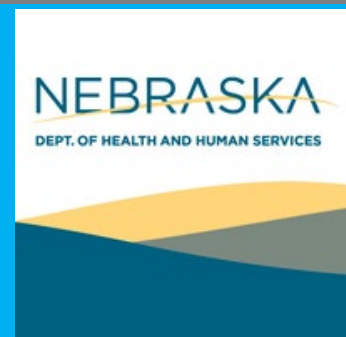Response to
RFP 6249 Z1
Licensure Information System

Attachment 2 -
Business Requirements
Traceability Matrix -
Redacted
VISUALVAULT
6/15/2020

PREPARED FOR:

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NEBRASKA
DEPT. OF HEALTH AND HUMAN SERVICES

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VISUAL VAULT

ATTACHMENT TWO
Business Requirements Traceability Matrix

Request for Proposal Number 6249 Z1

Bidder Name: <u>GRM Information Management Services Inc., VisualVault</u>

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.

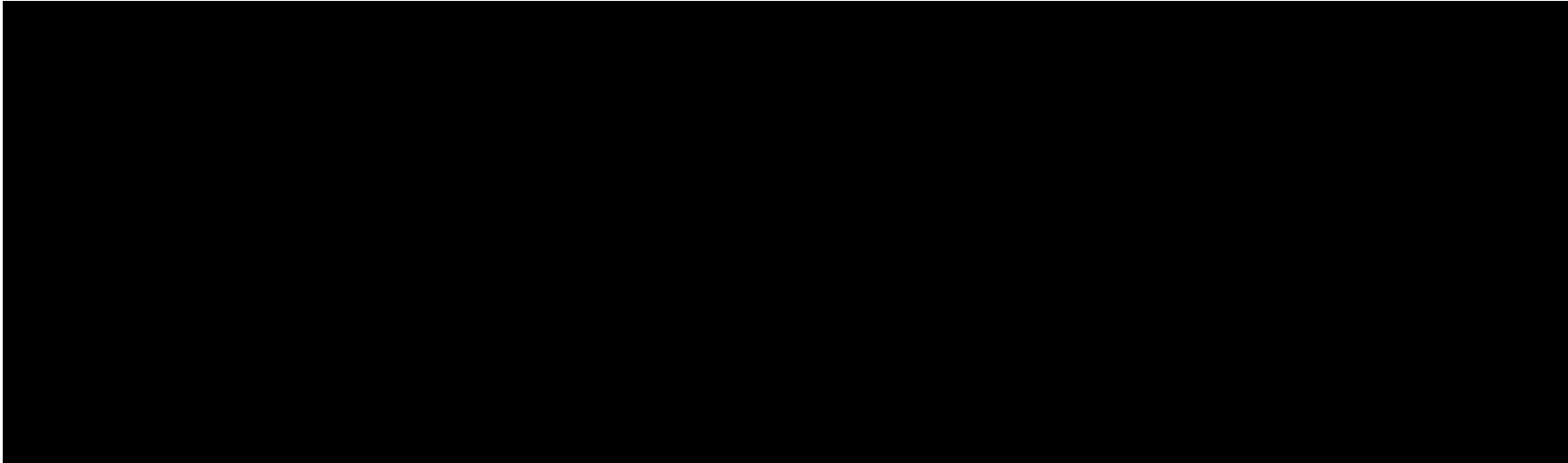Each requirement is identified by the following first three characters:

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: ███████████████████████████████████████ The full Draft Project Management Plan is attached at the end of this Business Requirements and in Section 4 – Attachments of our Technical Submission Draft.

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Req #	Requirement

Licensure Software Business Requirements
Nebraska Department of Health and Human Services – Public Health Division

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

Response: We have proposed implementing the solution in four distinct sprints. The State will be able to see the implementation for some license types early in the process and build confidence from all stakeholders in the results the new solution will provide. We will work with the State, during project planning, to prioritize which license types should be in each of the individual sprints. ██ ████████████████████████

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Req #	Requirement
BID-3	Describe how the system automatically expands text boxes based on the 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: VisualVault's Licensing System fully supports the requirement to have text boxes that auto-expand to enable the entry of varying text entry requirements. We offer DHHS the platform design that provides an exceptional user experience when entering and capturing data. There are no text box size limitations with our intelligent forms (iForms). During the Discovery process, our team and your subject matter experts (SMEs) will review the types of fields required for data entry and will configure and place text boxes where appropriate.

A core strength of VisualVault's iForms is the ability to easily re-configure forms as requirements evolve. Increasing the size of a text box, changing a field label, or adding and deleting a field are a few examples of the actions DHHS System Administrators may choose to perform to self-support the system. We have configured text boxes up to 20,000 characters in a single multi-line textbox at the request of one client. When configuring the DHHS Licensing Information System (LIS), we will size the textbox to be larger or smaller depending on the potential amount of data that the user may enter in the field. The field remains static for its height and shows scroll bars when the text entered is beyond the height of the textbox. As our teams complete Discovery and confirm license data fields, we will establish the Data Dictionary to meet your requirements.

During the Discovery process, the VisualVault Team will share with DHHS examples of how our iForms may enhance the capture of data for field inspections and investigations. An example of this capability is with a Florida Substance Abuse and Mental Health team member inspecting a service provider. The following screenshot captures how an Inspector selects their option, and the associated legal language automatically populates the notes field. The Inspector may also add notes to explain further the deficiency(s) found. Checkbox options dramatically reduce the amount of data entry time and work required by the Inspector and positively improve DHHS data quality. The inspection process becomes more efficient by allowing Inspectors to add comments, photos, and documentation. All these capabilities are available - connected to the internet, or entirely offline, on any mobile device.

Req #	Requirement

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

Licensure Software Business Requirements
Nebraska Department of Health and Human Services – Public Health Division

Response: VisualVault was explicitly designed as a Software-as-a-Service (SaaS) solution in 2009. Our platform was architected and developed to leverage the advantages of the cloud's ability to load balance against peak periods while managing large volumes of data and content in a SaaS environment without performance degradation. The ability to acquire infrastructure services creates a robust platform that supports growth for our clients. Our design fully supports this goal.

It is also significant to note that our architecture focuses on modern microservices to enhance the flexibility and ease of change as well as connectivity with other systems. The platform has been recognized and vetted by leading industry analysts by inclusion in Forrester New Wave of Content Services Platforms 2019 and Gartner's 2018 Magic Quadrant of Content Service Platforms.

VisualVault is a cloud-native architecture and can dynamically scale to accommodate data-intensive applications. The database architecture leveraged includes:

- Multi-tenant or single-tenant relational databases
- Non-relational (no-SQL) metadata databases
- Decentralized microservice databases
- Key-value storage services
- Database caching infrastructure
- Geographic data distribution
- Streaming data processing
- Message queues
- Data warehouse tables

The combination of multiple database technologies enables VisualVault's cloud-native platform to achieve reliable, secure, high-performance data persistence.
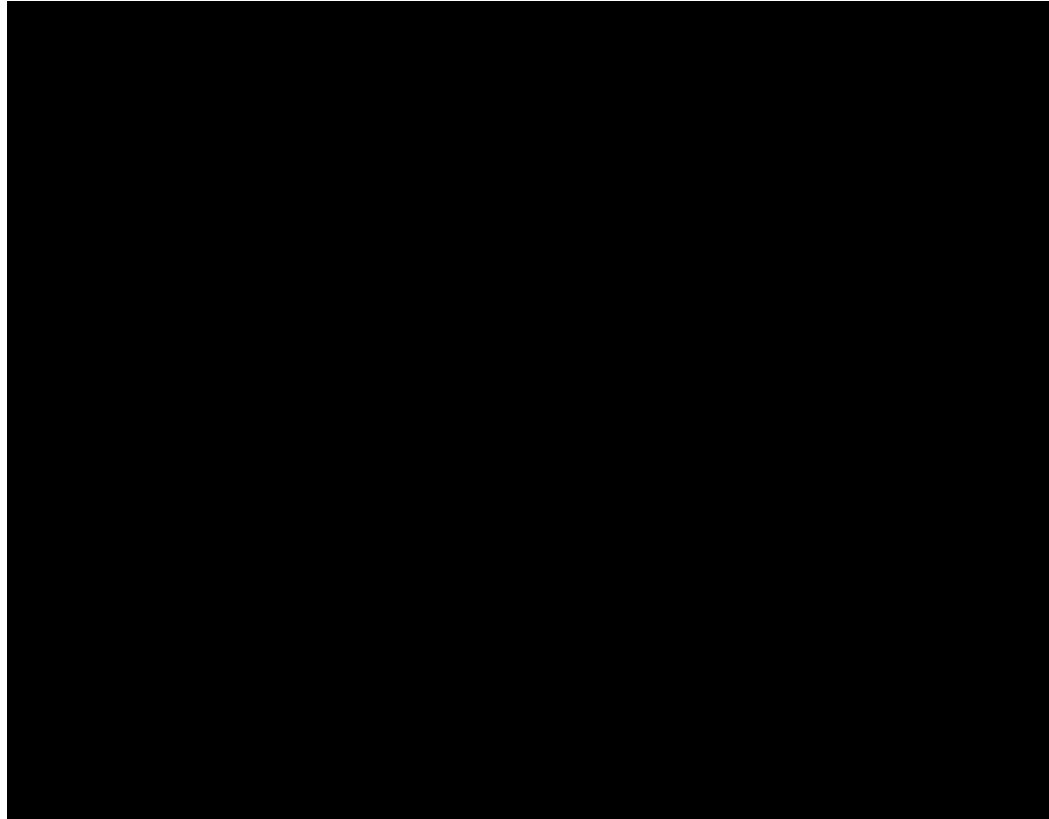
VisualVault is a scalable, secure, cloud platform well suited for high-volume, structured content processes, including those that serve external users.

