the hierarchy, can edit those records.    Public Read/Write  All users can view, edit, and report on all records.    Public Read/Write/Transfer  All users can view, edit, transfer, and report on all records. Only available for cases or leads.    Profiles  A profile contains the settings and permissions that control what users with that profile can do within Salesforce. Profiles control:   * Standard and custom apps the user can view (depending on user license) * Service providers the user can access * Tabs the user can view (depending on user license and other factors, such as access to Salesforce CRM Content) * Administrative and general permissions the user has for managing the organization and apps within it * Object permissions the user is granted to create, read, edit, and delete records * Page layouts a user sees * Field-level security access that the user has to view and edit specific fields * Record types are available to the user * Desktop client's users can access and related options * Hours during which and IP addresses from which the user can log in * Apex classes a user can execute * Visualforce pages a user can access     User Roles  Every user must be assigned to a role, or their data will not display in reports and other displays based on roles. All users that require visibility to the entire organization should be assigned the highest level in the hierarchy. It is not necessary to create individual roles for each title at the organization, rather a hierarchy of roles should be defined to control access of information entered by users in lower level roles. When a user's role is changed, any relevant sharing rules are reevaluated to add or remove access as necessary.    Record Types  If the customer's organization uses record types, edit the record type to modify which pick list values are visible for the record type. A default pick list values can be set based upon the record type for various divisions.    Field-Level Security  Field-level security settings let administrators restrict user's access to view and edit specific fields on detail and edit pages and in related lists, list views, reports, Offline Edition, search results, email and mail merge templates, Custom Links, and when synchronizing data.    The fields that users see in detail and edit pages are a combination of page layouts and field-level security settings. The most restrictive field access settings of the two always apply. For example, if a field is required in the page layout and read-only in the field-level security settings, the field-level security overrides the page layout and the field will be read-only for the user.    Permission Sets  A permission set is a collection of settings and permissions that give users access to various tools and functions. The settings and permissions in permission sets are also found in profiles, but permission sets extend users’ functional access without changing their profiles.    Users can have only one profile but, depending on the Salesforce edition, they can have multiple permission sets. You can assign permission sets to various types of users, regardless of their profiles. The State can create permission sets to grant access among logical groupings of users, regardless of their primary job function.    See more information at: <https://help.salesforce.com/articleView?id=perm_sets_overview.htm&type=5>.  Based on the user role, the system can automatically present a customized dashboard and user interface tailored to their needs.  The system will also have the ability for a two communication between staff, applicants, licensees, and the public. Salesforce supports variety of mechanism such as email, notes, and chatter feeds. | | | | | |
| ONL-8 | Describe how the system will allow the public to generate rosters and lists of licensee contact information for printing and/or download, based on standard reports and/or personalized reports based on criteria/data fields they select through a “wizard” or other intuitive interface. Criteria must include the zip code area search specified in ONL-2. Downloads must be available in standard formats such as Excel, .csv, and .txt. Any applicable fees must be securely collected online. | x | x |  |  |
| Response:  The online communities portal will provide the ability for public to generate rosters and lists of licensee contact information for printing and/or download, based on standard reports and/or personalized reports based on criteria/date fields they select through an intuitive interface. Downloads can be made available in Excel, csv or txt format. The system can also securely collect any applicable fees online. | | | | | |
| ONL-9 | Describe how the system will provide an online shopping-cart-type payment system, document all transactions and payments for each online account and corresponding license record, display a list of all fees due, and allow partial or full payment of designated fee(s) through an intuitive interface. The system must allow payment of ad-hoc fees assessed by staff against a licensee’s record. Notification of transactions must be sent to the license-type-specific staff work queue.  For example, fees required to be paid in full may include roster/list fees, application fees, renewal fees, reinstatement fees, late fees, etc. Fees that allow partial payment may include compliance costs, administrative and civil penalties, administrative fees, etc. Licensees may need to pay an additional license fee due to fee proration. | x | x |  |  |
| Response:  The online communities portal functionality includes a shopping cart that candocument all transactions and payments for each online account and corresponding license record, display a list of all fees due, and allow partial or full payment of designated fee(s) through an intuitive interface. The system must allow payment of ad-hoc fees assessed by staff against a licensee’s record. Notification of transactions must be sent to the license-type-specific staff work queue. | | | | | |
