ATTACHMENT TWO
Business Requirements Traceability Matrix

Request for Proposal Number 6249 Z1

Bidder Name: Vision 33

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:

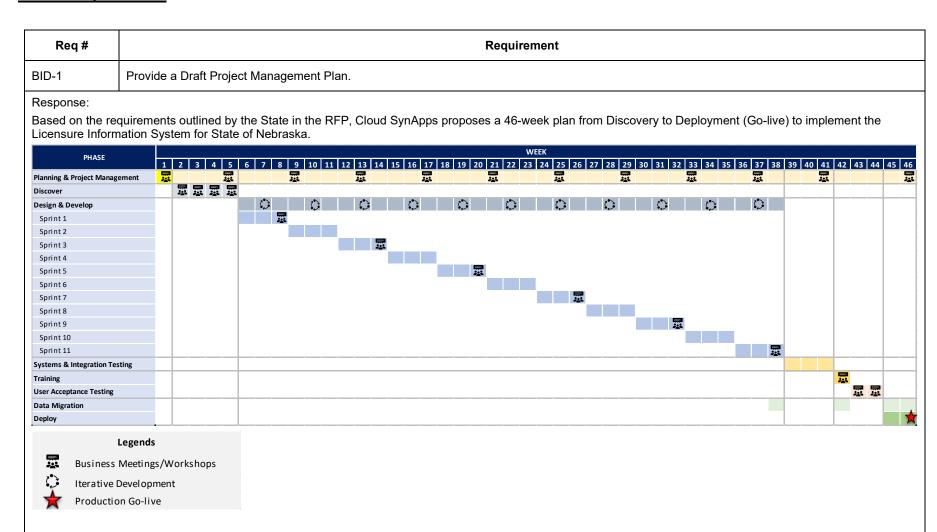| Column Description	Bidder Responsibility
Req #	The unique identifier for the requirement as assigned by DHHS, followed by the specific requirement number. This column is dictated by this RFP and must not be modified by the Bidder.
Requirement	The description of the requirement to which the Bidder must 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:

Based on the requirements outlined by the State in the RFP, Cloud SynApps proposes a 46-week plan from Discovery to Deployment (Go-live) to implement the Licensure Information System for State of Nebraska.

PHASE	WEEK
	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46
Planning & Project Management	(spans weeks 1–46; Business Meetings/Workshops at weeks 1, 5, 9, 13, 17, 21, 25, 29, 33, 37, 41, 46)
Discover	(weeks 2–5; Business Meetings/Workshops)
Design & Develop	(Iterative Development, weeks 6–38)
Sprint 1	(weeks 6–7; Business Meeting week 8)
Sprint 2	(weeks 8–9)
Sprint 3	(weeks 10–11; Business Meeting week 12)
Sprint 4	(weeks 12–13)
Sprint 5	(weeks 14–15; Business Meeting week 16)
Sprint 6	(weeks 16–17)
Sprint 7	(weeks 18–19; Business Meeting week 20)
Sprint 8	(weeks 20–21)
Sprint 9	(weeks 22–23; Business Meeting week 24)
Sprint 10	(weeks 24–25)
Sprint 11	(weeks 37–38; Business Meeting)
Systems & Integration Testing	(weeks 39–41)
Training	(week 42; Business Meeting)
User Acceptance Testing	(weeks 43–44; Business Meetings)
Data Migration	(weeks 41, 45–46)
Deploy	(week 46; Production Go-live)

Legends

- 🖥 Business Meetings/Workshops
- ◯ Iterative Development
- ★ Production Go-live

Details of the implementation schedule and key activities to be achieved in each phase are outlined in the proposal.

Req #	Requirement
BID-2	Describe the anticipated data conversion timeline, including the rollout strategy and when full implementation will be achieved.

Response:

Data Migration is a critical activity in any project. While we build and roll-out the new system, it is essential that we need previous/historical data for business as usual purpose. Regardless of the nature of the migration, the aim of the project is to improve user experience and deliver value-driven results. The data migration activities must be planned properly and should be mock-drilled several times in a Sandbox environment before hitting Production.

There are multiple considerations that define the strategy for Data Migration:

1. Type of data and amount of data to be migrated
2. Data quality & any clean up activity that may be required
3. Data load sequence and fixing dependencies/associations
4. Error handling & retry strategy for failed data load jobs
5. Migration of locked fields like – Created Date, Created By, Last Modified by, Last Modified date and others
6. Legacy record IDs that needs to be retained
7. Validation rules that get triggered while loading data
8. Business rules that get triggered while loading data
9. Data load user & profile of user

The data conversion will include the following list of tasks:

- Data Mapping: Maps data elements from the source data system to the destination data system and captures any transformation that must occur
- Data Transformation: Data transformation is critical for the success of the data migration and future application working. Data Standards are defined and accepted before the migration process starts and many a times needs development
- Data Backup & Restoration: The data conversion process is executed on blank Production environment, i.e. there is no data available in Production environment before the data conversion activity, so, no data backup and restoration processes are needed. In non-production environments the data conversion team can delete the data and re-load the data as needed
- Data Loading: The objective of this phase is to successfully load the required source system data into target systems before go-live in order to support all divisions' business processes
- Testing & Validation: A data conversion could be technically accurate and yet the data could be useless to the business. Hence, it is imperative that the data being converted have the same utility/impact on the business as the original data would have had. Validating the accuracy and usefulness of the converted data requires collaboration between the technical and the functional teams. While the functional team is responsible for the final end-to-end verification of the data, the conversion team is responsible for monitoring the accuracy and integrity of data at each point in the conversion process

Data Migration will be achieved in parallel to Deployment activities (W45-46)

- Data extraction from source systems and Data Cleaning will be the State's responsibility. It is the responsibility of the State to extract and transform the Master data in the required format and in the ready state to load
- Mock runs will be performed by our team – 3 runs (Subset, Superset and Full). 1 mock migration will be conducted before SIT and 1 will be conducted before UAT
- Data migration is assumed to be a one-time activity/load for production. Any recurring loads (e.g. due to parallel run with legacy and new system) is out of scope and will be charged separately

Req #	Requirement
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:

The platform will allow the State to define a variety of data field types. There are a variety of Text Field types available in BasicGov:

- Text - Allows users to enter any combination of letters and numbers up to 254 characters
- Text Area - Allows users to enter up to 255 characters on separate lines
- Text Area (Long) - Allows users to enter up to 131,072 characters on separate lines
- Text Area (Rich) - Allows users to enter formatted text, add images and links up to 131,072 characters on separate lines
- Text (encrypted) - Allows users to enter any combination of letters and numbers and store them in encrypted format

Data Dictionary can be provided within thirty (30) calendar days. However, we assume that some minor changes are possible during the course of project.

BID-4	Describe the age, development stage, and robustness of the system, including mobile and synchronization capabilities.

Response:

BasicGov history dates back to 1985, when our former parent company, called Municipal Solutions Group, was founded by government employees who believed permitting and licensing could be automated through software. In the early 2000's, and with over 300 customers, this company researched cloud-based solutions and decided that the Force.com platform from Salesforce was the best cloud platform available. In the mid 2000's it became apparent this internal project was destined for success and our investor chose to split the companies and created BasicGov® as a stand-alone, 100-percent software-as-a-service (SaaS) based company offering modules for Licensing, Inspections, Planning, Permitting, Code Enforcement, Fund Accounting, and Payment/Billing Management.

BasicGov is built on the Salesforce platform, which was Founded in 1999, and is the global leader in Customer Relationship Management (CRM). Companies of every size and industry are using Salesforce to transform their businesses, across sales, service, marketing, commerce, and more by connecting with customers in a whole new way. We harness technologies that can revolutionize companies, careers, and, hopefully, our world.

The solution works the same on a laptop, using any browser, iPad, smart phone or Android device. The solution provides mobile access for all areas of the system under the assumption the mobile device is connected to the internet. The online connected access application is included with the solution as there is NO customization required.

BasicGov has an offline Inspection application that would allow a user to sync all assigned inspections for the day and continue their work without the need to be connected to a wireless network. While some search functionality is lost, users may complete inspection checklists, attach photos, and collect digital signatures in the field outside of the wireless coverage area.

The platform is designed with integration in mind, and as such, data synchronization will be designed into the environment to ensure that data is synchronized at the frequency demanded by the State's business requirements and are not a factor of the solution's capabilities.

BID-5	Describe the update cycle of the licensure software system, such as how often new versions will be implemented.

Req #	Requirement
Response:	

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 and BasicGov release 3 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 in 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. Each release will be delivered automatically in a transparent manner and will not break your configurations.

Req #	Requirement
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:	

Salesforce offers out of the box Report & Dashboard builder. Every report is stored in a folder. Folders can be public, hidden, or shared, and can be set to read-only or read/write. You control who has access to the contents of the folder 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. A dashboard is a visual display of key metrics and trends for records in your org. The relationship between a dashboard component and report is 1:1; for each dashboard component, there is a single underlying report. However, you can use the same report in multiple dashboard components on a single dashboard (e.g., use the same report in both a bar chart and pie chart). Multiple dashboard components can be shown together on a single dashboard page layout, creating a powerful visual display and a way to consume multiple reports that often have a common theme, like sales performance, customer support, etc.

Like reports, dashboards are stored in folders, which control who has access. If you have access to a folder, you can view its dashboards. However, to view the dashboard components, you need access to the underlying reports as well. You can also follow a dashboard in Chatter to get updates about the dashboard posted to your feed.

Salesforce are backward compatible and hence do not disturb reports/dashboards that have been built.

Req #	Requirement
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:	

3rd Party App from Salesforce AppExchange or BasicGov Letters Engine can be leveraged to achieve this functionality. There are multiple options and we would recommend the best fitment after understanding DHHS's needs during the Discovery phase. These apps offer some of the features like:

- Document Generation
- Automation
- E-Signatures
- Advanced Workflows

Req #	Requirement
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.