FORRESTER®

Gartner Says:
VisualVault "is a good fit for customers in North America and Latin America looking for a comprehensive cloud-based content services platform that supports team productivity, business processes and analytics."

VisualVault Architecture

Req #	Requirement
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BID-5	Describe the update cycle of the licensure software system, such as how often new versions will be implemented.
Response: VisualVault historically provides standard updates to our platform on an annual scheduled basis. We offer one major system upgrade every other year. Minor updates and upgrades are released twice a year. We always notify clients of upcoming updates at least 90 days in advance. This notification enables clients to determine if they want to upgrade at the predefined time. If a client chooses not to accept the update when scheduled, we work with the client to schedule the event at a more convenient date and time. There is no charge for general upgrades and updates. The recommended frequency to manage daily or real-time feeds will depend on the size, rate, and use of the imported data. As an example, if the information is needed soon after it changes in another system, we would recommend importing the data frequently to pick up the changes. If the data is in large volumes, then we would look for the soonest off-hour time frame or seek opportunities to update in smaller segments. We try to find methods to manage the fewest amount of changes with each dataset if the information is available to make decisions relating to import frequency and timing. We load upgrades and updates to the Licensure Sandbox-Test environment, allowing DHHS to perform test scripts against the upgrade before promotion to the production environment. DHHS (as all our clients) receive three environments for use during the life of the contract, Development, Sandbox-Test, and Production. VisualVault performs the upgrades and updates (included in your annual hosting fees), and our support team is always available to help you with any questions that may arise.	
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: Digital transformation is ultimately effective when the DHHS LIS includes all VisualVault platform modules eliminating the future concerns associated with additional licensing costs. The software necessary to accomplish all the processes today and in the future for Nebraska's Licensure program is developed, tested, and included with our Community Licensing.
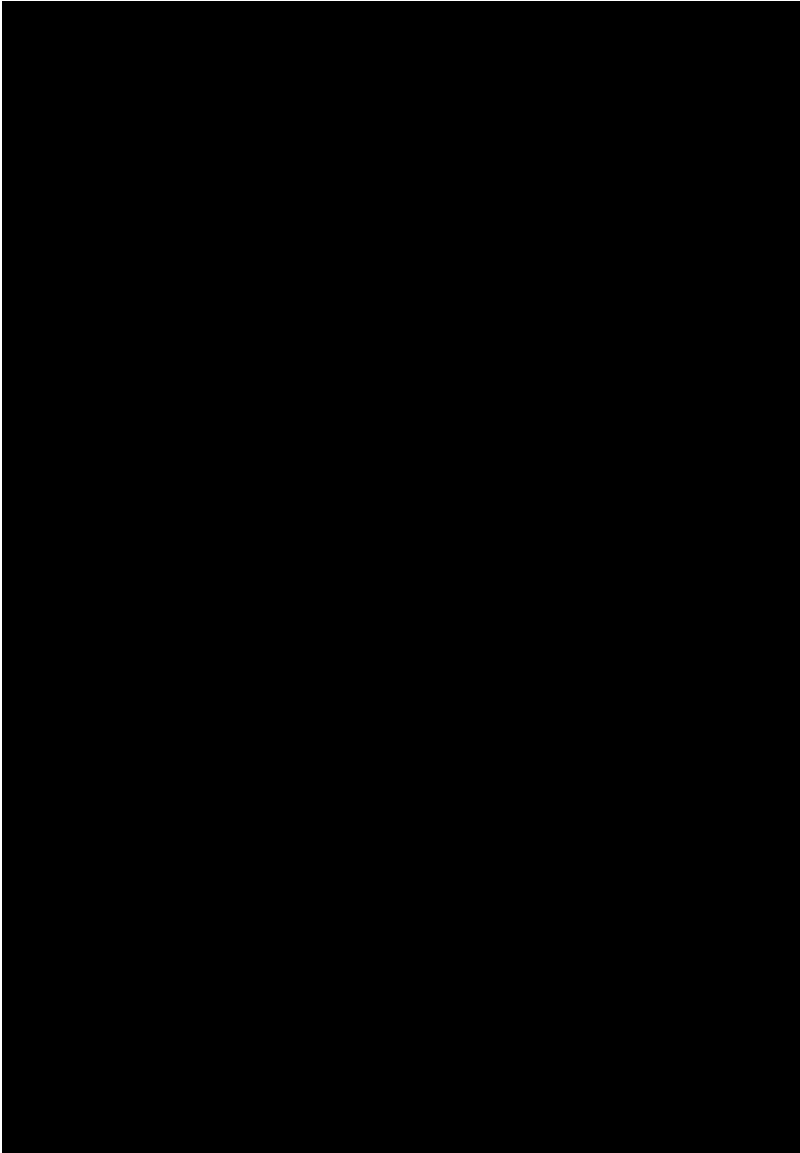
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██████████████████████████████████. Notifications/alerts are sent using email. We maintain compatibility with your email system through SMTP integration. We typically recommend using our default configuration of AWS SES for sending an email. A Sender Policy Framework (SPF) record can be used to send email messages through AWS SES addressed from your domain. Templates for alerts and messages are maintained in our platform. Templates are designed to be configured and may be modified by the DHHS System Administrator.