| ONL-10 | The online payment system must use the State of Nebraska’s credit card processor, which is currently Elavon, and must be able to work with a broad range of other payment processors. Secure socket layer (SSL) encryption must be used. Describe how the system will permanently store all of the payment information on the licensee record, including the payer contact information, transaction data, attachments, payment processor transaction confirmation number, and last 4 digits of the payer’s credit card number for each transaction. Payment reports must be able to be run with date and time specifications. System must record the transaction ID, licensee name, license number, license type, and payer name to ensure that payments are accurately credited and refunded.  State contract [66533-O4](http://das.nebraska.gov/materiel/purchasing/contracts/pdfs/66533(o4)awd.pdf) is with U.S. Bank for Credit Card Processing. <http://das.nebraska.gov/materiel/purchasing/contracts/pdfs/66533(o4)awd.pdf>  Elavon does not use a specific product, but whatever product is used must be either an Elavon product or certified with Elavon. | x |  |  | x |
| Response:  The system will use a Chargent a Salesforce AppExchange Payment Processing package to process payments. T   * Collect revenue faster, and eliminate duplicate data entry, by enabling payments directly where your customer data lives -- Salesforce. Payment processing capabilities in Salesforce empower your team to be more efficient and better serve customers. * Chargent embeds PCI compliant payment processing capabilities directly within any object or app on the Salesforce platform. Manage billing and payments with better visibility into transactions and totals, all with the security of Salesforce. * Charge, Authorize, Void, Refund buttons let you take payments in real-time, or you can automate one-time or recurring subscription billing for maximum flexibility. Send payment request links for customers to pay online via credit card or eCheck. * Control and manage your payments inside of Salesforce with Chargent, built 100% on the Salesforce platform. Automate AR and increase your revenue by accepting credit card and ACH payments easily. No integration needed, Chargent is already connected to most payment processing services.   These products are certified with Elavon and meet Payment Card Industry (PCI) data security standards. The payment information will be stored and managed by the AppExchange product but information such as credit card number and expiration date while payment contact information, transaction data, attachments, payment processor transaction confirmation number, and the last 4 digit of the credit card number will be stored in a payment record The payment record will be directly linked to the licenses and will have the ability to retrieve the license number and license type from the license records. | | | | | |
| ONL-11 | The system must meet Payment Card Industry (PCI) data security standards. Quarterly PCI audits must be provided to DHHS that verify compliance with PCI standards. Annual proof of compliance is also required, either by providing certification on the VISA website (<https://www.visa.com/splisting/searchGrsp.do>) or by providing a PCI Data Security Standard Self-Assessment Questionnaire and Attestations of Compliance signed by a qualified security assessor. All components of the system provided by the Contractor must mitigate level 3, 4, and 5 vulnerabilities as quickly as possible. | x | x |  |  |
| Response:  Salesforce is PCI Level 1 compliant under the Payment Card Industry Data Security Standard v3.2 (PCI-DSS). Salesforce customers who must adhere to PCI compliance may store the following Cardholder Data in Salesforce: Primary Account Number (PAN or credit card number), Cardholder Name, and Expiration Date, with the following caveats:   * PANs may only be stored in fields encrypted via the Classic Encryption or file attachments and supported fields encrypted via Platform Encryption functionality. PANs must not be stored in clear text fields, or any other location. * Customer org administrators must configure Salesforce security features (e.g., password rules, sharing model) to support their organization's PCI controls. * Refer to the Help & Training portal for information on supported fields which can be encrypted using Platform Encryption: <https://help.salesforce.com/HTViewHelpDoc?id=security_pe_overview_fields.htm&language=en_US>. | | | | | |
| ONL-12 | 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; and receive receipts through an intuitive interface. The system must check applicant information against the database as it is entered, in real time, to check to see if the person has held any licenses, and present the applicant with the appropriate initial or reinstatement license application form. The application must be sent to the license-type-specific staff work queue.  For example, Harold applies online for an LPN license, with a universal first page that asks for basic information (name, DOB, SSN, prior licenses). The system checks the database and finds that Harold has an inactive LPN license. The system asks Harold if that was the license he held, and if the answer is yes, provides him with a reinstatement application form as the next step/page. | x | x |  | x |
| Response:  Online communities' portal will be used to complete and submit applications online; submit related documentations; view application status/checklist/deficiencies; schedule and take examinations; review scores; make payments; and receive receipts through an intuitive interface. To access this community, public can self-register and identify to the business they belong to. Once their association with the business is confirmed, and the security privilege is verified, they will be provided appropriate permissions to update the business information and its associates. All licenses will be linked to both the business and the individual holding them. When a customer logs into the system, it will be automatically able to identify all the licenses associated with the user and present the status of the license. User will then be able to perform appropriate actions on the license based on its status.  Scheduling functions will be performed Calendar Anything an App from the Salesforce AppExchange   * Overlay color-coded calendars with advanced filters and customized hover fields * Create, edit and move records right from the calendar in Day, Week, Month, Gantt, Agenda, Swimlane or Custom view  - The RSVP accelerator lets your audience register themselves  - Create a calendar event   - Share the calendar with your desired audience via Force.com site   - Allow your attendees, prospects, or clients to quickly filter by event or host type to find the right calendar event to register for  - Automatically create a new record in Salesforce populated with information directly from the event registration   * Incorporate calendars into existing workflows and page layouts and present record-specific, dynamic calendars for better decision making. | | | | | |