Req #	Requirement
Response: BasicGov provides live technical support between the hours of 5 am to 5 pm Pacific Standard Time. BasicGov will provide the State with an online support portal to submit support requests. This is the preferred method of contact and results in the fastest responses to the issue.	
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: A sample MSA has been provided as part of the response. Any exceptions to the terms and conditions mentioned in Section II have been indicated in our response.	
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:

BasicGov has over 40 customers on the platform that rely on the solution to streamline their licensing, permitting, metering and inspection services.

The images below highlights key BasicGov customers in the public sector.

State Professional & Occupational Licensing

- State of Minnesota, Psychology, POST
- State of Ohio, Department of Administrative Services
- State of Washington, Department of Licensing
- State of Delaware, Division of Professional Regulation
- State of Arizona, Department of Administration

State Regulated Industries

- State of Ohio, Department of Commerce
  Marijuana Licensing
- State of Iowa, Iowa Insurance Division (IID)
  Insurance Regulation
- Vancouver Fraser Port Authority, Port of Vancouver
  Land-based Access Permitting
- State of Michigan, Department of Licensing and Regulatory Affairs
  Michigan Liquor Control Commission (MLCC), Liquor Licensing

State Regulated Objects & Equipment

- Commonwealth of Massachusetts, Division of Professional Licensure
  Building, Engineering, Elevator, Amusement
- State of Florida, Department of Agriculture
  Offline Mobile Inspection and grading USDA vetted offline application/reporting
- State of Colorado, Department of Labor and Employment
  E-permitting of Explosives, Elevators, Conveyances
- State of Wisconsin
  Regulated Objects/ Industries
- State of Minnesota, IT Services
  Pipelines

Req #	Requirement

Public Sector Customers

Local Government

Orange County
*Community Development,
Land Management, 311*

City of Norfolk
Community Development

City of Hampton
*Community Development,
311*

San Diego
Stormwater Permitting, 311

City of Aspen
*Community Development,
Land Management*

Region of Peel
Meter Permitting

Our customers have agreed to provide references. We value their time and we would appreciate if the State can reach out to Cloud SynApps and BasicGov to co-ordinate reference calls with any of the clients mentioned in this response.

Sr. No.	Name of the Governmental Regulatory Entity	Name of the System Administrators	Contact Number
1.	Region of Peel	Rebecca Cowell	(416) 587-8967
2.	Ohio Department of Administrative Services	Lane Wood	(614) 752-8392

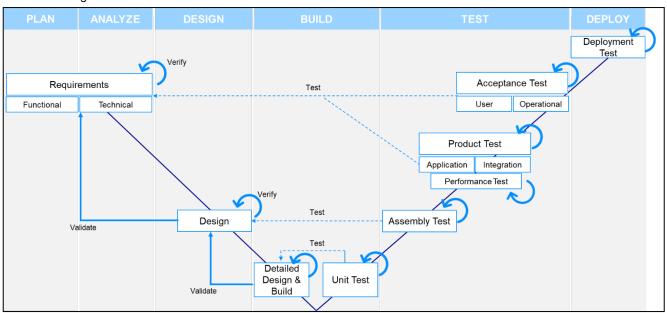| BID-11	Describe the methods for developing and maintaining test scenarios, test sets, test cases, and test steps. Testing Methodologies must also address the approach to documenting test procedures and test results.

Response:

Our strategy is to test the application with the business and end users in mind. We review, build, and test the application from an end user's perspective. Cloud SynApps thinks beyond the traditional testing methodologies to stay current with market dynamics and technology trends. We begin planning our test strategy right from the Discovery phase, and effectively manage and test throughout the implementation process.

Salesforce and BasicGov are a very dynamic and flexible platform. It not only releases new features to its platform/application every year but also allows organizations to develop extensive applications on its platform. Hence, creating a QA & Test plan that is comprehensive becomes of paramount importance.

Our testing approach uses industry standard and the proven framework of the V-Model. The V-Model focuses on a phased approach highlighting the plan, analyze, design, build, test, and deploy stages of the development cycle. The V-Model requires that each major deliverable is verified and validated to identify problems as early as possible and ensure that specifications are complete, correct, and adhere to relevant standards. Testing ensures that the specifications are properly and correctly implemented, and that the solution meets the business and performance requirements.

The Test Planning side of the V-Model describes how we define requirements and test plans. We begin with the highest-level requirements and drill down to specific code requirements and test conditions. The Test Execution side of the V-Model shows the execution of individual test plans beginning with the lowest level of detail. On the Test Execution side of the model, each test phase validates the corresponding requirement, design, or specification from the Test Planning side. We begin with Unit Test to validate that we fulfill individual code requirements before we move on to the next test stage. As we complete the Test Planning steps on the left side of the V-Model, we complete the paralleled activities on the Test Execution side.

The figure below outlines the Testing V-Model framework.

Cloud SynApps QA lead will work with the State to document a testing strategy and plan that defines the approach and explains the requirements and scope of the test, entry and exit criteria, resources, and key dates. The plan will be signed off prior to the start of the test execution phase.

Req #	Requirement

As part of our implementation plan, the table below outlines the various testing phases and the respective environments where testing is conducted.

Testing Type	Testing Process	Testing Roles & Responsibilities	Testing Environment
Unit Test	Tests each individual unit of the application. The test execution is performed in the later part of the build stage after the application components are coded.	Cloud SynApps Developers	DEV, SIT
System Integration Testing	An end-to-end test of the business requirements across all applications and platforms.	Cloud SynApps QA Lead (support from State's Business Analyst)	QA, UAT
User Acceptance Testing	An end-to-end test of the business requirements across all applications and platforms.	Cloud SynApps QA Lead State's Business Users	UAT
Migration Testing	A mock deployment to verify that all components of the system are collated and can be correctly deployed to the production environment in the time required, and that the system is correctly installed and configured.	Cloud SynApps Developers (support from State's Business Analyst)	SIT, PreProd
Regression Testing	Regression testing ensures that when changes are introduced to a system (as a result of bug fixes or enhancements) they do not adversely affect the functionality of the system.	Cloud SynApps Developers (support from State's Business Analyst)	PreProd

We can work with the State to identify its additional needs for the performance tests during the project implementation and determine if it needs Installation Verification Test, Defect Test, Load Test, Stress Test, etc.

In summary, Cloud SynApps ensures:

- That any Application we build delivers the intended business value
- Compliance to rigorous Quality Control Processes
- Verification & Validation of each component
- QA Involvement right from the Discovery & Design phases
- That it will involve the client team at all relevant stage gates to avoid surprises later

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.

Req #	Requirement

Response:

The BasicGov platform provides a flexible, layered data sharing design that allows the State to expose different data sets to different sets of users, so users can do their job without seeing data they don't need to see. The platform offers permission sets and profiles to specify the objects and fields users can access. In addition to these controls, the platform offers organization-wide sharing settings, user roles, sharing rules to specify the individual records that users can view and edit.

Profiles
Profiles define how users access objects and data, and what they can do within the application. When you create users, you assign a profile to each one.

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.

Object-Level Security (Permission Sets and Profiles)

Object-level security—or object permissions—provide the bluntest way to control data. Using object permissions, the State can prevent a user from seeing, creating, editing, or deleting any instance of a particular type of object, such as a lead or opportunity. Object permissions let the State hide whole tabs and objects from particular users, so that they don't even know that type of data exists.

Profiles are typically defined by a user's job function (for example, system administrator or license coordinator). A profile can be assigned to many users, but a user can be assigned to only one profile. To grant additional permissions and access settings to users, the State can leverage the Permission Sets designed in the platform. Multiple permission sets can be assigned to a single user.

Field-Level Security (Permission Sets and Profiles)

In some cases, the State may want users to have access to an object, but limit their access to individual fields in that object. Field-level security—or field permissions—control whether a user can see, edit, and delete the value for a particular field on an object. They let the State protect sensitive fields without having to hide the whole object from users.

The above only touch on some of the security settings that are built into the platform. The platform is designed to make it easy to assign an modify access to specific data but also understands that there needs to be a mechanism to provide for exceptions to the rules and has built in tools such as **Sharing Rules, Role Hierarchy** and **Manual Sharing** as examples to that.

To track all transactions in the system, the Platform has a feature known as Field Audit Trail. The State can select certain fields to track and display the field history in the History related list of an object. The platform maintains a history of all changes to a record and modifying any of these fields adds an entry to the History related list. All entries include the date, time, nature of the change, and who made the change. Not all field types are available for historical trend reporting. Certain changes, such as case escalations, are always tracked.

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:

The BasicGov platform is designed to be intuitive for every class of user within the system. The platform mixes a combination of features to ensure that every user can readily access all the information they need to complete their daily tasks. Some of the features that empower this intuitive design are:

- Fully configurable home pages that present Dashboards, List Views, Task Queues, and other elements to ensure that the most pertinent details are displayed to a user when they login or navigate to any specific application.
- User Profiles to limit what apps and data records users see so they reduce the chance for clutter. User profiles can also dictate what Home Pages are presented for each application in the system.
- Customizable Search Layouts to show only specific search filter fields.
- Configurable List Views to permit users to sort, prioritize and analyze the records that are most important to them.
- Automation tools to trigger workflow activities, update record statuses, communicate with licensees and create new records when necessary
- Quick Actions and Buttons unique to page layouts and record types will provide the State with the mechanism to invoke actions directly from the record in question (i.e.; Print License Certificate)

In short, the BasicGov platform will empower the State to

- Embed Reports and Dashboards specific to users and user profiles
- Streamline what users see based on their profiles
- Leverage the power of automation
- Configure/Define fields so they are understandable
- Customize Search layouts
- Enable quick actions

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
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:
Multiple users may access a record simultaneously. The last edit recorded will be the edit of record on the data object.

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

All records are updated in real time when a user is accessing a record in edit mode and selects Save. Within the platform, 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.
- Login History. You can review a list of successful and failed login attempts to your organization for the past six months within Salesforce. The government 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.
- Field History Tracking. You can also enable auditing for individual fields, 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.
- Setup Audit Trail. Administrators can also view a Setup Audit Trail for the past six months within Salesforce, which logs when modifications are made to your organization's configuration. This trail can be downloaded into Excel or as a csv file.