VisualVault's platform includes four level reporting (Analytics, Traditional/Standard, Ad-hoc as well as real-time Dashboards), iForms, templates for communication, APIs, an entire Enterprise-level Content Services Suite (formerly Enterprise Content Management), and intelligent workflow that
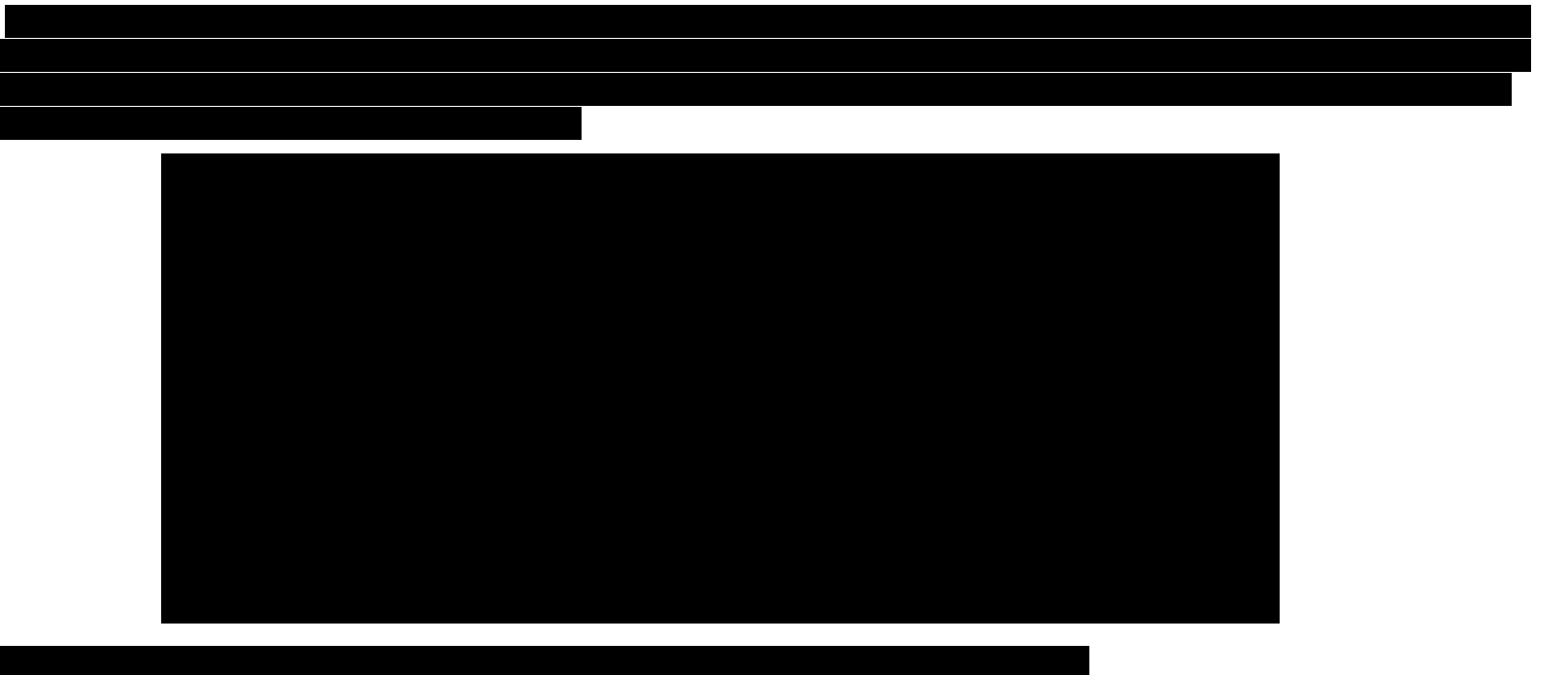
leverages our business rule engine, and robust case management. Our core platform is comprised of these functional modules and is the foundation for the DHHS Statewide Licensure program. There are no use restrictions, hidden costs, or additional modules required as long as the use is within the stated programs and the associated business processes. When DHHS needs to export data to a different reporting or analytics solution, our platform supports this in a variety of methods depending on the desired level of automation. It may range from a fully automated process using VisualVault APIs to a manual batch download.
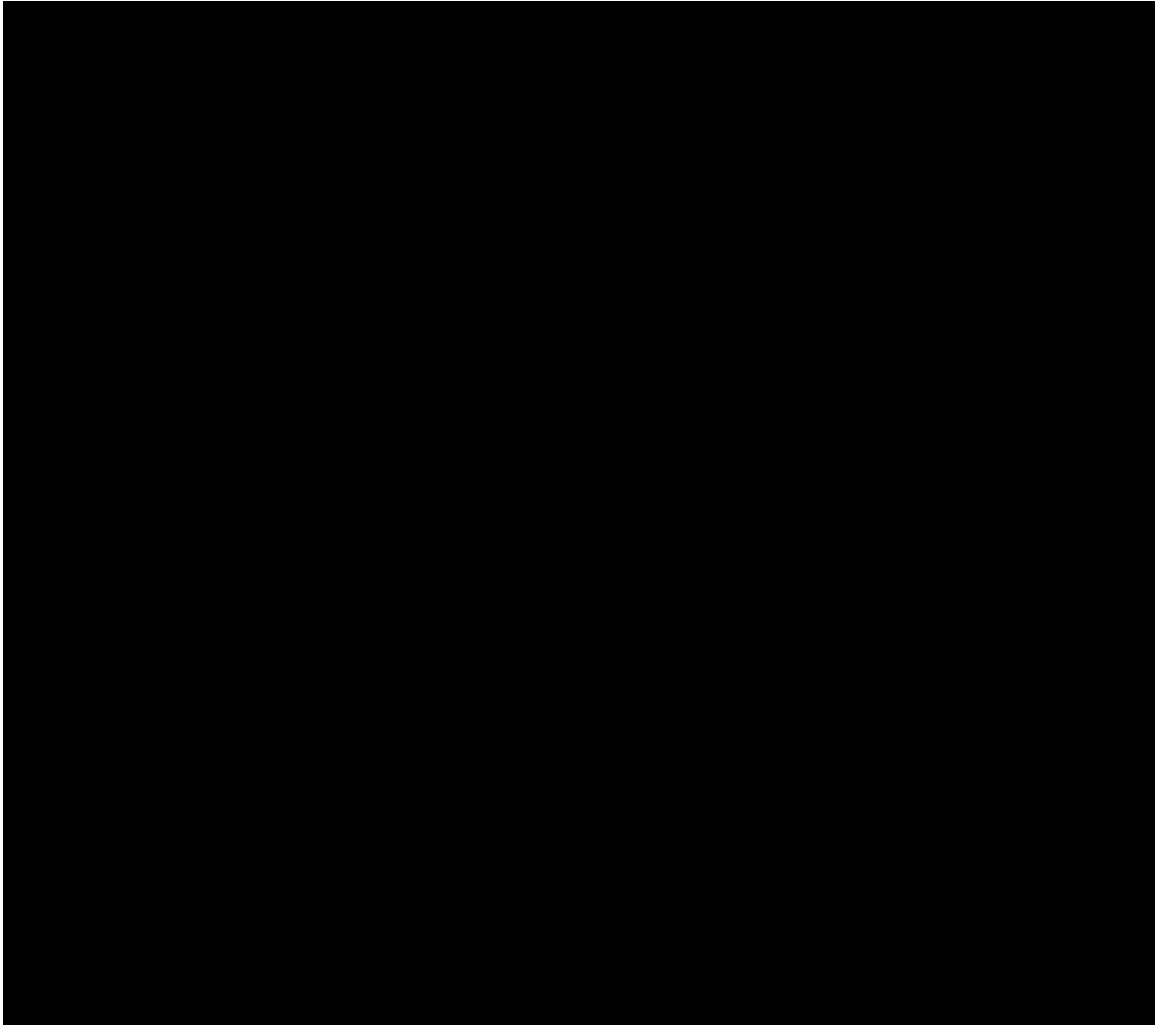
Following is a screenshot of an email template. Please note that the template can include data pulled to pre-populate fields from the DHHS LIS. Pre-populating fields automate and standardize the inclusion of variable data for the notification to contain Licensee specific details concerning the license, inspection, or other processes.

Req #	Requirement

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: VisualVault contains a robust Content Services Suite, which is cited by market analysts Gartner (Magic Quadrant) and Forrester (Wave). Our Content Services includes fully integrated scanning, intelligent document classification, extensive search, document management, document retention, and other key functionality, which are all core to our solution. Our Development and Quality Assurance Teams support, update, and test our software prior to release, including all regression testing for scanning and all functionality.

If required, VisualVault offers full support for KOFAX or other twain-compliant scanning software. Centralized and remote scanning has become necessary for clients who have a user community consisting of staff and external users. Our system supports centralized and remote scanning to a watched folder where the DHHS LIS will monitor the folder and, on a scheduled basis, sweep the images and onboard the batch into the platform. The entire life cycle is a no-touch, automated process uploading documents with no DHHS involvement.

The VisualVault Licensing System supports the intuitive uploading and automatic classification of scanned and other electronic content into the DHHS LIS. The Discovery process provides our team with the opportunity to learn the data and documentation requirements. The City of Lincoln is an excellent example of how Construction Trade Professionals scan/capture digital content and upload it to complete their License process. Scanned documents are submitted and automatically uploaded and linked to the appropriate Licensee file without human intervention.

Req #	Requirement

The goal for our clients is to reduce the manual effort to acquire data and documentation to improve the quality and completeness of required data and content, ensuring the licensing process meets its goal of improving the safety and wellbeing of citizens. VisualVault understands this is the mission of DHHS, and we are fully committed to helping your team automate the program to better support staff and service provider work and performance.

The submission of electronic content may be a necessary process for the Licensees to ensure that content is complete along with the submission of the application, saving DHHS team member's time searching for missing documentation. The following screenshot is an example of how our system guides a Licensee to upload by clicking the Upload button. All button descriptions are configurable.
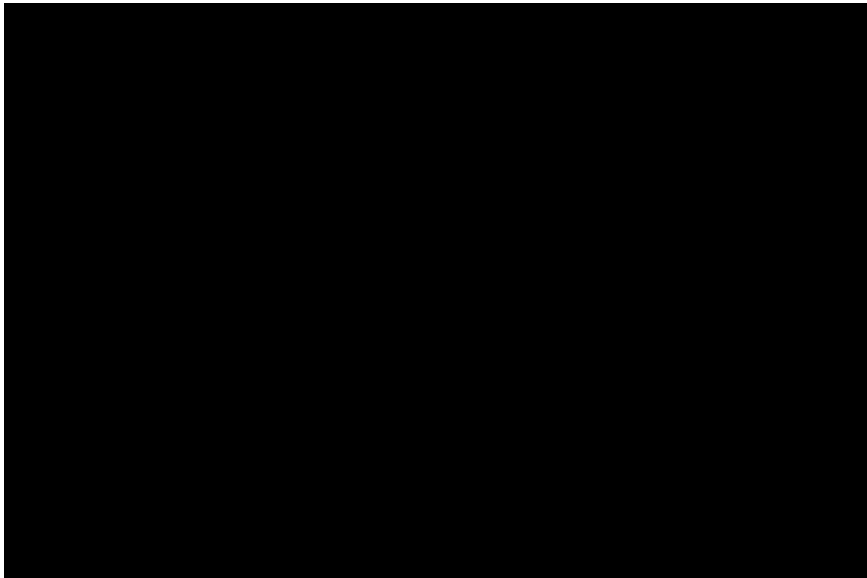
Req #	Requirement
The VisualVault platform contains a toolset to automate the capture and classification of data and content required without staff intervention. Also, our platform provides visibility to the whole user community to what is submitted, what needs additional information, what missing data is still required, and what requires updated information through intuitive user dashboards, screens, and alerts - all automated.	
BID-8	Provide the hours that live technical support is available and describe the method(s) by which it is provided, to facilitate quick resolution of problems.