| ONL-13 | Describe how the system will allow licensees to generate, complete, and submit renewal forms online; submit other renewal documentation; make payments; and receive receipts through an intuitive interface. Notification must be sent to the license-type-specific staff work queue.  DHHS currently has approximately 378 license types. Approximately 83 of the 378 license types do not renew.  There are five (5) categories of renewal processes:   1. Individuals 2. Businesses 3. Child Care 4. Community-Based Services 5. Health Care Facilities and Services   See Attachment One, Type and Number of Licensees. | x | x |  |  |
| Response:  The MST Licensing Solution has these functions available. Customers will login to the online portal select the license they want to renew, and the system will walk them through the steps of capturing any information and upload documentation required for the type of renewal. Before submission the customer will be seamlessly passed off to the NE State payment portal and back after the payment is successful. | | | | | |
| ONL-14 | The online account system must allow licensees to submit name changes and related documentation, update contact information, update employer information, and view their transaction, fee, and payment history, as allowable for each license type, through an intuitive interface. Notification must be sent to the license-type-specific staff work queue. | x | x |  |  |
| Response:  Through the online communities portal customers can be given the option to maintain an existing license, account or contacts as well as view information the agency deems appropriate for the user based on their login credentials. Workflow queues will be configured to notify the appropriate staff based on predefined criteria and triggers. | | | | | |
| ONL-15 | Describe how the system will allow licensees to securely complete and submit self-inspection documents, plans of improvement, written verification of correction, and other documentation/ correspondence online. Describe how the system will also track online submissions, and associate them with the licensee record, as well as generate and track staff response/denial/approval correspondence regarding the documents submitted. | x | x |  |  |
| Response:  The online communities portal has a secure login and password. Each user login is tied to their licenses. There is a maintain existing license selection within this menu selection the user will be walked through the process based on their selection. Submissions and any required information can be marked required and will not let the user complete the transaction until all required documents, information and fields are completed. The system can be configured to track in take methods. This allows for reporting of how a request was received such as; over the counter, US postal mail, email, online portal etc. | | | | | |
| ONL-16 | Board member data must be maintained in the database, including public and confidential contact information, service dates, and the population being represented. Information designated as public must be automatically posted and updated daily on the website in board-specific rosters that are available to the public. | x | x |  |  |
| Response:  Salesforce maintains all the data within the Salesforce Org in the form of objects and fields. These data are readily available to users based on their access levels. We can create a custom component to display board specific rosters in the community portal page. | | | | | |
| ONL-17 | Public meeting and hearing information, such as notices, agendas, minutes, proposed regulations, 407 reviews, etc. must be available to the public via the public-facing website. The public must 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 must be posted as it arises, and public access to past event information must be maintained. | x | x |  |  |
| Response:  In Salesforce community, we could provide an option for the public to subscribe to public meeting and hearing information with their email. Once they subscribed by providing their email, we can trigger an | | | | | |
| ONL-18 | Confidential information used by board members, investigators, legal staff, and other designated individuals must securely be made available to only those individuals via the website. Designated individuals must 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. | x | x |  |  |
| Response:  In Salesforce, we can display protected information to selected set of users based on their user Profile and Permission Set. We can define a Permission Set with access to certain protected fields and assign the permission to the needed Profile like board members, legal staff etc. | | | | | |
| ONL-19 | Licensee information must be automatically posted and updated daily on the website in license-type-specific rosters that are available to the public. | x | x |  |  |
| Response:  Salesforce has out of the box Dashboard feature using which we could show the daily update in Salesforce home page as well as in the community page. The dashboard on Licensee information can be tailored per the need of the departments. | | | | | |

**Training Requirements**

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| --- | --- | --- | --- | --- | --- |
| Req # | Requirement | (1) Comply | (a) Core | (b) Custom | (c) 3rd Party |
| TRN-1 | Describe how the Contractor will provide and update the administrator reference materials and data dictionaries to include current data elements and functions in new versions. | x | x |  |  |
| Response:  We would provide a technical document for System Administrator detailing each feature in the system and what needs to be updated in terms of configuration. Administrator can always reference this document before making any changes. | | | | | |
| TRN-2 | Describe the strategy for providing train-the-trainer instruction and materials, online training, online user reference materials, on-going support, and help features for instruction on use of the applications, and are updated to include current data elements and functions in new versions. Include the number and outline of training sessions necessary to optimally implement and operate the system. Describe the delivery method, which must include a combination of classroom and online learning techniques. | x | x |  |  |