While the Login History and Setup Audit Trail are available for six months within Salesforce, audit trails can be downloaded and stored locally to meet longer audit log retention requirements.
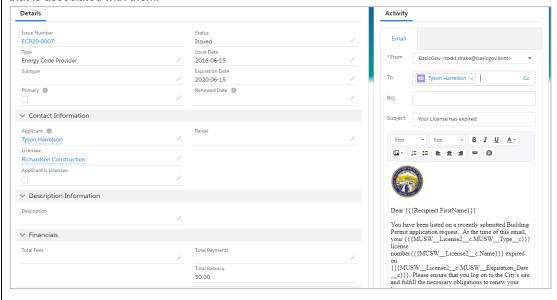
Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
GEN-4	Describe how the system will provide customized views and available functionality by user group or role (role-based security). The system must allow non-relevant or non-public items to be hidden based on the user group or role.	X	X		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Response:				
	The platform will provide customized views, and available functionality by user group through the controls of a variety of administrative tools; Profiles, Page Layout assignments, Field-Level Security, App Permissions, Permission sets.				
	Profiles				
	Profiles define how users access objects and data, and what they can do within the application. When you create users, you assign a profile to each one.				
	Page Layout				
	Page layouts control the layout and organization of buttons, fields, custom links, and related lists on record pages. Each data object may have multiple page layouts designed for it. The individual page layouts are assigned to User Profiles. Page layouts determines what data fields are displayed on a record for a particular user profile, but they do not determine access to data. Access to specific data fields is determined by Field-Level Security.				
	Field-Level Security (Permission Sets and Profiles)				
	In some cases, the State may want users to have access to an object but limit their access to individual fields in that object. Field-level security—or field permissions—control whether a user can see, edit, and delete the value for a field on an object. They let the State protect sensitive fields without having to hide the whole object from users.				
	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.				
	App Permissions				
	Within Permission Sets and Profiles, the State has the ability to control which specific applications and functionality a user has access to.				
	The platform combines these User Management controls in a highly intuitive administrative tool to ensure that the State is able to meet their exacting data security and access needs within the platform.				
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:				
	This is fully supported through the definition of field level security through Permission Sets and Profiles. It's important to note that the security features surrounding data fields are highly configurable. Field-level security—or field permissions—control whether a specific user (based on their assigned Profile) can see, edit, and delete the value for a field on an object. They let the State protect sensitive fields without having to hide the whole object from users. As an example, public users may know that a specific license exists but cannot view the mailing address of the licensee. Back-office users may view additional details but may be restricted from viewing the Social Security Number data field, while other users may see that the field exists but only see the encrypted field with characters masked.				
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:				
	All access to system functions and data is controlled through a combination of user profiles, roles and permissions sets among other highly configurable elements as described in previous responses above.				

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

All documents, videos and photos are stored as file attachments and notes against licensee records.

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

Salesforce provides granular access to control visibility and access to documents & data. The data and documents can be selected to be made available for online public access too.

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

There are multiple ways to do this:

- Providing APIs (Salesforce supports SOAP & REST API) to third-party for updating applicant & licensee information
- Importing changes in Salesforce using Dataloader (free Salesforce tool to import/ export data), that will update the relevant records
- Providing access to third-party (may be limited only to updating /creating relevant information)

One or more approaches can be selected to achieve required functionality and meet State's requirements

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

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

Response:

BasicGov is built on and leverages the core features of one of the world's most robust Customer Relationship Management solutions, Salesforce. In the platform, email functionality may be accessed directly from the record of interest and automatically or manually associated with any other record from within the system. As an example, an email can be sent to a licensee (Contact) and associated with the business (Account) they work for the Complaint record that was logged against them and the License record that is associated with them.

- Administrators may set up email templates for users to leverage throughout the system
- Users may also create their own email templates and store them privately as well
- Emails may be automatically generated and sent based on triggering events
- Emails are personalized to the BasicGov user's email address and can include email signatures
- Emails are viewed in the Activity history of each record the email is associated with (ie: Complaint, License, Contact) automatically
- Emails can contain merge fields from data elements within the associated records
- Emails will be branded to fit within the State's branding guidelines
- The platform also supports integration with Gmail or Office 365

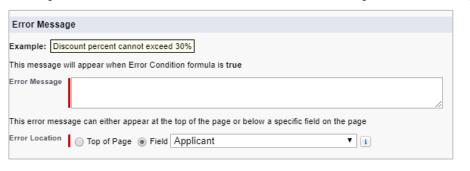| Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
GEN-11	Describe how the system will have an integrated validation module built into the software to ensure data submitted is accurate and valid. Spellcheck is required. For example, to ensure that text is not entered into date or numeric fields, numeric data into alpha text fields, etc.	X	X		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Response:				

Data validation is managed through the definition of field types in the BasicGov platform. The following data field types are supported in the platform:

- Checkbox: Allows users to select a True (checked) or False (unchecked) value
- Currency: Allows users to enter a dollar or other currency amount and automatically formats the field as a currency amount. This can be useful if you export data to Excel or another spreadsheet
- Date: Allows users to enter a date or pick a date from a popup calendar
- Date/Time: Allows users to enter a date and time or pick a date from a popup calendar. When users click a date in the popup, that date and the current time are entered into the Date/Time field
- Email: Allows users to enter an email address, which is validated to ensure proper format. If this field is specified for a contact or lead, users can choose the address when clicking Send an Email. Note that custom email addresses cannot be used for mass emails
- Geolocation: Allows users to define locations. Includes latitude and longitude components and can be used to calculate distance
- Number: Allows users to enter any number. Leading zeros are removed
- Percent: Allows users to enter a percentage number, for example, '10' and automatically adds the percent sign to the number
- Phone: Allows users to enter any phone number. Automatically formats it as a phone number
- Picklist: Allows users to select a value from a list you define
- Picklist (Multi-Select): Allows users to select multiple values from a list you define
- Text: Allows users to enter any combination of letters and numbers
- Text Area: Allows users to enter up to 255 characters on separate lines
- Text Area (Long): Allows users to enter up to 131,072 characters on separate lines
- Text Area (Rich): Allows users to enter formatted text, add images and links. Up to 131,072 characters on separate lines
- Text (Encrypted): Allows users to enter any combination of letters and numbers and store them in encrypted form
- Time: Allows users to enter a local time. For example, "2:40 PM", "14:40", "14:40:00", and "14:40:50.600" are all valid times for this field
- URL: Allows users to enter any valid website address. When users click on the field, the URL will open in a separate browser window

The platform also supports field level validation through the definition of conditional formulas and allows for configurable error messages.

Error Message

Example: Discount percent cannot exceed 30%

This message will appear when Error Condition formula is **true**

Error Message

This error message can either appear at the top of the page or below a specific field on the page

Error Location ○ Top of Page ● Field Applicant ▼ ⓘ

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

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Response: Salesforce can be configured to meet this requirement. A workflow can also be configured to allow automatic destruction of data/ documents based on approvals from relevant authorities.				
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 provides a configurable page layout option to let admins select amount of information to be shown to user on a page. Page layout can be configured to show all addresses against a licensee record. When clicked, a single address record can be opened and can be printed separately.				
GEN-14	Describe how the system will store images, letterhead, templates, and electronic signatures used on multiple documents in one location.	X	X		
	Response: All images, letterheads, and templates can be stored within the platform. Email templates are stored and access is closely monitored based on permissions and privileges set in the template folders. Users may also create their own email template for individual use if the privilege is allowed. Electronic signatures are associated with the unique user and are defined within the platform. Letterheads and images are stored within the content management folders of the solution as shown in the attached image. 				
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 system based on the address chosen.	X		X	

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
Response: Salesforce does provide auto-complete feature for addresses. The zip code can be validated for entered addresses. There are multiple ways to achieve this functionality – either using APIs (like Google API) or using other static dataset (created from a data file).					
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: The BasicGov platform has a robust Global Search function to allow data searches on fields within a record. The search tool is dynamic and will update with suggested matches and search option as a user types their entry. Global Search is designed to facilitate the user experience by allowing them to limit or expand their search criteria to all searchable objects or only within the current object they are on. As Global Searches can produce long lists of search results, the platform organizes them into categories within the search results page based on the data object they are associated with. Filters can be applied to searches with the fields that can be filtered based on permissions granted through the admin platform.					
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: The BasicGov solution will track licensees and link the records of all of their licenses through the definition of a many to many data model within the solution. This will give the State a centralized view of all licensing activities. The view defined for a licensee will list out and provide click through access to all licenses related to that licensee. Disciplinary actions may be related to both the licensee and the license of record and viewed as related items in both records. Alerts and notices can be defined to provide notification on any other licenses or disciplinary action against the licensee.					
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		

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

Response:

The BasicGov solution will provide a centralized view for all activities related to a licensee. Through the related lists associated with a licensee record, a user will be able to view multiple application statuses for the related records. The image below shows how a user views multiple licenses and contacts associated with a single Account simultaneously. The data shown is configurable and the lists may be expanded in a separate tab to provide more detail for the user.

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

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Response:				

The BasicGov Dynamic Rules Engine (DRE) will provide the backbone to facilitate the workflow described. The Dynamic Rules Engine (DRE) is a powerful but simple cross-object workflow utility that practically eliminates the need to write code to manage complex business rules. The DRE is a criteria-based engine that performs a set of actions in response to a specific event. The DRE is invoked via object triggers and the necessary custom trigger is automatically generated when the engine is enabled for an object. No matter how complex the requirements are, the DRE can be configured to meet the State's needs. The solution is configurable and supports application processing, review, fees, submissions, checklists, approvals, inspections, complaints, violations, termination and other associated workflows.

In the example given, the DRE would trigger based on the issuance of the new license. The Rule would first look for the existence of other associated licenses as a criteria requirement then would define the precise status changes that would be applied to the other licenses under the Actions tab.