Response:

Req #	Requirement
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.

Req #	Requirement

Response: The Closeout Plan will address all items in the RFP for contract closeout. Our team will draft and submit this plan to the State as part of the complete project planning. An outline of the contents of this plan includes:

- The list of all project deliverables and associated archives to be shared with the State - Our Project Manager will work with the State to determine the best media for this delivery. We typically use a shared TEAMS worksite to share deliverables during the project and to formalize the documentation at the end of the project.
- The ownership and title to deliverables - transferred to the State according to the contract terms
- State data and information shared during the project - returned to the State
- Cooperation with any other parties or entities as the project winds down - including third-party administrators or other personnel in key roles associated with long-term support of the VisualVault platform, including any relevant work activities, such as technical and professional support, as well as any person involved in the transfer of data.
- Return of any State-owned real or personal property. We do not anticipate using State property in support of this project. If any is used, it will be returned.
- Return of all data in a mutually acceptable format and manner.

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:

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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: ██
███████████████. We perform testing to evaluate our compliance with the accepted requirements for all functionality. Requirements are defined for the solution in mutually agreed-on specifications and design documents. These design documents will identify how the solution will support the business in applying policies and State laws.

We will present a Test Plan for the State's approval and feedback at the beginning of the project. We will work with the State to finalize this plan to ensure that the solution meets or exceeds the functional, technical, security, and performance contractual requirements.

Req #	Requirement
Our comprehensive plan will document the strategy that will be used to test the solution, communicate the phases of testing that will occur, and establish the acceptance criteria that will be used for the solution to progress from one phase of testing to another, including the acceptable resolution of defects before advancing to the next environment. VisualVault uses automated tests to make sure core product features work consistently. Customer-specific features are tested by users interacting with the solution to exercise the business rules of the solution. The design of the test scripts leverages the ISO 29119 design technique of Scenario Testing. Our team uses the Specifications Document, Design Document, and Requirements Traceability Matrix (RTM) to identify the features of the system to test. Designing tests using this model provides readable test scripts that help non-technical testers understand the context of their tests and to learn the system's capabilities and functions. Following is a screenshot of a single test script and the steps to complete the test. During all phases of testing, testers will use the test scripts and record results within a document that is a copy of the test script. All issues encountered are submitted as tickets that are prioritized and resolved based on priorities established in the Test Plan. It is the tester's responsibility to identify their coverage of the test scripts and to ensure all tests have been completed. VisualVault manages the tickets to determine what needs to occur to move the solution towards production.	
BID-12	Describe how the system provides application controls to prevent unauthorized use, maintain system process controls, and log all transactions. In addition, the system must provide security to limit availability to application functionality, software screens, data records, data elements, and data element values where appropriate.

Response: VisualVault's Information Security Program is shaped by a collection of industry standards, laws, and regulations. Our management and information security staff ensure that the program aligns with the business' goals and considers the specific threats that our system faces. Our policies, largely modeled after the National Institute of Standards Technology (NIST) standards, define our required security controls.

Req #	Requirement

Procedures specify the processes used to fulfill the requirements of the policies. To continuously improve our security posture, metrics, and program deliverables are collected and reviewed by appropriate stakeholders.

The VisualVault system classifies users by user-groups and roles within each group to define security permissions that prevent unauthorized access and. For example, the DHHS Cosmetology licensing team may be assigned specific security rights that do not include any other DHHS licensing applications. The Cosmetology user community will have access to data and documentation specific to Cosmetology. Their rights can be further defined by their user roles within the Cosmetology group. For example, one DHHS Cosmetology user will not be able to review investigation reports while another team member in the same group may have access to that information. This level of security is determined by DHHS SMEs and can be changed when DHHS chooses to do so.

During the Discovery phase, the VisualVault Team will cross-reference what access each user role will have to each module, and at which step in the workflow, the role needs access. Using this information, we establish permission for each module for each appropriate user role. Then, we configure screens and menus to show the data and documentation for each role at the right timeframes.

By default, when a user role does not have access to a module, they will not be able to see the module. We grant permissions using groups, and groups can optionally be maintained with the client's current identity manager (Active Directory or other SAML 2 compliant identity management system. VisualVault has our internal identity management system that supports security for users outside of the DHHS internal security system. This security uses groups and roles in the same manner. It supports the ability to assign permissions for users external to DHHS security to view only the content and data they have permissions to see. Security will also limit the actions that can be performed within the DHHS LIS. For example, certain users may be able to view reports but not export or print the data.

Security on intelligent forms is granular down to the individual field level. VisualVault security secures internal comments (notes) against public view or the view of users with lesser/different clearance. Our security also helps DHHS with the requirement that the LIS supports public-facing data and documentation, so constituents' access to information enables them to make informed decisions regarding the licensed professional they seek.

Additionally, the DHHS LIS provides a complete audit trail of all actions, activities, changes, and use of the system. All related data is captured and logged and can be used to create various KPI reports. DHHS may track all actions and know who performed them, when, what was done, as well as the management of the original document/form and all subsequent versions to ensure the file/case is legally maintained. When changes are made, the DHHS LIS will report what changes were made and produce the original version before the change, and all actions are date and time-stamped.

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 application 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 VisualVault Team completely understands and aligns with the importance of delivering an intuitive, easy to navigate LIS for the Nebraska DHHS Team as well as the State's Licensees. Our system securely facilitates the onboarding, management, and presentation of data and supporting content based on user roles and provides flexibility with the way information is delivered and presented to each user. User dashboards display work queues dynamically, containing data, tasks, and alerts that are a single click away from further detail.

DHHS provided an application submittal example. VisualVault is designed to automate this entire process. Our team would begin with Community Licensing and the core benefit of all stakeholders, including Licensees /applicants, to have a secured login to the DHHS system. The application will be created using an iForm, that the applicant chooses based on their registration profile and the license type they are requesting. The applicant completes the form within the DHHS LIS and submits all documentation and required signatures, electronically, within the system.

The application automatically and intelligently is routed to the appropriate work queue based on DHHS business rules. If additional information is needed, the form will not be routed further. The LIS will automatically generate an email alert stating what is missing and instruct the user to log back into the system and submit the missing information. When the corrections are completed and re-submitted, the form will move to the next work queue and so forth until the end form/application is thoroughly reviewed and approved or denied.