| Response:  Salesforce Training & Learning Resources  Salesforce incorporates the following training and learning resources and best practices as part of the proposed subscription service as well as additional Salesforce instructor-led training that is available for an additional cost. There are also a variety of training resources accessible from within the Salesforce application.    Salesforce Help & Training Portal  Salesforce provides an intuitive help and training portal which brings together a rich set of resources that would give the State a centralized way to help solve problems quickly and easily. Salesforce also provides context-sensitive help icons throughout the application screens to make it easier for users to get unique help without searching. It is notable that we don’t provide large, offline help manuals but rather, all our help is online, so we assure that online help is extremely thorough and effective for usability.  The Help site:   * Is fully customizable - You can personalize Help to meet your specific needs, customizing the gadget layout to show what is important to you * Allows users to get the right answers, fast - Knowledgebase is more intelligent and comprehensive than ever (Auto Suggestion of Search Terms, Expanded Knowledge Repository [Help Docs, Solutions, FAQs, Training, Best Practices], and Refinement by Dimension) * Provides chat - New engagement Channel gives customers the ability to chat with the Salesforce support team in real time * Has easy case management - Opening and reviewing cases is easier than ever * Makes your administrator’s life easier - Administrators gain insight with enhanced reporting on cases and organization information   Salesforce Printable Tip Sheets & User Guides  In addition to online help, Salesforce publishes printable documentation to help you be successful with Salesforce. These documents include tip sheets, user guides, and other resources that describe the features and capabilities of Salesforce. Link here for Getting Started information: <https://pages.mail.salesforce.com/gettingstarted/home/> and here to Salesforce’s online documentation: <https://help.salesforce.com/articleView?id=salesforce_help_map.htm&type=5>.    Trailhead: the Free, Fun Way to Learn Salesforce  Trailhead is accessible through the Search Documentation link in-app or through the Trailhead web page.    Everyone can learn Salesforce. Whether you are an admin, user or developer, there is a learning trail for you. Customers can sign up for a free Developer edition account and take advantage of the fun and free interactive learning curriculum provided at Salesforce Trailhead (<https://trailhead.salesforce.com/en/home>). Users can pick specific trails, modules or projects based on role (admin, user, etc.), experience level (beginner, intermediate, advanced), products (Service Cloud, Salesforce Platform, etc) or topics (App Logic, CRM, Data Management, etc.) to learn new skills and absorb the information they need quickly.     * Trails - There are over 170 trails to choose from that provide guided learning paths through modules and projects and help users cover the most ground in the shortest amount of time. They provide users a game plan for exploring new skills. Trails include Admin Beginner, Admin Intermediate, Developer Beginner, Develop Intermediate, CRM Essentials, Analytics, and more. * Modules - There are nearly 655 modules that dive into specific topics. Modules introduce users to specific topics in bite-sized units. Users learn what a feature is, when it's helpful, and how to use it. Users can then test themselves with interactive challenges. * Projects - There are over 109 projects to choose from that provide users hands-on practice applying what they've learned. Projects give users hands-on practice with Salesforce technologies via step-by-step instructions and enable users to gain new skills and confidence working in Salesforce faster than they thought possible. * Super Badges - Take the skills you've developed through Modules and Projects and apply them to real world, hands-on challenges. * Trailhead Live - Live and on-demand videos from experts covering everything from certification preparation to building reports and dashboards, to coding best practices.     Developer Community  The State will also have access to the Developer Community, Salesforce's free developer program for the Salesforce Platform. The Developer Community website is a free community-based online portal for developers, where developers can learn, access key resources, and discuss a diverse set of topics anchored around the Salesforce Platform. These topics include Apex Code, Visualforce, Web service APIs, database topics, packaging and distribution of your applications, and much more.    The Salesforce Developer Community is comprised primarily of a technical body of developers and architects, system administrators and IT management.    The primary goal for the Developer Community is to promote community, learning and conversations. This is done through articles, the blogging community and its blogs, tech notes, sample code, providing a free Developer Edition account, together with discussion boards, RSS feeds, documentation, webinars, on-demand sessions, newsletters, event calendar and wikis.    Salesforce Premier+ Success Plan  With the Premier+ Success support plan, which includes support, training, and administration, the State will have unlimited access to our complete library of more than 100 online courses to build expertise in Salesforce products, drive value, and maximize ROI.    Customer Success Community  Customer Success offers many resources and tools to get started, including the Customer Resource Center ([success.salesforce.com](https://success.salesforce.com/)) with online Help, Learning Center and Communities, where you can tap into training videos, a knowledgebase, or reach out to other customers for best practices.    Ongoing success monitoring is a key part of Customer Success. Salesforce’s cloud computing model enables us to monitor usage data, to determine whether customers are getting the most from their subscription. We share this information with customers through Personal Account Reviews and Success Scorecards, along with actionable recommendations for improvement. Customer Success offers programs to help customers roll out new features or products, with training and adoption toolkits, to ensure our customers’ business benefit is always growing, and that they remain customers for life.    