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

The BasicGov solution is highly configurable and will be implemented to meet the specific requirements of the State. License types, data fields, form layouts and workflows will all be configured to the State's needs. After the initial implementation, State System Administrators will be able to initiate, modify and configure new or existing requirements through the easy to use administrative interface. BasicGov and Salesforce are both designed to empower customers to continuously develop the solution to meet their changing needs. BasicGov's Dynamic Rules Engine and Global Table design will allow the State to change their business rules and processes through clicks and configuration rather than through writing code. The Salesforce platform will empower the State to create new record types and add new data elements through point and click and drag and drop functions in a WYSIWIG interface.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
GEN-21	Describe how the system will calculate averages, percentages, days between, deviations, etc. between multiple data elements.	X	X		

Response:

The BasicGov solution will use formula fields to calculate averages, percentages, days between, deviations and other relational formulas between multiple data elements. This is easily configured through the platform. The platform provides an interface to guide users through the creation of a formula including the selection of data fields, operators, and functions along with a tool to check the syntax of the formula.

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

BasicGov will accommodate AKA identification, previous names and DBA's for licensees. This could be accomplished through a simple data field on the licensee record or through a related data object associated with the licensee. Both configurations would be out of the box functionality but both would ensure that the State is able to see a history of the companies and DBAs that operated the nursing home along with all inspection results and compliance findings.

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

BasicGov will incorporate from the variety of data sources mentioned into the central record. Data entered online will be validated at the time of entry and the system will ensure that all mandatory fields are filled in before allowing the submission of an online application by a licensee. BasicGov will autopopulate other fields through the creation of formula fields or via business rules1 generated through the Dynamic Rules Engine depending on the requirement. Individuals with appropriate access rights to the record will also have the ability to modify data. All changes are time stamped with the user id.

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

Fully supported in the BasicGov solution. The licensee's contact information is stored as a Contact data object that is related to all the licenses held by the licensee. As such, any license associated with that contact is automatically updated.

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

Fully supported in the BasicGov solution. The online forms, templates, questions, and instructions are all maintained within the platform. System administrators will have access to all and will have privileges assigned to make updates when required. For the paper-based documents, the records will have to be created in the application by the user inroder to track them.

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

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
Response: All relevant legacy data will be migrated in the system. For the records where some data is missing, users will have to provide alternate information to be entered. This can be managed by excel file.					
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: Fully supported in the BasicGov solution. Entity types and address types will be separate data types in the platform. Read/Write functionality will be controlled through the data access settings in the platform in order to manage which entities may make changes to what address types.					

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:

These data requirements and more will be configured into the page layouts of the licensee contact object. The data that will be captured is fully configurable and will be determined during requirement gathering exercises during the implementation. The BasicGov solution will not restrict the State from including the core demographic data that it requires.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
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/capacity 11. Population served, including hours and age ranges for child care 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:

These data requirements and more will be configured into the page layouts of the licensee account and contact objects. The data that will be captured is fully configurable and will be determined during requirement gathering exercises during the implementation. The BasicGov solution will not restrict the State from including the core demographic data that it requires.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
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 pro-rated fee ($30.75), and initiate a refund if necessary ($92.25).	X	X		

Response:
The BasicGov solution supports prorated fees, refunds and fee waving. The appropriate fee calculations will be conducted through the Dynamics Rules Engine in BasicGov.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
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 child care 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 application of expiration dates will be driven by rules written in the Dynamics Rules Engine (DRE). The DRE has the ability to specify different actions, and calculations based on the type of license among other determining factors.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
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 application of expiration dates will be driven by rules written in the Dynamics Rules Engine (DRE). The DRE has the ability to specify different actions, and calculations based on the type of license among other determining factors.

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

Salesforce provides multiple options to manage this requirement. State field (with 2 letters or full name) can be turned on which will restrict the user to select State value from given list. Additionally, a process can be configured to transform existing data or new data as per required format. The process can also be configured to manage complete lifecycle of change of address.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
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 BasicGov solution tracks the statuses of all applications. Formula fields can track the amount of time that an application remains in a specific and actions triggered based on the time threshold. These functions will be managed through the Dynamics Rules Engine of BasicGov. Notifications may be through status updates, email or alerts on the page. Administrative fees and refunds are fully supported within the solution.

Req #	Requirement	Comply	Core	Custom	3rd Party
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 Global Tables and Dynamic Rules Engine functions of the BasicGov solution will ensure that the specific requirement of each license type is supported. Global tables determine the review process, submission requirements, fee structures and potentially inspection requirements required for different license applications. The global tables and DRE will be configured to build the specific requirements or processing steps based on a combination of data inputs within the system.

Req #	Requirement	Comply	Core	Custom	3rd Party
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:

Examination module will be built in Salesforce on top of BasicGov. This will cover all the mentioned features. All the data will be tracked and relevant alerts will be sent to staff based on defined rules/ criteria.

Req #	Requirement	Comply	Core	Custom	3rd Party
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		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Response: The BasicGov embedded community portal will provide the online account system for applicants to securely submit application materials, pay fees, and get receipts. The Portal is designed to support the State by empowering applicants to validate their application process and view real-time status updates of their applications. The Portal is built in the platform so all changes made to data requirements, workflow and other factors are pushed directly to the portal without the need for complex web-development. Applicant will be required to register with the Portal and provide their mailing address among other data elements the State will require. The portal ensures data privacy and security by requiring all users to go through a double opt-in process to complete their registration.				
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 BasicGov platform has the ability to apply multiple licenses to a single licensee. The Dynamic Rules Engine will be configured to ensure that dependent licenses cannot be issued 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: The BasicGov platform automatically assigns a unique identifier to every record in the system, including licensees, accounts, and locations. The cross-reference mechanism is built into the data model through the use of lookup data fields within the platform. Lookup data fields will define the relationship between the two data elements (i.e.: licensee to license(s)).				
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 many to many data model built into the BasicGov platform will maintain and track multiple related supervisors/supervisee licenses. Each with their own unique start and end dates. The Dynamic Rules Engine will be configured to define the rules that will limit the number of supervisors for a license type.				

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

We will build small customization to manage Supervision arrangements online. This customization will be native customization and reside within Salesforce.

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

The Dynamic Rules Engine (DRE) of BasicGov will be used to trigger the generation of alerts if a supervisor's license is disciplined, revoke or inactivated. Notifications can be placed on the Supervisor's record of question as well as supervisees if required. The DRE can trigger an email notification to all supervisees upon the generation of the alert as well.

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

Both licenses will be tied to the individual through the data model set up in the platform. The temporary license may also be tied to the license application in question. Both licenses could be tracked as unique entities, while linked to each other and the applicant. In this way, the review process and status updates associated with the permanent license application could affect the status of the temporary license.

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

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
Response: Employers can upload employee rosters or enter in the system manually. This feature requires some customization.					
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: We plan to create objects / data placeholders to store information about – loans, contacts, and payments. Workflows can be built around these objects and automation can also be built. This all can be achieved with some configurations and small customization.					
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: Survey Monkey offers AppExchange app for Salesforce. 3 Exam types can be created in Salesforce. All these exams & results can be tracked within Salesforce along with the information about examinee, attendance, license types and dates.					

Renewal Licensure Requirements

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:					
The BasicGov solution could apply periodic fees for specific license types through a configuration of the Dynamic Rules Engine. Typically, the rule would be run as a batch process at regular intervals to identify the licenses in question and apply a fee to them. A notification would be triggered to email the licensee to login to the citizen portal and pay their 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:					
BasicGov will support the automatic and manual initiation and closure of renewal periods through a configuration of the rules engine. Once initiated, either through batch automation or manually, the platform can automatically assign a renewal fees to all applicable licenses based on license type and trigger an email notification to licensees, if desired. Fees may be waived in the platform on an as-needed basis. Typically, staff would be required to list a reason for a fee being waived but this function is optional.					
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 child care licenses, which have due dates based on the anniversary of license issuance.	X	X		
Response:					
Batch rules will be configured in the Dynamic Rules Engine (DRE) of BasicGov to identify and generate renewal and fee notices prior to expiration. The DRE can be configured to generate the notices a configurable time in advance of expiration. The DRE will be configured to recognize the difference in license types and generate the appropriate renewal notice and expiration time lines.					
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:					
A renewal notice button may be configured on the license page to manually generate a renewal notice on demand for a single license. Should the State require that notices be generated for multiple licenses a batch rule will be configured in the Dynamic Rules Engine and may be run on demand by a user.					

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

BasicGov has an easily configurable and customizable License functionality that will meet State's above stated requirements on online accounts, renewals, payments, certiciations and records maintenance.

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

This is fully supported in the BasicGov portal. The home page of the portal will list out all the licenses associated with the business. The licenses that are eligible for renewal will be indicated by their status as viewed on the portal. The platform will support the rule that primary licenses must be renewed before dependent licenses through the Dynamic Rules Engine (DRE).

Fees may be waived for military service or other factors the State may determine are applicable, either automatically through the DRE or manually from the solution.

Branded, system generated emails will be configured to send to applicants. The email functions support the use of merge fields so the emails can contain contextual data for the applicant (such as name, license number and expiration date as examples).

The BasicGov DRE is easily configured to ensure that all renewal functions can be managed without staff intervention.

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

This requirement can be met by some Customization in Salesforce. The feature of granting & revoking right to renewals can be managed from the portal/ communities.

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

This requirement can be configured in Salesforce by using Custom Objects (data placeholders/ entities) and page layouts.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
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 BasicGov Dynamic Rules Engine (DRE) will provide the rule structure that will enforce that secondary licenses may not be renewed until the primary license is renewed. The system will generate a PDF documented that can be downloaded or printed by the user.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
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 renewal process will support the request for inactive status. Fees will be defined through the BasicGov Master Fee list. The Dynamic Rules Engine (DRE) will be configured to change the status of the license on the effective date specified by the licensee.					
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 BasicGov solution will ensure that late fees be applied to reinstatement requests based on the States business rules. The Master Review list in BasicGov will be configured to support the unique requirements for different license types and different statuses, such as a unique review process for reinstatement requests.					
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: Fully supported in the BasicGov solution through configuration of Dynamic Rules Engine (DRE) batch rules.					

Accounting and Fees Requirements

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 BasicGov Financials and Payment Cart functionality will fully support the State's needs for an intuitive data entry process. The Cart is configurable to allow the inclusion of additional data fields and validation rules.