Once that final approval occurs, the applicant receives an alert to log back in and download their license, which may be a certificate, wall license, or wallet-sized card. VisualVault completely automates this process without any staff work, or one task or multiple tasks can be monitored for review and approval by your team, the choice is DHHS'. We enable no-touch processing and also allow for review and approvals at various steps as well as manual overrides based on user role as determined by the Nebraska DHHS team to meet your specific needs and requirements.
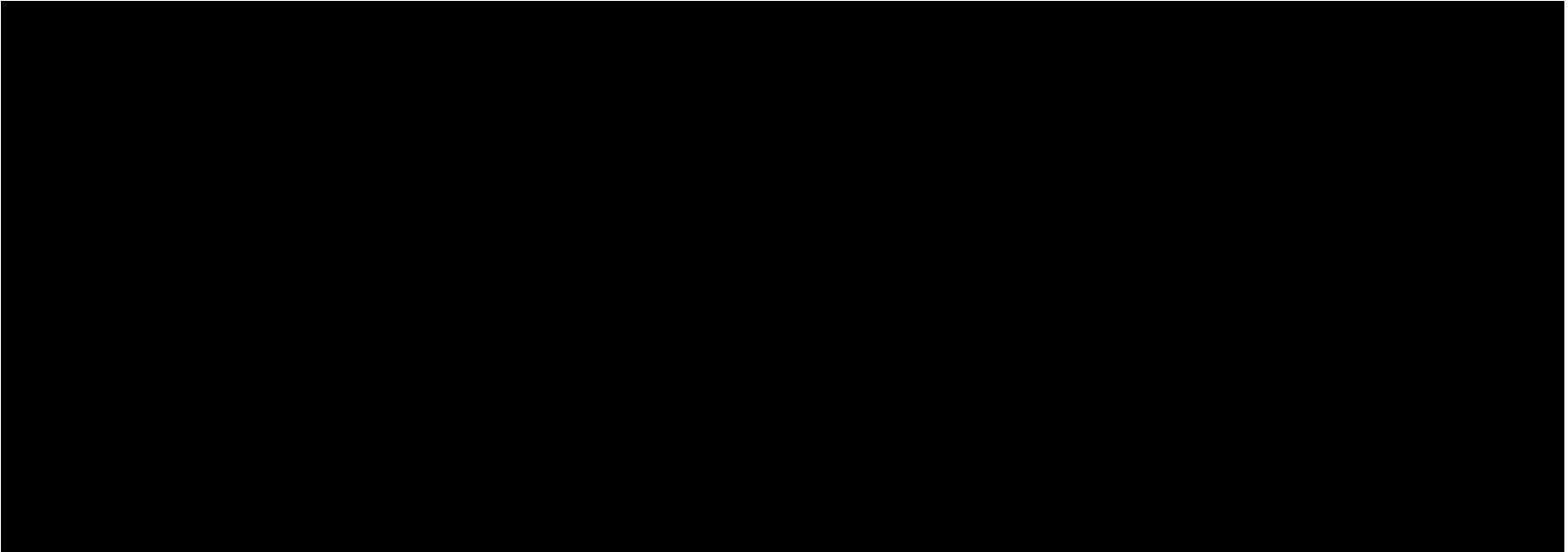
As data enters the database is immediately updated, and the data is available to users with proper security permissions. In the future, when a new field is added to an iForm, the new field is automatically added to the database. The new field becomes searchable and reportable immediately without any staff for System Administrative effort.
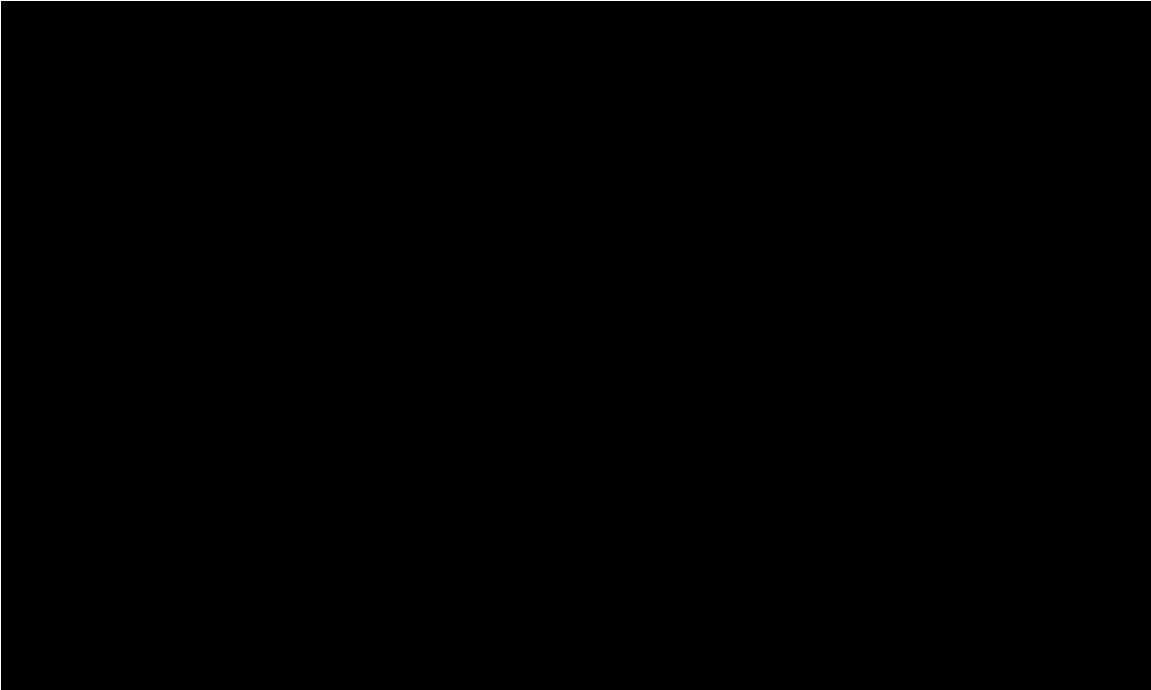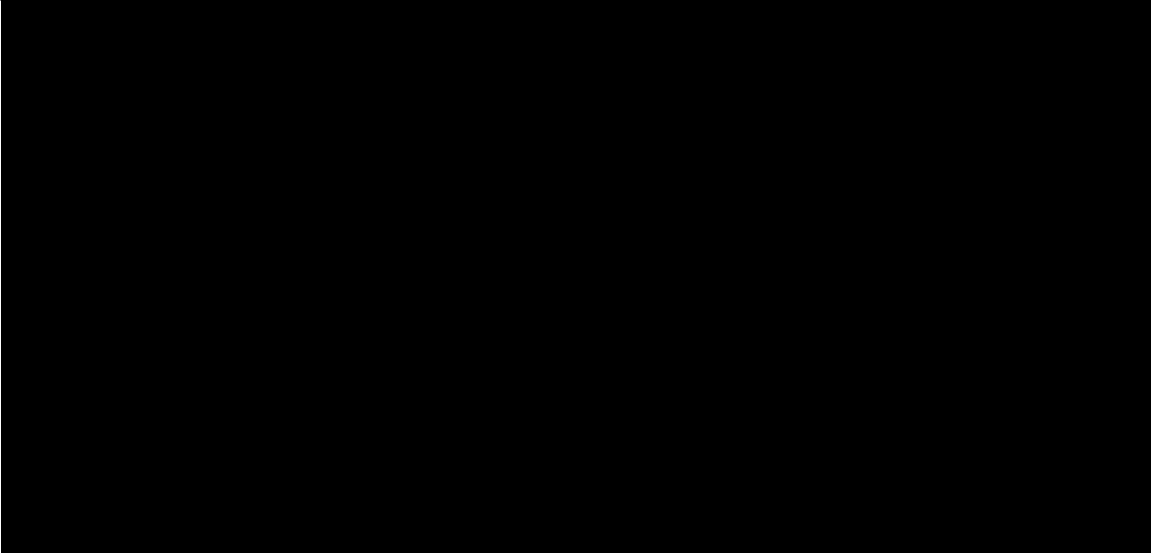
In the following screens, a sample License Application is completed and submitted within the DHHS LIS using VisualVault's iForms. The data is automatically validated for accuracy and completeness before submission. Please see the highlighted section where the submitted License Application now appears in the DHHS team's work queue for New Licenses. Business rules within the workflow trigger the form's advancement automatically, with no manual intervention.

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

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: There are no restrictions on the number of users who have security permissions to view a Licensee record at the same time. A core feature of VisualVault is our records management component. Our editing tool allows only one person editing privileges at a given time. If multiple team members are viewing the record, and they have the security rights to, the first one to select the Edit option gains edit privileges. When a second person attempts to choose the edit option, they will receive a message that the record is Read-Only. That individual must wait until the initial team member closes the edit mode. New edits update automatically. Our system also tracks all edit activities and records and logs the associated information. This data is available via dashboards and reports.