Additional Salesforce Training  Should the State desire instructor-led training in addition to online training and training that is included in the Premier+ Success Plan, for an additional cost, Salesforce offers a number of instructor-led courses tailored for user types. More information is provided at:<https://www.salesforce.com/services/learn/classes/#!page=1>.    Salesforce provides comprehensive training and certification options for every Salesforce user whether Administrator, Developer, Business Analyst, and others. Putting the right training plan in place for all Salesforce users is essential to a successful ongoing deployment. Salesforce Certification provides assurance that the team responsible for your Salesforce deployment is an expert in their field and up to date on the latest capabilities from Salesforce. As your team gets trained, certification is an important milestone to demonstrate readiness. And as you hire and contract with Salesforce Partners, be sure to look for Salesforce Certified Professionals to ensure that you are getting the right level of expertise, whether that is Certified Administrators, Developers, Solution Designers, or Technical Architects.    Training is available as:   * Self-paced, online courses as part of Premier Success Plan subscription * Instructor-led classes delivered by Salesforce Certified Instructors at our facilities and through our Partners worldwide * Private training classes held at your facilities, delivered by Salesforce Certified Instructors     For a complete list of courses, review the course catalog at [www.salesforce.com/training](http://www.salesforce.com/training). Learn more about the benefits of Salesforce Certification at [www.salesforce.com/certification](http://www.salesforce.com/certification).  Tableau Training & Learning Resources  Tableau has a variety of opportunities for training.   * A free guided set of training based on role: <https://www.tableau.com/learn/get-started> * A free set of video-based training: <https://www.tableau.com/learn/training/20201> * e-Learning training: <https://www.tableau.com/learn/training/elearning> * Classroom training: <https://www.tableau.com/learn/classroom> | | | | | |
| TRN-3 | Describe how the system provides help and training functions, which must be built into the software. | x | x |  |  |
| Response:  Field-level help is a standard Salesforce feature that lets you provide help text detailing the purpose and function of any standard or custom field. It provides custom help text for your organization’s fields to provide users with a helpful description for any field on all detail and edit pages where that field displays. Users can view the field-level help text by hovering over the Info icon next to the field.  **Custom Help for the Lightning Experience Help Menu**  The Help icon in the header opens a menu of contextual help topics, Trailhead modules, videos, and more items chosen by Salesforce. You can supplement the recommended resources by adding a section with links to your own content. Your section appears at the top of the Help Menu on each page. There’s only one custom Help Menu section per org. You can’t add links to the Getting Started, Help for This Page, or More Resources sections.  **Salesforce Knowledge**  Salesforce Knowledge is "KCS Verified" by the Consortium for Service Innovation, which recognizes best practices in customer support methodologies. By implementing [Knowledge-Centered Support](http://www.serviceinnovation.org/) (KCS) features, you can create more efficient collaboration within your team and provide pertinent and accurate information to your customers. | | | | | |
| TRN-4 | Describe how the system provides interactive communication such as user groups for staff questions and support. | x | x |  |  |
| Response:  Salesforce Chatter facilitates employees to stay current with what’s happening in your company. It allows to share your knowledge in Chatter posts and comments, collaborate in groups, and access files and data across your organization. It supports features to share updates with coworkers, collaborate in Chatter groups, and view record updates allowing people to connect and share business information in real time. | | | | | |
| TRN-5 | Describe how the system provides libraries of available reports, including instructions on modifying the reports. | x | x |  |  |
| Response:  MST Licensing solution built on salesforce has reporting functions included in the core system that stores reports and allows for ad hoc reporting. | | | | | |

**Public Health Investigations Module Requirements**

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| --- | --- | --- | --- | --- | --- |
| **Req #** | **Requirement** | (1) Comply | (a) Core | (b) Custom | (c) 3rd Party |
| PHI-1 | The system must allow internet-based access methods, for all types of users, after initial registration. Please describe the channels by which users can interface with the system. | x | x |  |  |
| Response:  Salesforce is a multi-tenant, cloud-based web application. No additional software or infrastructure is required. Salesforce hosts the entire solution, thus freeing up the State to manage its mission, not manage an infrastructure solution. Additionally, Salesforce is browser agnostic and supports all major browsers (Firefox, Chrome, Safari, IE, Edge). No installations on users’ laptops or desktops are required and thus the solution is accessible from anywhere an internet connection and supported browser are available, including mobile devices. | | | | | |
| PHI-2 | The system must allow users to register for system access via the internet. Please describe how the system meets this requirement, including how system access rights are determined and assigned. | x | x |  |  |