The BasicGov Cart module is a set of tools that provides a shopping cart experience. The Cart allows for multiple items to be paid for across multiple departments. When used with the Fund Accounting module, the combined offering allows for the allocation and reconciliation of funds to appropriate accounts. Cart also features backend tools for refunds and other processes.

BasicGov also offers a robust financial package that allows for payments, refunds, deposits, and fund accounting. Payment of the application may be configured as a condition for application approval, ensuring license fees are collected prior to issuing any documentation or certificates to the applicant. Additionally, the BasicGov Payment Cart allows for deposits to be managed and used to pay down incurred costs.

Hyland provides configurable integration option to integrate Salesforce and OnBase. For integration with Microsoft Sharepoint, Salesforce provides "Files Connect" to integrate with Sharepoint.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
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 BasicGov solution keeps all fees, payments and refunds as separate transactions under the related list of a license record so that State users have a full history of all financial transactions associated with a record.

The license will have a calculated data field that shows the current balance owing (positive or negative) based on the related financial records.

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

BasicGov fully supports the inclusion of all related information regarding each payment through the unique data model supported by the BasicGov platform. The relationship between license, business unit, fees and payments will be maintained throughout the process.

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

Fully supported. All data fields in the system are available for reporting in the solutions robust reporting engine.

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

Refunds are fully supported in the BasicGov solution. The refund process is configurable to require the capture of additional data elements before processing a refund for an applicant.

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

This can be configured in Salesforce to store additional information related returned documents/ cheques.

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

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
Response: The BasicGov Financials solution fully supports the invalidation of all fees paid by NSF check. The platform will also be configured to send notices to work queues of the staff assigned the license type. Additional fees can be added through the Dynamics Rules Engine (DRE) to support account charges in the case of NSF checks.					
ACT-8	Describe how the system will support financial interagency transfers.	X	X		
Response: Fully supported. The BasicGov Master Fee List is configured to record the appropriate GL Account code that a fee should be applied to. Any fee may also be split among two GL Accounts if required.					

License Certification/Verification Requirements

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: This functionality is not supported in the standard BasicGov Portal. Public search and printing of documents from the portal would require custom development.					
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: Fully supported. The BasicGov solution provides an online portal that will empower licensees to self service their licensure needs, this includes certifications and documents.					

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

Fully supported in the BasicGov solution. At the time of application, licensees can indicate where licenses should be sent and for what use type.

BasicGov embeds an online payment cart to empower licensees to pay their fees and receive receipts either online or through email.

All request status are tracked through the BasicGov solution and statuses are either updated automatically through rules written in the Dynamic Rules Engine (DRE) or manually. All status updates are immediately reflected on the online portal.

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

Licensee data will be displayed on the Community page for the public including disciplinary actions, limitations, inspection results and ownership documentation. This will be a small customization within Salesforce.

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

Fully supported. All transactions and payments are recorded against the licensee and the license record in question in the BasicGov solution. The solution will maintain record of all data captured during the application process along with related reviews notes and documents stored against the 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 child care licensing, License 2000 is used and each of the three (3) Child Care Licensing Supervisors use a separate Excel spreadsheet. 3. For residential child caring/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 child care licensing, License 2000 is used; 3. For residential child caring/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		

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

Response:

Fully supported in the BasicGov solution. BasicGov has a complete Complaints and Investigation Module that will help the State manage citizen and business complaints and improve inspection response times. It also helps coordinate follow up communications with staff and appropriate members of the community.

BasicGov ensures processes run smoothly for all interested parties through the automation of common enforcement tasks related to complaints, inspections, notifications, and more, all from the field on any device anywhere.

The BasicGov solution will:

- Automate scheduling of field investigations and reviews
- Allow printing of any enforcement related form letters in through pre-packaged, configurable templates
- Make violation history available to multiple departments, in the office or field
- Assess fees, accept fee payments and provide receipts
- Access schedules and addresses in the field

For supervisors, BasicGov will:

- Simplify the analysis of staff performance in closing cases through dashboard reports
- Automate common tasks which increases staff productivity and reduces errors
- Improve overall citizen and employee job satisfaction with government
- Improve staff productivity and cost per citizen

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
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, child care, and community-based services.	X	X		

Response:

The BasicGov portal has an online complaint submittal function that will fully support the requirement to submit complaints online. The process is fully configurable but typically, should be designed to be intuitive so as to be accessible for any citizen to submit a complaint. The online submittal process will support a lookup against existing licenses in order to associate the complaint with a known record.

As complaints enter the system, the BasicGov Dynamic Rules Engine (DRE) configuration will ensure that they are routed to the appropriate department and complaint queues based on the type of complaint and the license type in question. Email templates are easily configured in the system and can be routed through basic automation configured in the DRE or Workflow tools.

Complaints can be entered through the online portal or through the back-office BasicGov solution. The design of the solution will allow the State to define page layouts and workflows unique to back-office users should they require.

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

The platform has robust security and data privacy features modeled around the concept of user profiles, roles and permission sets. Profiles define how users access objects and data, and what they can do within the application. Each user created by the State must have a profile assigned to it.

To enable users to do their job without exposing data that they do not need to see, Salesforce provides a flexible, layered sharing design that allows you to expose different data sets to different sets of users. All users and application-level security are defined and maintained by the organization administrator. 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.

A profile contains the settings and permissions that control what users with that profile can do within BasicGov, the partner portal, and the Customer Portal. 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 users can access and related options
- Hours during which and IP addresses from which the user can log in

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

Adding a pop-up is a simple script that can be done for alerting staff members or investigators or other officers if a person has changed their contact information during an investigation or pending disciplinary action.

Disciplinary Action Requirements

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: Fully supported in the BasicGov solution. Disciplinary actions will be recorded as related data objects against the license and licensee. Fees may be assigned through actions triggered in the BasicGov Dynamic Rules Engine.					
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: Salesforce will be configured to create additional objects/ entities to store information related to disciplinary actions against licensees in other jurisdictions. Salesforce provides import/ export functionality with the ability to save data mappings (that can be reused).					
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: Fully supported in the BasicGov solution. The physical location, Account and Contact records will all be related to the license record to ensure that a citation may be tracked against all the required data objects.					

Inspections and Mobile Functionality Requirements

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 child care 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:

The BasicGov solution has a comprehensive Inspections and Code Enforcement module to fully support the requirements stated. The BasicGov Code Enforcement module manages and tracks incidents from complaint to resolution, including aging records with violations, generating compliance dates, automating notifications and creating documents. The BasicGov solution provides a complete enforcement module that builds on the functionality of the inspections capability to provide for violations tracking based on statutes, codes, and local or statewide ordinances. These statutes and ordinances can be uploaded and/or created using the ordinance editor. This content can also be incorporated into generated letters such as Notices of Violation.

BasicGov is designed and architected for conducting fieldwork related to audits, inspections, investigations, and enforcement by staff. As a web-based application, our solution enables staff to take their work directly into the field by supporting on-site, real-time inspection, and other field verification activities. Integrated mobile inspection solutions have become a key requirement for agencies as regulations become more complex and the consequences of non-compliance can have a significant impact on the citizens and community at-large. The BasicGov Inspections App can also be used on Android devices for mobile online and offline inspections.
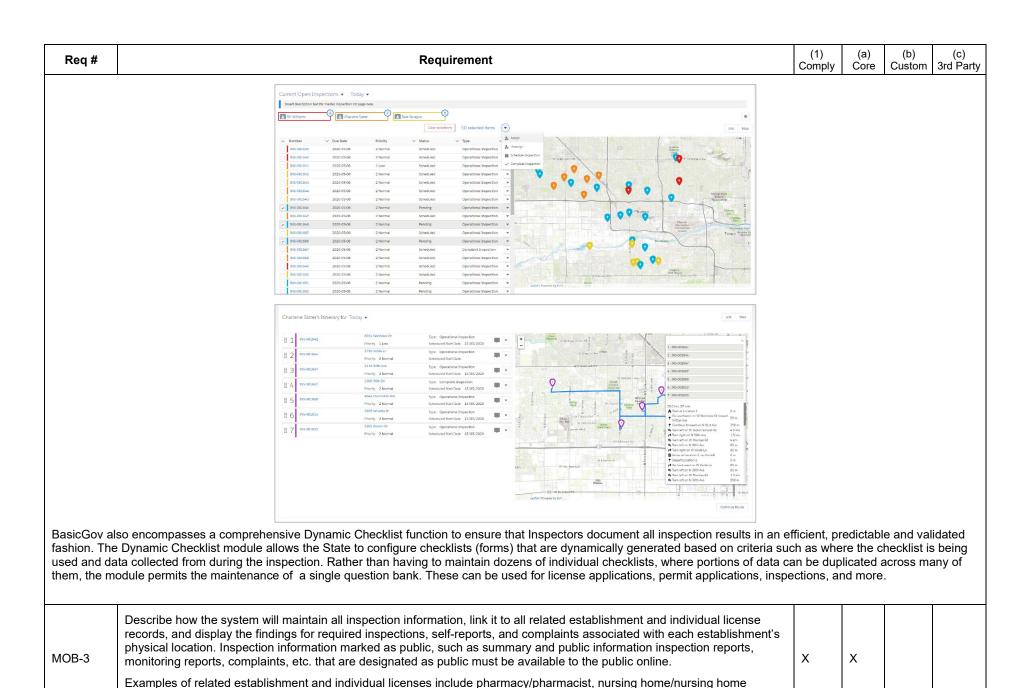
Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
MOB-2	Describe how the system will track and support the entire inspection process: scheduling an inspection; planning an efficient schedule/route; navigating to the establishment; completing the onsite inspection checklist; citing applicable 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 BasicGov Inspection module provides all the functionality required to support the State's inspection process.

The screenshot below highlights the BasicGov Inspection Application and shows the Field Supervisor's view. From this view, a supervisor can:

- View the assignment of all inspections assigned to their team through a color-coded map or list view.
- Schedule Inspections for specific dates
- Assign inspections to Inspectors.
- View an individual inspector's workload, route and driving directions (image 2).