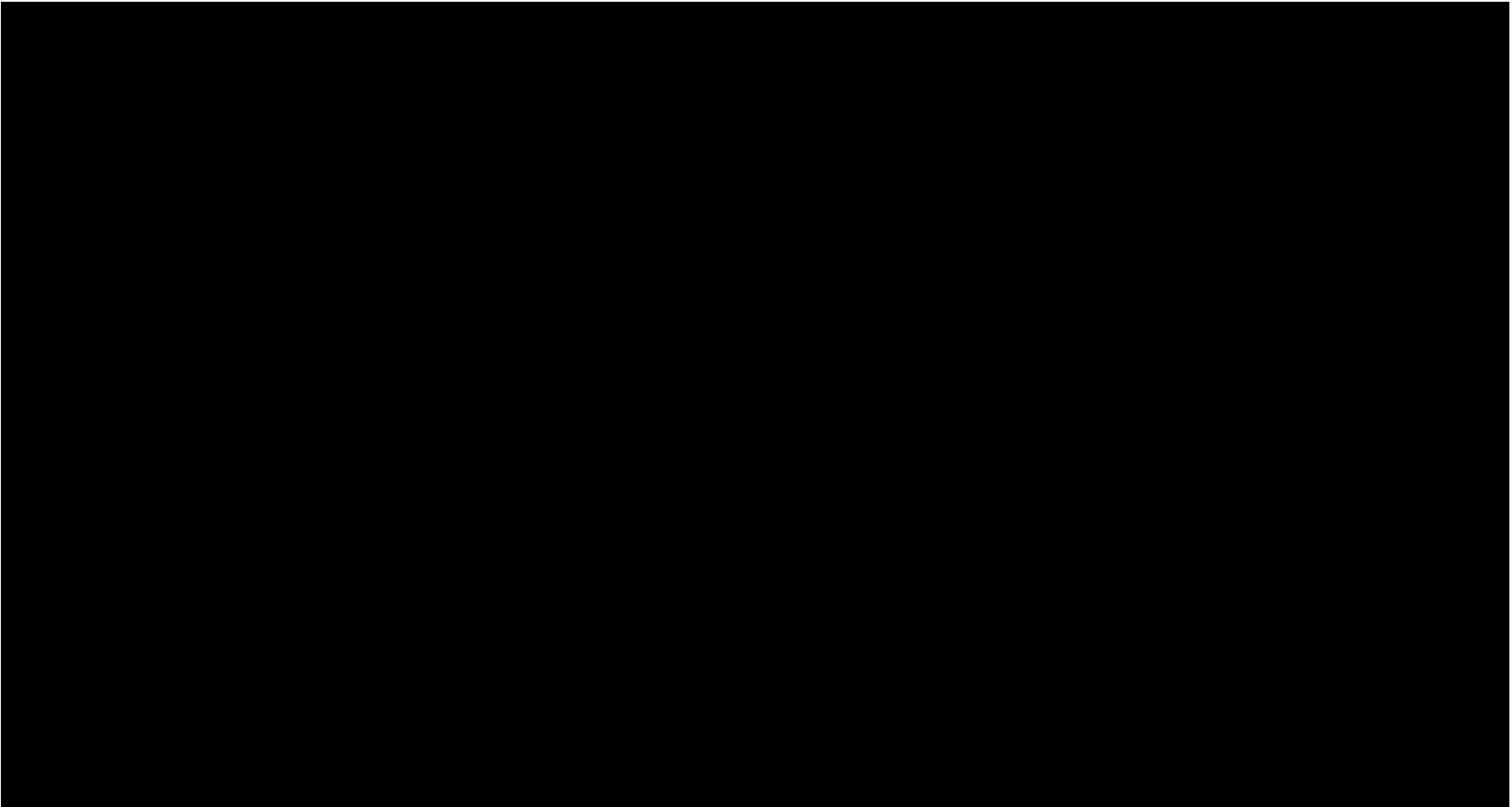| Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
GEN-3	Describe how the system will update the database as data is entered in real time, and keep a history of the changes made, who made them, and when.	X	X		

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

Response: All data entered into the DHHS LIS using VisualVault becomes usable in real-time. Since all stakeholders are working within the system, all data submitted on an iForm or entered otherwise is immediately available to use automatically without any administrative or IT intervention.

VisualVault is a data-intensive, cloud-native application with constantly fluctuating performance requirements. The ability to dynamically scale database workloads requires a secure, distributed, heterogeneous architecture. Well-designed distributed systems that require blazing fast performance, such as the new DHHS LIS, use multiple database technologies to achieve the necessary application performance. ███████████████████████

Combining multiple database technologies allows cloud-native applications to achieve reliable, secure, high-performance data persistence. At the VisualVault platform's core are compliance and audit services running at all times to track every touch to, in, and through the system. Our team will configure business rules to identify what activities, changes, and actions need to be audited. Dashboards and reports will be generated to provide performance and security data based on DHHS-specific requirements.

| GEN-4 | Describe how the system will provide customized views and available functionality by user group or role (role-based security). The system must allow non-relevant or non-public items to be hidden based on the user group or role. | X | X | | |

Response: Creating customized views by configuring dashboards for each user community is a significant strength of our platform and is a primary reason why clients continually state how easy it is to navigate and use VisualVault. Flexible, customized views are a bi-product of good design and input from DHHS SME's. Discovery sessions will identify:

- Required fields and data to be presented
- Desired data groupings
- One, two, three-dimensional layout
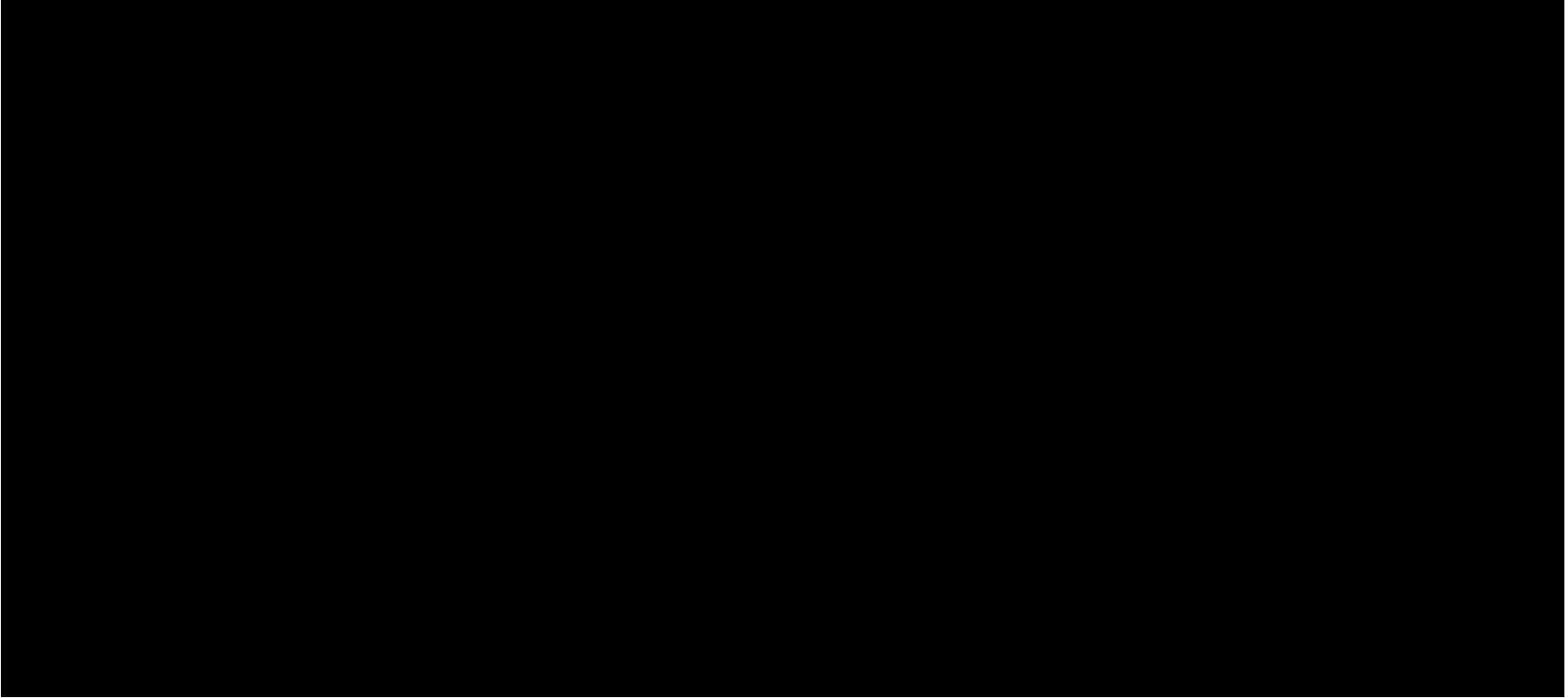- Graphical display preferences
- Mockups

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	DHHS SMEs will categorize these components, and VisualVault will present available dashboard real estate. We plan to use DHHS's current hierarchical structure of groups and roles within the groups to apply current security for any State team member. For licenses and users external to DHHS or the State of Nebraska Active Directory system, our security will support these requirements. The following screenshots show an example of two users with different levels of security roles accessing the same application.				

The next screenshot is an example of fields on an iForm being secured from public view, internal Administrator use only. When the Licensee or user without permission, such as the public, tries to view the data, this field will not appear.