| Response:  By default, external users authenticate by logging in with the username and password that Salesforce assigns them for the community. The State’s internal users just follow the employee login flow using their Salesforce username and password.    Salesforce offers the following ways to use single sign-on:   * Federated authentication using Security Assertion Markup Language (SAML) allows you to send authentication and authorization data between affiliated but unrelated Web services. When federated authentication is enabled, Salesforce does not validate a user's password. Instead, Salesforce verifies an assertion in the HTTP POST request, and allows single sign-on if the assertion is true. This enables you to sign on to Salesforce from a client application. Federated authentication using SAML is enabled by default for the State. * Delegated authentication single sign-on enables you to integrate Salesforce with an authentication method that you choose. This enables you to integrate authentication with your LDAP (Lightweight Directory Access Protocol) server or perform single sign-on by authenticating using a token instead of a password. You manage delegated authentication at the permission level, allowing some users to use delegated authentication, while other users continue to use their Salesforce-managed password. Delegated authentication is set by permissions, not by organization.   When you have an external identity provider and configure single sign-on for your Salesforce organization, Salesforce is then acting as a service provider. You can also enable Salesforce as an identity provider and use single sign-on to connect to a different service provider. Only the service provider needs to configure single sign-on. Customers can use their own SAML Identity Provider, or license one directly from Salesforce with our Identity product.    If the State uses an existing single sign-on capability to simplify and standardize your user authentication, you can extend this capability to communities. The following information assumes that you are already familiar with Security Assertion Markup Language (SAML) authentication protocols and know how to work with your identity provider to configure single sign-on for the State. When implementing SAML for communities, the key is to use the community URL associated with login for the single sign-on flow. Also make sure that the community URL in the SAML assertion POST includes /login    You can also enable users to log into your Salesforce organization using their login credentials from an external service provider. Salesforce Identity Integration supports all third-party Identity Provider systems that use established standards such as SAML, as well as supports direct integration with Social Sign On identity providers like Facebook, Twitter, Google, LinkedIn and more.    We support the following providers:   * Facebook * Google * Janrain * LinkedIn * Microsoft Access Control Service * Salesforce * Twitter * Any service provider who implements the OpenID Connect protocol     Salesforce can also be configured to utilize Active Directory directly via Delegated Authentication, or indirectly via Federated Identity using SAML 2.0. Additionally, your users can be loaded from information drawn from your Active Directory servers and modifications made in Active Directory can be propagated into Salesforce. | | | | | |
| PHI-3 | The system must log off users after a system administrator configurable period of inactivity. Such inactivity periods may vary by user role. Please describe how the system meets these requirements. | x | x |  |  |
| Response:  The State's organization administrator can set the password configuration, including Lockout effective period may be set to 15, 30, 60 minutes or Forever (administrator must reset password). For additional details please refer to <https://help.salesforce.com/articleView?id=admin_password.htm&type=5>. | | | | | |
| PHI-4 | The system must allow for full or partial search responses when searching. Please describe how the system meets this requirement. | x | x |  |  |
| Response:  From the moment you create a record in Salesforce, the search engine works to make your information easy to find. When you search, you get relevant results quickly.  Global search is always within easy reach at the top of the page so you can quickly find any searchable object in Salesforce.  Know which object you want to search for? In Lightning Experience, select the object in the dropdown list next to the global search box. You can also type the name of the object at the top of the dropdown list. If you don't want to limit your search to a specific object, type your search term in the search box.  As you type, you see suggested records.   * Recently accessed items * Items with matches on the name field * Options to limit your search to a specific object   We also apply advanced search features to your search results.   * Nicknames—Similar names are returned, like Mike for Michael. * Spell correction—Spell-corrected versions of search terms are returned, like widget for widget. * Lemmatization—Similar words are returned, like sell, selling, sold. * Expanded query—Records whose name contains the term you entered are returned, like laptop for lap. * Special characters—When your search contains punctuation or special characters, records with similar names are returned, like 1234.SILVER for XYZ-1234-SILVER.   On the search results page, your most relevant records appear first. The order of results depends on several factors, such as how often your search term appears in a record, whether there's an exact match, how unique your search term is, and how much you've interacted with the record. We display only what you have access to. | | | | | |
| PHI-5 | The system must use system generated complaint numbers. Complaint numbers must be unique to each individual complaint. They must never repeat and can be alpha, numeric or a combination. Please describe how the system meets these requirements. | x | x |  |  |
| Response:  Salesforce provides auto number fields, so when we create a complaint the system generates a unique number for every new complaint. We can use alpha numeric combination when setting up the auto number field. | | | | | |
| PHI-6 | The system must include configurable logic or business rules on data entry that trigger customizable responses, distributions, alerts, workflows and or handling. Please describe how the system meets these requirements. | x | x |  |  |