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	BasicGov also encompasses a comprehensive Dynamic Checklist function to ensure that Inspectors document all inspection results in an efficient, predictable and validated fashion. The Dynamic Checklist module allows the State to configure checklists (forms) that are dynamically generated based on criteria such as where the checklist is being used and data collected from during the inspection. Rather than having to maintain dozens of individual checklists, where portions of data can be duplicated across many of them, the module permits the maintenance of a single question bank. These can be used for license applications, permit applications, inspections, and more.				
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 child care provisional/operating licenses.	X	X		

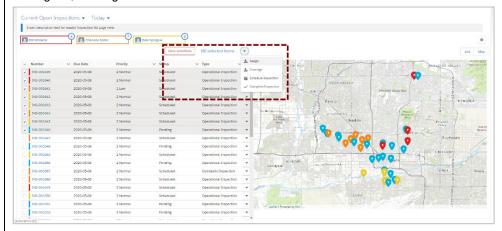| Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
Response:					
	With BasicGov, information on inspections, establishments, license records, findings of inspections, complaints and all other related data is linked. Reports will be created on this information and some of them can be made available to public. Public reports can be shown on community via report permissions for "External users".				
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:					
	The BasicGov platform embeds a robust reporting engine that will permit the generation of adhoc reports against any data elements within the system. The platform includes a reporting engine, designed to allow users to easily create the reports they need. Users can run reports on real-time data or filter to show specific historical data. Rather than relying on a bolt-on, third-party reporting tool, our reporting engine was designed by Salesforce, and is tightly integrated with the security and data model of the platform, which eliminates the problems of managing separate online and reporting profiles. Users create reports using a step-by-step wizard, can schedule when they run, who they're sent to, and can even export report results to Excel if desired.				
	With Report Builder, you can build summary, tabular, and matrix reports and manage filters easily. Report Builder features a drag-and-drop interface to help administrators build complex reports quickly and see changes to you report in real-time. Similarly, a WYSWYG Dashboard builder allows users to quickly create new or customize/copy existing dashboards with ease.				
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		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Response:				
	Fully supported. The Dynamic Rules Engine (DRE) will be configured to assign inspections to specific queues or individual inspectors based on the characteristics of the inspection or license type.				
	Each inspection will be configured with compliance dates and due dates that are populated via business rules in the DRE as required. The appropriate checklist will also be associated with an inspection upon creation.				
	Alerts and notifications may be configured to identify compliance dates that are coming due or past due for any license or licensee.				
	The State will have the ability to reassign partial or entire caseloads in the list view of the Inspection Team View as seen in the image below. Inspections may be assigned, reassigned, unassigned and rescheduled in bulk.				
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:				
	Fully supported. The reporting engine will support the generation of license-type-specific reports either automatically or on demand based on the States needs.				
	The Dynamic Rules Engine (DRE) will be used to create the business rules required to automatically assigned the next required inspection date after an inspection has been completed. The DRE will assign dates based on the type of inspection or license type.				
MOB-7	Describe how the system will incorporate templates for inspection forms, checklists, and statutes/regulations by Establishment license type, such as pharmacies, child care facilities, salons, health care facilities/services, etc.	X	X		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Response:				
	BasicGov is designed and architected for conducting fieldwork related to audits, inspections, investigations, and enforcement by staff. As a web-based application, our solution enables staff to take their work directly into the field by supporting on-site, real-time inspection, and other field verification activities. Integrated mobile inspection solutions have become a key requirement for agencies as regulations become more complex and the consequences of non-compliance can have a significant impact on the citizens and community at-large. The BasicGov Inspections App can also be used on Android devices for mobile online and offline inspections.				
	BasicGov also encompasses a comprehensive Dynamic Checklist function to ensure that Inspectors document all inspection results in an efficient, predictable, and validated fashion. The Dynamic Checklist module allows the State to configure checklists (forms) that are dynamically generated based on criteria such as where the checklist is being used and data collected from during the inspection. Rather than having to maintain dozens of individual checklists, where portions of data can be duplicated across many of them, the module permits the maintenance of a single question bank. These can be used for license applications, permit applications, inspections, and more.				
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 BasicGov solution has a comprehensive Inspections and Code Enforcement module to fully support the requirements stated. The BasicGov Code Enforcement module manages and tracks incidents from complaint to resolution, including aging records with violations, generating compliance dates, automating notifications, and creating documents. The BasicGov solution provides a complete enforcement module that builds on the functionality of the inspections capability to provide for violations tracking based on statutes, regulations, and local or statewide ordinances. These regulations and ordinances can be uploaded and/or created using the ordinance editor. This content can also be incorporated into generated letters such as Notices of Violation. Users will access the ordinance (regulation) library through an intuitive keyword search function. Once the appropriate regulation is selected, the form will auto-populate with the associated abatement description, abatement requirements, fines and/or days to correct.				
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:				
	Fully supported. Multiple status dates will be configured into the inspection and can be auto-populated based on the type of infraction. Business rules can trigger whether a report can be made public based on the dates associated with the record.				
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:				
	The Inspection app incorporates mapping functionality to effectively route the inspectors workload so they travel as little as possible throughout their work assignments for the day. The mobile app will route the inspections in an effective manner, although it does not capture Inspector's current location.				

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
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: The BasicGov platform is built with responsive design in mind. All that is required is a browser and internet connection to work effectively on any device. Pages will resize accordingly to fit the display size of the device.					
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		
Response: Fully supported. BasicGov is built on the Salesforce platform which is designed to scale to the needs of some of the world's largest organizations. There are no practical limits to the number of users that can access the platform simultaneously.					

Reporting Requirements

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:

The platform includes a reporting engine, designed to allow users to easily create the reports they need. Users can run reports on real-time data or filter to show specific historical data. Rather than relying on a bolt-on, third-party reporting tool, our reporting engine was designed by Salesforce, and is tightly integrated with the security and data model of the platform, which eliminates the problems of managing separate online and reporting profiles. Users create reports using a step-by-step wizard, can schedule when they run, who they're sent to, and can even export report results to Excel if desired.

With Report Builder, you can build summary, tabular, and matrix reports and manage filters easily. Report Builder features a drag-and-drop interface to help administrators build complex reports quickly and see changes to you report in real-time. Similarly, a WYSIWYG Dashboard builder allows users to quickly create new or customize/copy existing dashboards with ease.

As with other components of the application, the reporting engine is accessed through the platform which is a web-based application accessible on desktop computers, laptops, tablets and cell phones.

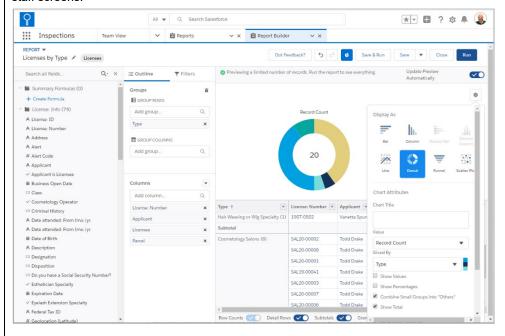| Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
RPT-2	Describe how the system will have an intuitive, dynamic report creation functionality that is user friendly and allows easy creation of ad-hoc reports without Contractor support.	X	X		

Response:

The platform includes a reporting engine, designed to allow users to easily create the reports they need. Users can run reports on real-time data or filter to show specific historical data. Rather than relying on a bolt-on, third-party reporting tool, our reporting engine was designed by Salesforce, and is tightly integrated with the security and data model of the platform, which eliminates the problems of managing separate online and reporting profiles. Users create reports using a step-by-step wizard, can schedule when they run, who they're sent to, and can even export report results to Excel if desired.

With Report Builder, you can build summary, tabular, and matrix reports and manage filters easily. Report Builder features a drag-and-drop interface to help administrators build complex reports quickly and see changes to you report in real-time. Similarly, a WYSIWYG Dashboard builder allows users to quickly create new or customize/copy existing dashboards with ease.

As with other components of the application, the reporting engine is accessed through the platform which is a web-based application accessible on desktop computers, laptops, tablets and cell phones.

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

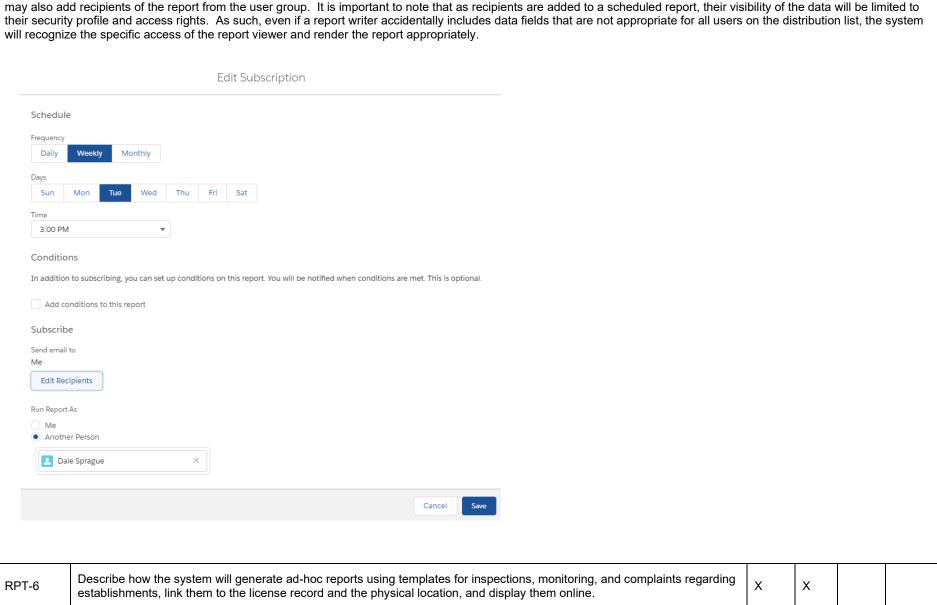| Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
Response: The reporting engine is a built-in component of the platform and, as such, allows for reporting against any field or combination of fields, using the same field names as show on staff screens.					
RPT-4	Describe how the system will import and export information for data analysis.	X	X		
Response: Data may be imported and exported in CSV formats for data analysis.					
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		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Response:				

Fully supported. Upon creation of a report, a user may "subscribe" to it and set the schedule frequency (daily, weekly, monthly) along with the scheduled day and time. They may also add recipients of the report from the user group. It is important to note that as recipients are added to a scheduled report, their visibility of the data will be limited to their security profile and access rights. As such, even if a report writer accidentally includes data fields that are not appropriate for all users on the distribution list, the system will recognize the specific access of the report viewer and render the report appropriately.