The VisualVault LIS will also enable DHHS to redact documentation and view content within a document securely based on user permissions. Redaction may be done on a mass server scale or by individual documents. The DHHS team will be trained on this capability prior to Go-Live.
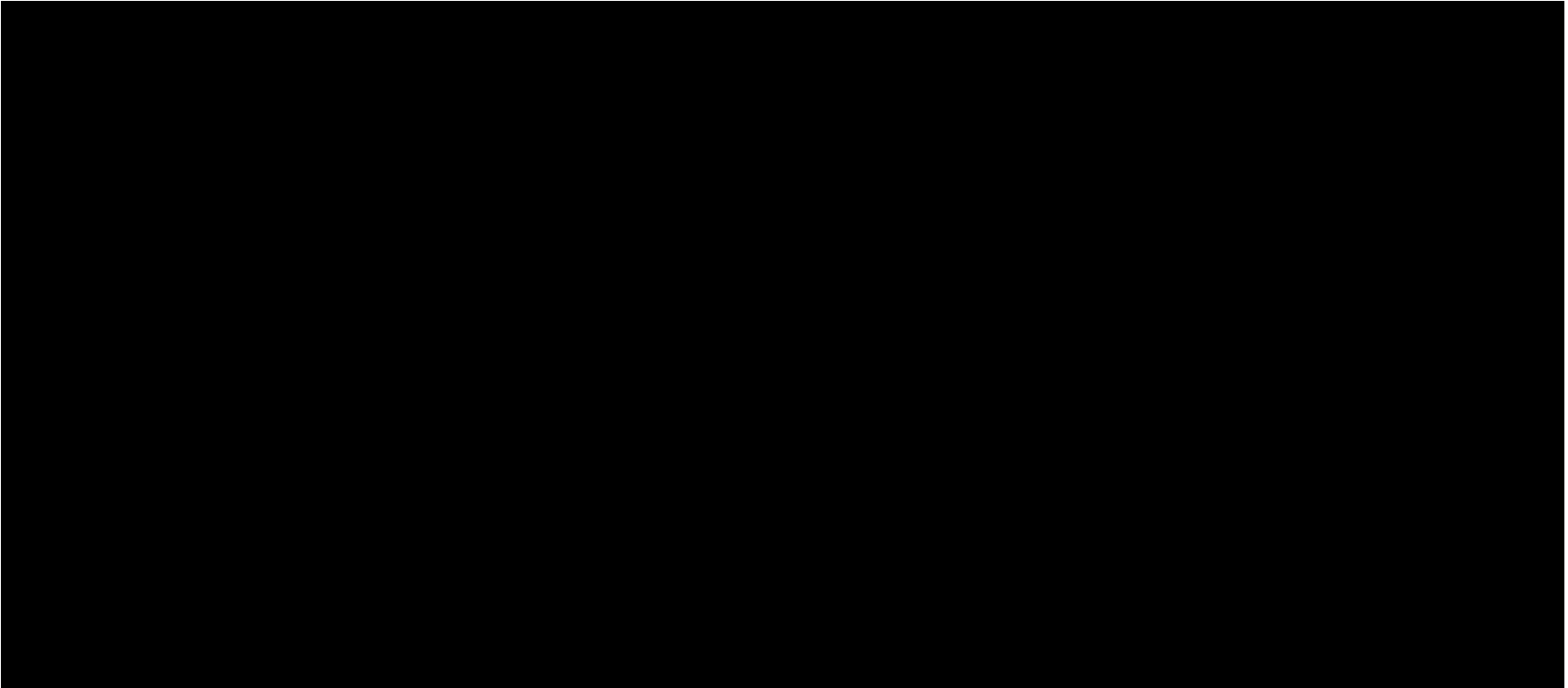
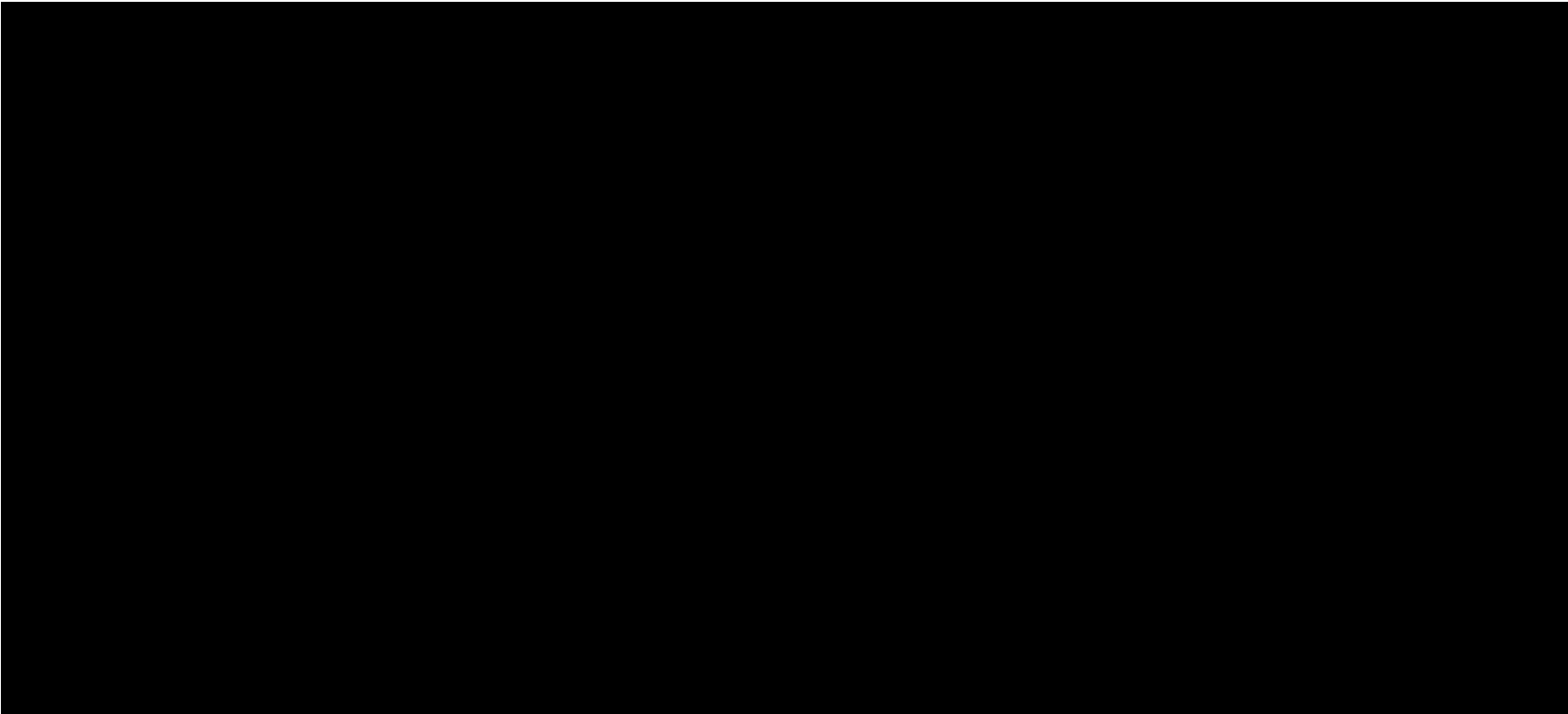| Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
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: The DHHS System Administrator can be granted the right to limit and associate data elements for viewing based on security levels of team members. We provide DHHS with several options to secure and restrict user access to specific data and content based on their roles and business case. The first example is that VisualVault's iForms enable security down to the field level to determine who has access. As data is captured from its point of submission into the DHHS LIS, it will be secured down to the field level based on user roles.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	The second example is that our iForms support the masking of data fields that contain information that requires security, such as social security numbers, Federal ID numbers, credit card numbers, or phone numbers. These fields will be masked based on user roles, so there are no mishaps with data releases. Another example is our built-in redaction functionality. As DHHS receives public record requests, redaction may be used to ensure that the data is appropriately redacted. Redaction may be done on an ad-hoc basis or, as shown in the following screenshot, in an automated fashion across a batch. Any associated documentation that has been uploaded, scanned in, or dragged and dropped into the system may be reviewed and redacted where necessary before fulfilling a public request.				