| Response:  Salesforce can configure business logic or rules in process builder or workflow. When the data gets created, we can trigger different actions like an email notification. Also, these email notifications are configurable, template based and could fetch data from Salesforce dynamically.  **Business Rules**  Business rules and processes can be created and assigned to specific fields. Business process management supported by Salesforce include:   * **Validation Rules** allow you to define rules for valid data entry values. Validation rules come complete with the ability to create your own error messages. This is a point-and-click, wizard-driven process. * **Workflow** allows you to create business rules to act on the entered data. Workflow rules may notify people if a field is changed, update another field based on the edit of the first field, or call out to some external process (a SOAP endpoint) where execution logic may fire. Workflow rules may have both multiple immediate actions and multiple time-based actions. Workflow rule management is a point-and-click, wizard-driven exercise. Also, note that you can set up field history on data records to track changes to any standard out-of-box or custom-created field. * **Process Builder** allows you to map out business rules with multiple criteria via a visual interface. Process Builder works for field updates and record creation and can be invoked via other processes. Process Builder supports time-based actions. * **Cloud Flow Designer** allows you to not only design complex business rules via a visual interface but allows you to expose those automated processes to your customers via Community pages, Visualforce pages, or even by clicking a button or a link. Cloud Flow Designer supports time-based actions.   For more information, please visit <https://help.salesforce.com/articleView?id=process_which_tool.htm&type=5> | | | | | |
| PHI-7 | The system must allow for extensive screen, form, field, widget, radio button- and drop-down list configurability. Please describe how the system meets these requirements. | x | x |  |  |
| Response:  There is a wizard that steps you through creating and managing fields. The first step in creating a custom field is choosing the type of the field. There are more than 20 different data-types you can choose from including: Auto Number, Checkbox, Currency, Date, Date/Time, Email, Formula, Hierarchical Relationship, Lookup Relationship, Master-Detail Relationship, Number, Percent, Phone, Picklist, Picklist (multi- select), Roll-Up, Summary, Text, Text (encrypted), Text Area, Text Area (Long), Text Area (Rich), URL    For more information, please visit<https://help.salesforce.com/articleView?id=custom_field_types.htm&type=5> | | | | | |
| PHI-8 | The system must perform duplicate checks on data entry. Please describe how the system meets this requirement. | x | x |  |  |
| Response:  Maintaining high-quality data is one of the most important things you can do to help the State get the most out of Salesforce. Salesforce orgs come with duplicate record management features turned on for accounts, contacts, and leads. Each standard duplicate rule has a corresponding matching rule that determines how two records are identified as duplicates. No setup is required for new orgs, but you can always turn off these rules at any time or create custom rules. If you try to add a duplicate record, the standard duplicate rules are set to show an alert. As part of Duplicate Management, you can easily create a custom report type to review duplicate records that were added.    In addition, Salesforce also offers the following add-on contact management and data cleansing tools: a collection of Lightning Data apps on the AppExchange at<https://appexchange.salesforce.com/appxStore?type=Data>, and Data.com Connect<http://www.data.com/connect/> | | | | | |
| PHI-9 | The system must provide for user configurable (based on role) and automated correspondence. Please describe how the system meets these requirements. | x | x |  |  |
| Response:  the system has Email Alerts that are configurable, and we can create pre-defined templates and trigger appropriate notification based on a business rule in a Workflow, Process Builder or from custom logic. | | | | | |
| PHI-10 | The system must include user configurable, automated workflow management for tasks (assignment, review, etc…). Please describe how the system meets these requirements. | x | x |  |  |
| Response:  **Process Enactment and Workflow Management**  Workflow management and process enactment are core strengths and foundational services of the Salesforce Platform that enable customers to easily automate business processes and operate more efficiently using point-and-click. Processes can be simple tasks - such as creating an activity, emailing an alert, updating a data field, or posting a message to a chatter feed - or more complex – such as sending data to external or third party systems and applications via an integration message, creating new records and updating existing related records, launching other processes/flows, submitting records for approval, and more. You can also use groups, group memberships, topics, and topic assignments with workflow rules and Process Builder.    The Salesforce Lightning Process Builder, together with workflow rules, actions and approvals enable you to rapidly design and run any business process in the cloud without infrastructure, software, or code. The Process Builder’s simple and powerful design allows you to create your processes by using a convenient visual layout with point-and-click efficiency.    For every business rule or system event a customer needs to enact, one or more actions can be defined for execution when the specified conditions are met. These actions are created using point-and-click visual editors by a system administrator or business analyst and do not require complex procedural source code. Processes and workflow rules support several different types of actions.    Salesforce Process and Workflow Actions:   * Create a Record – Creates a new record (Account, Contact, Case, Event, etc.) in the system and sets the desired values in the new record’s data fields. For example, in a 311 system, when a case's status changes to "Field Service Required", automatically create a new Work Order record, assign it to a technician and set a target completion date. * Update a Record / Field Updates – Updates a field within the record for which the rule was created or a related record. Values can be set specifically, or can be calculated using related records and built in functions within the formula editor. In a Safety Tracking application, for example, when the status is changed to "Investigate Incident" the record could be automatically reassigned to the Safety Investigator and safety related fields could be auto-populated. * Quick Actions – Quick actions are set up to help users more easily create and update records in the system. This selection invokes one of these object-specific or global quick actions for reuse in your automated process. * Tasks – A task is an item assigned to a user to complete. Tasks for a user are visible from the Home tab of the application. Tasks have an assigned due date and are time-managed using reminders and past-due notifications by the application. In a sales application, for example, when new opportunities are created a series of tasks can be assigned to