Edit Subscription

Schedule

Frequency

Daily | **Weekly** | Monthly

Days

Sun | Mon | **Tue** | Wed | Thu | Fri | Sat

Time

3:00 PM

Conditions

In addition to subscribing, you can set up conditions on this report. You will be notified when conditions are met. This is optional.

☐ Add conditions to this report

Subscribe

Send email to
Me

Edit Recipients

Run Report As

○ Me
● Another Person

👤 Dale Sprague   ✕

Cancel   **Save**

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

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Response:				
	Reports can be built using Report Builder for inspections, monitoring and complaints regarding establishments, linking them to license record and physical location. These reports can be displayed online to relevant users by giving them appropriate permissions.				
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:				
	Fully supported. The reporting engine includes summary formulas and row-level formulas to support calculating averages, percentages and other requirements the State may have. If required, formula fields could also be incorporate into the data record itself.				

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: Yes, Salesforce does provide multiple options to do the data exchange. There is an import/ export feature within Salesforce and also an additional tool (Dataloader) is available from Salesforce to do this. Additionally, Salesforce supports APIs (SOAP/ REST) and any middleware can be used as well to respect HL7 standards for integration. Ideally, for any automations, it is better to use an ETL tool or a middleware.				
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: Salesforce 3rd party Applications from AppExchange can be installed to support this 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		
Response: Salesforce easily integrates with Sharepoint / OnBase and the same can be used for storing documents. The link to the document will be stored in Salesforce. Whenever user clicks the link the document will open /download from Sharepoint/ OnBase. We would recommend this approach rather than storing the documents within Salesforce (which is also an option). This is a design discussion and can be done in consultation with the State during Discovery & Design phase. BasicGov Letters engine can generate required documents in State specific format.				

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: Licensee records can be made available online if the State wishes to do so. Any updates happening in real time will be reflected to the portal as the entities holding this data will be the same. Searchable interface can be shown to public to select one/ multiple search criteria/ filters. The system will provide "contains/ like/ sounds like" options for the searchable fields. Additionally, the search criteria can also include fields related to address and the search can be performed on distance (within x miles of the zip code). Pagination will be applied on the page in case of records more than 1 page are retrieved based on search function. The result list will have sort option and include fields as required by the State. The search result format can be dynamically selected based on the type of license. We will work with State to explore this requirement during the Discovery phase.				
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 child care 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: Please check the response to ONL-1.				
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: FAQ Section can be added to community /public facing portal. This will be a configurable page and any updates/ edits can be easily performed without knowledge of coding. Cloud SynApps has an impressive "Inquiry Builder" asset that can also be utilized for this. This asset built on Salesforce platform provides interactive way of exploring on what users are looking for and providing them with the relevant information.				
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: Salesforce provides support for multiple languages as per https://help.salesforce.com/articleView?id=faq_getstart_what_languages_does.htm&type=5. However, literals for some of the screens/ interfaces will have to be loaded in the system after the translations. This capability exist today and can be planned to implement in next phases of the project.				

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
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 child care establishments, describe how the system will indicate the establishment's Step Up to Quality rating, whether or not the child care is currently in compliance, and display all citations online without any identifying names displayed to the public.	X		X	

Response:

Based on the selection of license-type, relevant information will be shown to applicant and appropriate information will be asked for form filling purposes. Accordingly, list of documents will be shown to the user. For child-care establishments, separate parameters can be setup to indicate quality rating & compliance.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
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 BasicGov Letters Engine will generate the appropriate documents for all records in question. The Letters Engine generates certificates, creates inspection reports, receipts, invoices, and other physical documents. This module integrates with Microsoft Word mail merge functionality to allow the dynamic generation of documents based on data from one or more records. Word or PDF documents are created and can then be automatically emailed or printed for single or mass mailout or made available for a licensee to print through self-serve functionality.

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

Fully Supported. Users may register for an account either as an individual citizen or as a business account. The State will determine what data must be captured during the registration process and what information is displayed to registrants through the configuration of public user profiles.

Two-way communication between staff and external users (licensees/ applicants/ public) can be built in Salesforce as a customization as per State's requirements. Alternatively, State can utilize Salesforce Chatter for the said purposes. This requirement can be designed after detailed consultation with the State during the Discovery phase.

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

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Response: Reports can be exposed on Community for external users for download /print purposes. The supportable download formats include excel/ .csv/ .pdf.				
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: Fully supported. BasicGov provides a shopping cart that allows for multiple items to be paid for across various departments. When used with the Fund Accounting module, the combined offering allows for the easy allocation and reconciliation of funds to appropriate accounts. Payment Cart also features back end tools for refunds, payment adjustments and other processes. Features are dependent on available features in the integrated payment gateway.				
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 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: Fully supported. System will store required payment information on the licensee record securely. Entire traffic is encrypted using SSL. Data at rest can also be encrypted (some confidential fields can be selected for encryption). Additionally, Salesforce provides feature of Platform encryption, where all sensitive data stored in Salesforce can be encrypted using combination of State of Nebraska's keys. Payment reports can be built using Salesforce Report builder to see transactional data (the data can be exposed only to relevant users, thereby hiding it from other users). The entire workflow on payments, refunds & adjustments can be built as per State's requirements.				
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		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Response:				
	Not applicable. All payment card transactions will be maintained through the States preferred payment gateway. No credit card data will be stored within the BasicGov solution.				
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		
	Response:				
	Fully supported through the BasicGov citizen portal. The Citizen Portal provides self-service capabilities for citizens and businesses, electronically. It supports online applications with file submissions; inspection requests, fee payment, and provides the ability to print on-demand documents. The end result is empowered citizens and reduced staff processing times. The BasicGov embedded community portal will provide the online account system for applicants to securely submit application materials, pay fees, and get receipts. The Portal is designed to support the State by empowering applicants to validate their application process and view real-time status updates of their applications. The Portal is built in the platform so all changes made to data requirements, workflow and other factors are pushed directly to the portal without the need for complex web-development. Applicant will be required to register with the Portal and provide their mailing address among other data elements the State will require. The portal ensures data privacy and security by requiring all users to go through a double opt-in process to complete their registration.				
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		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Response:				
	The BasicGov solution is fully configurable and scalable to accommodate the State's licensing requirements across all the categories. Where possible, System Integrators will work with the State to define forms and processes that take advantage of the synergies between different license types in order to streamline the system but each license type will have the ability to have it's own unique workflow, data requirements, fee structures and work queue processes. The BasicGov solution will permit the State to manage these processes through highly configurable administrative tools rather than complex code. BasicGov embeds global tables to configure and manage the review, inspection, fee, and submission requirements for each license type but will also allow the State to configure rules across license types if possible. As an example, if 300 license types require a Driver's License as proof of identity during the application process, then the State will configure one Master Submission Table and associate it to the 300 licenses in question. The Dynamic Rules Engine (DRE) of BasicGov will also provide a configuration tool to the State so they can manage the distinct workflows and business rules of each unique license type without having to write code for each one. The DRE is a powerful but simple cross-object workflow solution that simplifies and expedites the task of automating complex business processes. Unique to BasicGov, the DRE will be the backbone for the State to configure and automate the complex rules needed to effectively deploy a, Licensing, Inspection and Code Enforcement system, such as, complex approvals, notification, and re-inspections.				
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: Fully supported in the BasicGov solution.				
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: Self-Inspection can be done by licensees by submitting self-inspection documents and other documents. These records can be tracked and associated to licensee record. These records can then follow a rejection/ approval/ in-person inspection workflow.				
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 provides configurable means to post /update public facing information on Salesforce Community/ Portal.				
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	

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
Response: Public information can be posted on Salesforce portal/ community by State IT team. In order to notify the public (who have shown interests to receive updates) a small customization will have to be made in Salesforce.					
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: Identified confidential information can be secured by using profiles/ roles/ sharing security model of Salesforce. This information can be shown to relevant users by opening up the access. The access in Salesforce can be opened using multiple options (configurative & programmable).					
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: The information of licensees can be posted on the portal/community. This can be made available to authenticated users (users have to login before seeing the information) or unauthenticated users (information available without logging in).					

Training Requirements

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: Cloud SynApps will provide complete technical documentation on the implementation including data dictionaries and functions implemented. At the end of implementation this documentation will be handed over to the State during the Knowledge Transfer.					
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:

As part of our training approach, we would work closely with the State to first understand the requirements of the end users impacted in order to create an appropriately tailored curriculum. Training would include both training on business processes and hands-on system training, focusing on the changes to the business processes and day-to-day activities.

Our training approach has three main activities which span across all phases of the project lifecycle.

Training Planning	Analyze Training and Support Requirements	Stakeholder analysis, training need analysis, review role designs, confirm on go-live support.
	Establish Strategy & Approaches	Prioritize on training and post-training needs, establish individual training, confirm tools, validate with business.
Training Design & Development	Create Training Plan and Role-Based curriculum	Determine course and modules, determine delivery methods, identify sustainment processes, confirm design and development processes.
	Design & Develop Training material	Create training and performance support material, create training evaluations, establish environment, build online help.
	Validate, Test, and Pilot Training	Validate training material with SMEs, Test training exercises, performance training pilots, incorporate lessons learned into training.
Training Delivery	Prepare for Training Deployment	Load courses into delivery platform, prepare trainers, finalize training schedule, distribute material, begin user education.
	Deliver and Measure Effectiveness	Deliver Training, trace participant attendance and completion, include improvements, implement maintenance processes, transition to sustainment organization.

All the activities of Cloud SynApps training approach would be completed collaboratively with the State throughout the process.

Training Planning

This initial activity includes documenting the Training Strategy for the project, which starts with a training needs analysis to understand the training audience and identify training requirements by role:

- Collecting user information, including department, location, experience in current role and work hours
- Understanding learning method preferences
- Confirming training audiences by the tasks and responsibilities

The stakeholder analysis and new business processes are also reviewed as inputs into creating a curriculum and planning for the types and timing of training delivery and evaluation.

Training Design & Development

Training designs would be reviewed and validated with the Business team and targeted representation from the Change Network before building and using established templates and tools.

Image: Cloud SynApps' Training Design & Development Approach

Our training curriculum would be tailored to suit the specific requirements of this project based on the needs identified for each of the training audiences. Training materials would be developed with State's assistance to include applicable scenarios, relevant scenarios, and representative data values. Training would be developed to share the "big picture" through overview sessions, leading users through any business process changes before getting into system navigation and actual licensing solution transactions. Training materials would be created primarily in Word and PowerPoint format for ease of distribution.

Training Delivery

Cloud SynApps will support the State in delivering training prior to Go-live. If there are 15 users, we will train them in one session. If the number of trainees exceeds 15, then we shall adopt approach of "Train the Trainer". As part of our approach, we would recommend tools and processes to support course scheduling, monitoring and evaluation, including a process for incorporating feedback into training materials.

We shall prepare training documentation, share the documentation with the system users and use this as the training guide for the user community.

Knowledge Transfer & Change Management

We apply a basic framework to assess that knowledge transfer happened and was valuable for the attendees. This framework helps organization to plan, conduct and evaluate efforts to transfer and exchange knowledge with other employees. Effective knowledge transfer is critical as it provides the foundation for any activity that attempts to influence practices, policies, and existing behaviors.

As project team members usually participate in User Acceptance Testing, we often provide this part of the training to them during the UAT briefing session. We are happy to discuss with the State different ways to most effectively bring project team members up to speed on the tool.

Cloud SynApps has basic training available that can be provided to the client and the training and support strategy would follow the well-defined process of assessing and defining the end-user training requirements, develop training curriculum and materials, validate training program ("dry run"), deliver end user training and identify areas of improvement in training.

Salesforce Training & Learning Resources

Moreover, salesforce itself provides list of trainings and user guides available online as illustrated below:

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	• 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 Printable Tip Sheets & User Guides: 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 • Salesforce Trailheads: A module is a series of units for a particular subject area: https://trailhead.salesforce.com/ • Salesforce Success communities: The communities have links to all the salesforce related questions and official documents/guides which a user could access for training purposes: https://success.salesforce.com/ • Salesforce Documentation: The portal stores all the salesforce documentations ranging from general setup, feature activation, release notes and compliance documentations: https://help.salesforce.com/articleView?id=salesforce_help_map.htm&type=0 • Salesforce Developer: It is a unique platform which stores all the development related resources and tools information. It also hosts latest blogs and user could posts questions for further clarification: https://developer.salesforce.com/				
TRN-3	Describe how the system provides help and training functions, which must be built into the software.	X	X		
Response: Both BasicGov and Salesforce have comprehensive training modules and help functions that complement the software solution and platform. BasicGov offers a variety of support models depending on the State's needs and 's investment in Salesforce training. The BasicGov support portal will give the State 24/7 access to online help and documentation, real time case status, and easy tools to create and update cases. BasicGov training is designed to suit the needs of our customers and is based on the unique requirements of each agency and combines best practices developed during training in other agencies.					
TRN-4	Describe how the system provides interactive communication such as user groups for staff questions and support.	X	X		
Response: We plan to create a closed Chatter group to achieve collaboration during the go-live. This will help answer any staff questions related to the system in effective manner.					
TRN-5	Describe how the system provides libraries of available reports, including instructions on modifying the reports.	X	X		
Response: The technical documentation will cover all the reports, fields, field criteria that have been built. More knowledge and information on how to configure/ update reports from Salesforce will also be made available.					

Public Health Investigations Module Requirements

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:					

Fully supported through the BasicGov citizen portal. The Citizen Portal provides self-service capabilities for citizens and businesses, electronically. It supports online applications with file submissions; inspection requests, fee payment, and provides the ability to print on-demand documents. The end result is empowered citizens and reduced staff processing times.

The BasicGov embedded community portal will provide the online account system for applicants to securely submit application materials, pay fees, and get receipts. The Portal is designed to support the State by empowering applicants to validate their application process and view real-time status updates of their applications. The Portal is built in the platform so all changes made to data requirements, workflow and other factors are pushed directly to the portal without the need for complex web-development.

Applicant will be required to register with the Portal and provide their mailing address among other data elements the State will require. The portal ensures data privacy and security by requiring all users to go through a double opt-in process to complete their registration.

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

Fully Supported. Users may register for an account either as an individual citizen or as a business account. The State will determine what data must be captured during the registration process and what information is displayed to registrants through the configuration of public user profiles.

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

Fully supported. The BasicGov platform has very robust security tools built in. Inactivity time-outs are fully configurable in the solution on a User Profile basis.

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

The platform features a variety of search functions to allow users to conduct searches based on a partial keyword search.   The global search uses a single input to search multiple fields across multiple object types. Search terms are treated as separate words and may be found in different searchable fields within a record. For example, searching for bob jones returns items with Bob Jones, as well as a contact named Bob Smith whose email address is bsmith@jones.com.

The platform will also assist by categorizing search results into different data objects. When search results are returned, the platform divides the results by each applicable category, such as License, Licensee, Account, so that users can easily navigate to the record they need.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
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: Fully supported. BasicGov embeds a Sequence Number function that provides a unique number to all records that are generated. The BasicGov Sequence Number function is a powerful tool that enables you to go beyond the basic Auto-numbering systems for generating sequential and non-sequential record names for items such as License, Complaints, and other reference numbers. Using BasicGov Sequence Numbers, the State will generate complex record names that combine a base sequential number with a static or dynamic prefix or suffix, allowing the State to implement a system that matches or enhances its current numbering system. Sequence Number records are configured for each unique type of sequence number that will be generated.					
PHI-6	The system must include configurable logic or business rules on data entry that trigger customizable responses, distributions, alerts, work flows and or handling. Please describe how the system meets these requirements.	X	X		
Response: This requirement is fully supported in the BasicGov platform through the effective configuration of the Dynamic Rules Engine (DRE). The DRE is a powerful but simple cross-object workflow solution that simplifies and expedites the task of automating complex business processes. Unique to BasicGov, the DRE goes above and beyond the capabilities of Salesforce to configure and automate the complex rules needed to effectively deploy a Licensing /Inspection, and Code Enforcement system, such as, complex approvals, notification, and re-inspections.					
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		

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

Response:

The BasicGov solution is highly configurable and will empower the State to create extensive screen, form, field, widget and other configurable elements.

Every record type may have distinct page layouts designed for specific user profiles, ensuring that each user sees what they need to complete their business needs in the platform.

With respect to data field types, the following are configurable within the solution:

- **Checkbox:** Allows users to select a True (checked) or False (unchecked) value
- **Currency:** Allows users to enter a dollar or other currency amount and automatically formats the field as a currency amount. This can be useful if you export data to Excel or another spreadsheet
- **Date:** Allows users to enter a date or pick a date from a popup calendar
- **Date/Time:** Allows users to enter a date and time or pick a date from a popup calendar. When users click a date in the popup, that date and the current time are entered into the Date/Time field
- **Email:** Allows users to enter an email address, which is validated to ensure proper format. If this field is specified for a contact or lead, users can choose the address when clicking Send an Email. Note that custom email addresses cannot be used for mass emails
- **Geolocation:** Allows users to define locations. Includes latitude and longitude components and can be used to calculate distance
- **Number:** Allows users to enter any number. Leading zeros are removed
- **Percent:** Allows users to enter a percentage number, for example, '10' and automatically adds the percent sign to the number
- **Phone:** Allows users to enter any phone number. Automatically formats it as a phone number
- **Picklist:** Allows users to select a value from a list you define
- **Picklist (Multi-Select):** Allows users to select multiple values from a list you define
- **Text:** Allows users to enter any combination of letters and numbers
- **Text Area:** Allows users to enter up to 255 characters on separate lines
- **Text Area (Long):** Allows users to enter up to 131,072 characters on separate lines
- **Text Area (Rich):** Allows users to enter formatted text, add images and links. Up to 131,072 characters on separate lines
- **Text (Encrypted):** Allows users to enter any combination of letters and numbers and store them in encrypted form
- **Time**: Allows users to enter a local time. For example, "2:40 PM", "14:40", "14:40:00", and "14:40:50.600" are all valid times for this field
- **URL:** Allows users to enter any valid website address. When users click on the field, the URL will open in a separate browser window

The platform also supports field level validation through the definition of conditional formulas and allows for configurable error messages.

| PHI-8 | The system must perform duplicate checks on data entry. Please describe how the system meets this requirement. | X | X | | |

Response:

The BasicGov platform provides tools to manage duplicates one at a time and across the organization as well as the ability to track the progress in eliminating duplicates. The platform finds and handles duplicates using a combination of matching rules and duplicate rules. Duplicate rules and duplicate jobs specify matching rules that determine how duplicates are identified. Duplicate sets and reports list the duplicates found.

| 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:

Fully supported in the BasicGov platform. The platform allows for the creation of email templates or reusable email designs that the State can base new emails on. After you design and build a template, you can personalize an email for each recipient. You can also modify a template and limit what kind of changes your users can make.

Email templates can contain merge fields to personalize the message to the record in question. Email templates may be called up manually on an as needed basis, or may be triggered based on events and actions in the platform through the Dynamic Rules Engine (DRE).

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
PHI-10	The system must include user configurable, automated work flow management for tasks (assignment, review, etc...). Please describe how the system meets these requirements.	X	X		
Response:					
Fully supported. The Salesforce platform has a selection of tools like workflow, process builder and visual workflow. These are supplemented by the Dynamic Rules Engine (DRE) of BasicGov. The DRE is a process automation engine that runs entirely on Salesforce. Just like Workflows, the DRE is a criteria-based engine that performs a set of actions in response to a specific event. Records that are processed by the DRE are evaluated against a set of user-defined criteria. If the criteria is met, the Engine proceeds to execute the action. What this means to the State is that rules may be maintained and modified using out of the box tools rather than relying on code to be written.					
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:					
Error messages may be defined when configuring custom data validation rules in the system.					