the sales rep to ensure timely follow-up and other sales related activities are conducted. * Email Alerts – An email alert is an email automatically sent to one or more users which may include relevant data extracted from the record which caused the rule to fire. Salesforce includes Email template functionality, which includes HTML formatting and graphics within emails. In a case management system, for example, an email alert could be sent to the customer whenever a case is escalated to emphasize the urgency being given to their request or issue. * Post to Chatter - Chatter is Salesforce’s native collaboration tool which allows users and groups to monitor and follow social conversations around your business data. Chatter includes features like feeds, profiles, groups, and more to share information, collaborate, and keep up with the latest updates on topics or individual records of data (e.g. community resources, cases) within the State. In a Human Resources application, for example, the process could post a chatter message to a Recruiter's chatter group anytime a new candidate is created in the system. * Submit for Approval – Automates the submission of the record that enacted the process for approval without end-user intervention. In an Expense Management application, for example, the process could automatically submit an expense record for manager approval when the expense amount is greater than $50. * Outbound Messages - Outbound Messages are SOAP-based web services that Salesforce automatically invokes on external systems when triggered. This is to support integration between Salesforce and external systems. Outbound messages actions are automatically generated from web service descriptor language (WSDL) files. For example, an outbound message could be used to send updated Account information to an ERP system whenever key fields are updated. * Launch a Flow – Starts another flow from the current process to automate business processes that contain additional complexity and logic, without writing code. In a Benefits application, for example, a flow could be used to step a customer through an initial application process to collect required information and determine program eligibility. * Call Apex – This action allows the invocation of methods programmed in the Apex language if highly customized functionality is required by your process. In a Facilities Management application, for example, Apex could be used to process information and make a web service call to a legacy MRO (Maintenance, Repair and Operations) system. * Quip (*additional licensing option*) -Standardize presentations, automate repetitive slide deck generation, and keep data up-to-date with new Quip actions in Process Builder and Flow Builder. Create a process or flow to automatically update your spreadsheets, add content to your slide decks, and save your team time. * Surveys (*additional licensing option*) - Define the criteria for the Send Survey Invitations action type in Process Builder, and email survey invitations to leads, contacts, and users.   Scheduled and Time Dependent Actions  The process and workflow actions above may be classified as immediate or time-dependent/scheduled. Immediate actions are invoked as soon as the workflow rule is triggered. Time dependent actions are scheduled to invoke at some point in the future and are scheduled to occur in an hour or day count relative to the trigger time of the rule or a date/time field on the related record. Workflow rules may have both multiple immediate actions and multiple time-based actions.    Approvals  An approval process is an automated process the State can use to approve records in Salesforce. An approval process specifies the steps necessary for a record to be approved and who must approve it at each step. A step can apply to all records included in the process, or just records that meet certain administrator-defined criteria. An approval process also specifies the actions to take when a record is approved, rejected, recalled, or first submitted for approval. Approval processes can include email notification and support for email-based approval, including the ability for approvers to approve or reject directly from their mobile device.    You can create a process that another process can invoke. With invocable processes, you can reuse sections of your processes. Build one invocable process, call it from multiple processes or from multiple action groups in the same process. This ability to reuse can save you time.    See more information on creating workflow rules and actions at: <https://help.salesforce.com/articleView?id=workflow_rules_new.htm&type=0&language=en_US> and <https://help.salesforce.com/articleView?id=workflow_select_action.htm&type=0&language=en_US&release=208.14>.    Salesforce Platform Encryption  With Shield Platform Encryption, the State can access encrypted data from most elements in flows and processes, except when filtering or sorting records. You can update the value for an encrypted field or reference an encrypted field in logic, but you can’t look up records based on a specific value in an encrypted field. | | | | | |
| PHI-11 | The system must allow for user set, custom error message text. In the Investigations custom web site, DHHS staff do error message handle on each data entry field that a user might be entering. If it is a first name, DHHS staff does error handling for that. If it is a phone number, DHHS staff does different “custom” error handling for a phone number field. The error messaging on the page that a user sees also tells DHHS staff what field is in error.  Please describe how the system meets this requirement. | x | x |  |  |
| Response:  Salesforce offers many features to ensure the capture of effective and relevant customer data. The system offers features such as validation rules with red-highlighted error messages, administrator-defined field picklists, field default values, required fields, and bubble help text on data entry screens. Additionally, we provide field history tracking that records all field changes, with user, date and changed value, for selected tracking fields.    These are the most common attributes of Salesforce fields:   * All entity names must be non-null * All dates and times must be parsable with respect to the user's chosen locale setting * All email addresses must contain an '@' symbol * US-style phone numbers with 10 digits are formatted as (xxx) xxx-xxxx.   You can update the error response leveraging Lightning Flow. | | | | | |