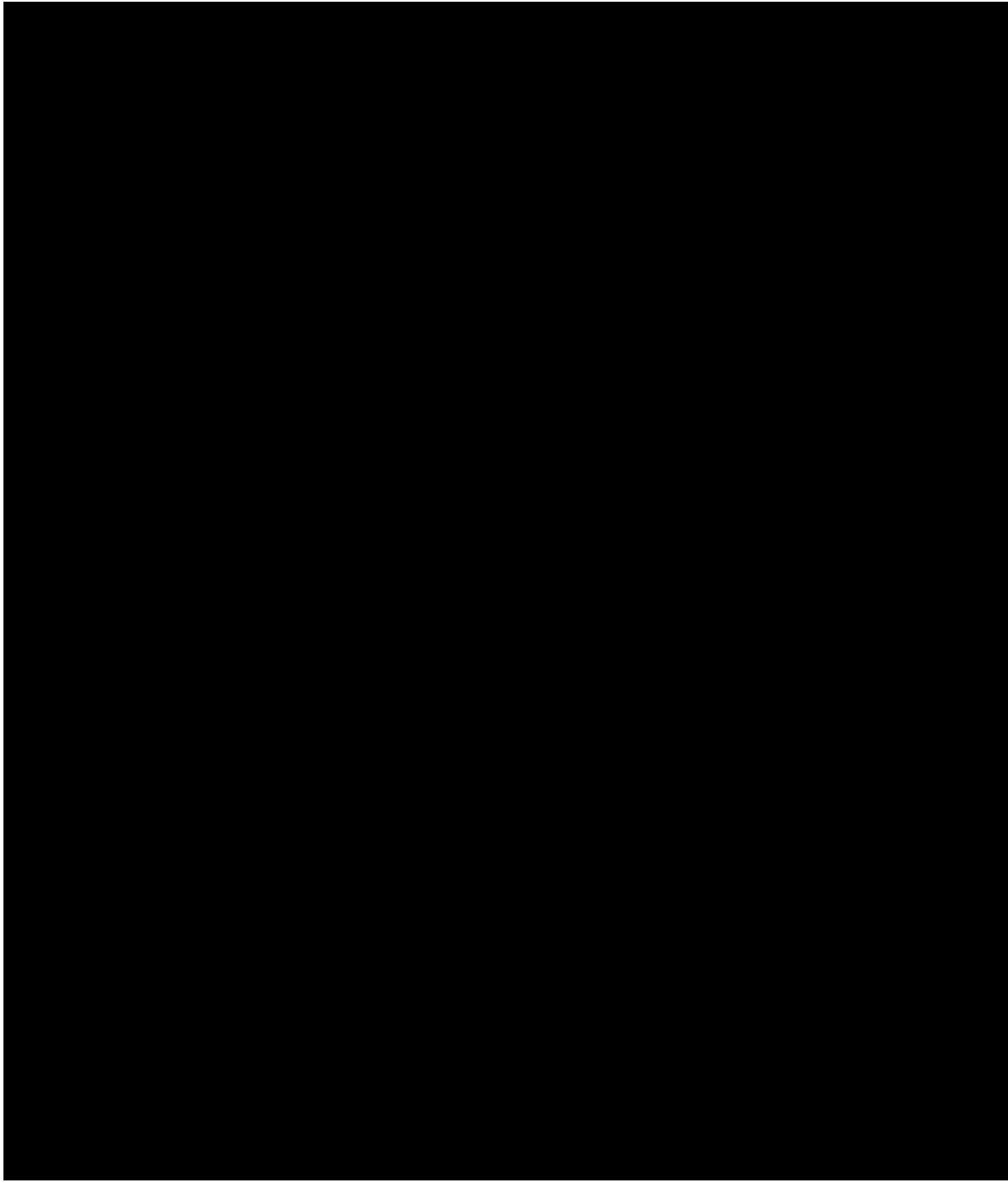| Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
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: By default, in VisualVault, there is a user group that has administrative rights over the system. Users assigned to this group can change any configuration of the DHHS LIS for the State. Our team will train Administrative users as part of the implementation process. State staff, Licensees, and other users who interact with the system have user accounts assigned to specific roles in the system based on DHHS-specific business rules. The roles control a user's ability to perform particular actions within the LIS. Administrators can also import, export, update, and change data in the system directly or using import/export utilities. Additionally, Administrators and designated users can create reports within the system. The following screenshot shows how easy it is for the System Administrators to change labels on reports as requirements may change.

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: This is a core strength of VisualVault, which includes a robust Content Services Suite, which contains a content-agnostic repository and both Document Management and Document Retention components. ██ ████████████████████████████
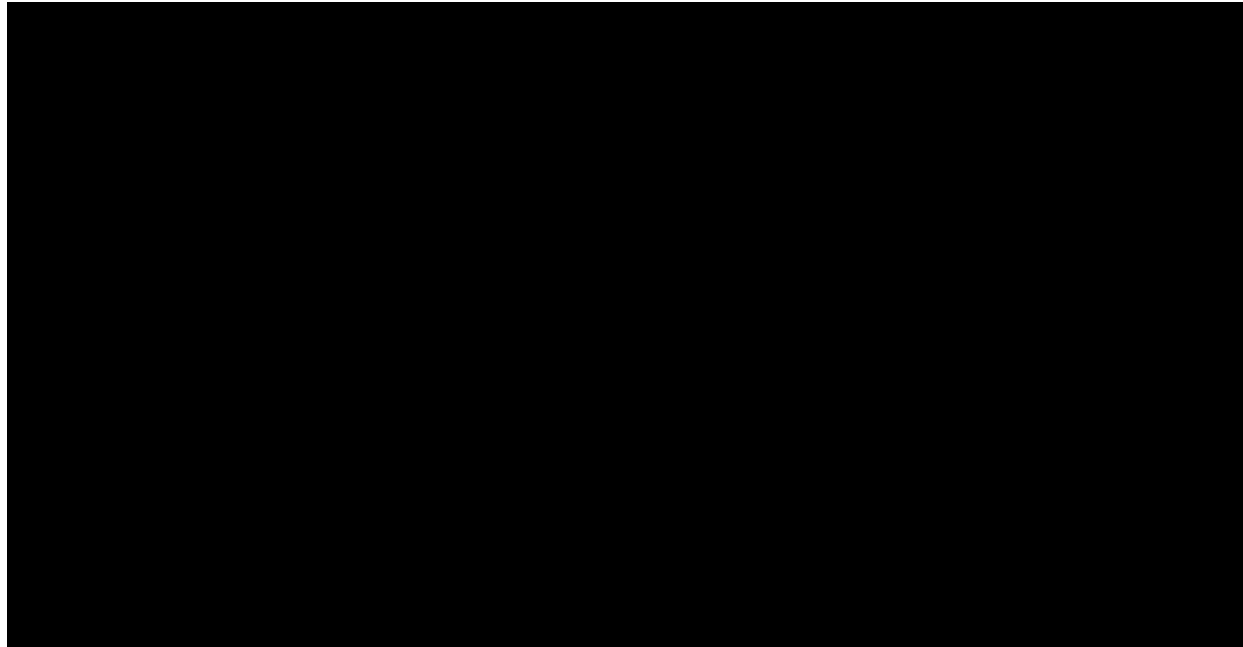
VisualVault offers several different paths to capture content, and with a content-agnostic repository, there are no limitations to the type of content supported by the State. This flexibility enables our team, during Discovery, to apply the most intuitive and productive manner that makes sense for each scenario where content is captured for the system. For example, for Florida's Licensing of Providers of Substance Abuse and Mental Health, the Department of Families and Children (DCF) decided to leverage our iForms to have providers use our easy drag and drop file selection capability to add the supporting documentation directly to the application. In addition, we added business rules to the iForm that ensured the provider did upload the required documentation prior to submission.

The following screenshot illustrates how FL DCF used this capability to guide users on what they needed to upload and automatically confirm successful submission.

Licensure Software Business Requirements
Nebraska Department of Health and Human Services – Public Health Division

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Those rules are flexible depending on the scenario, and DHHS will have options configured based on your requirements cited during Discovery sessions with our team. The RFP states that DHHS receives scanned documents today and uses copiers to scan received paper documents. The objective of the DHHS LIS is to enable as much content (documents, photos, videos, emails, etc.) to come directly into the system from all Licensees, third party educational providers, employers, and other agencies.				
	We understand you will still receive paper and potentially electronic content outside of the system. VisualVault supports automated capture. For example, our platform will monitor folders to capture scanned images from copiers throughout the network, automatically identify, and classify them into the LIS. In addition, we put structure around unstructured content. Word documents, Excel documents, and other document types may be quickly identified and organized to reduce staff workload and improve productivity and accuracy.				
	Security is set by document type and data classification identified during Discovery with DHHS SMEs. During Discovery, we identify the data elements to be captured, such as dates, names, and other criteria. VisualVault has no limits to the numbers of identifiers DHHS may use, and all searchable fields and data are reportable in real-time. DHHS business rules determine access levels. Our system can flex to accommodate specific business rules, which often vary by State legislation, for the same business process. We will not force a fixed data model on DHHS, and you can conduct business as required in Nebraska for the benefit of your citizens.				
	Retention schedules will be based on Nebraska State requirements identified in the Discovery phase. Deletion of data or a document from a Content Services System requires security level permissions and is often a procedure that best practices dictate require an approval process. VisualVault can have a report or dashboard automatically present which documents are eligible for destruction based on DHHS and Nebraska retention schedules and applicable business rules. Once approvals are received, the items eligible for disposal may be disposed of in an automated or manual process, the choice will be made by DHHS.				
	All iForms and content may be easily classified based on the document type. The retention schedule will automatically follow that classification. VisualVault will work with DHHS on the LIS taxonomy. The taxonomy will enable our system to classify any submitted iForm and content automatically. Once the system receives and classifies an iForm, business rules will automatically route the iForm or content either to the appropriate location within the system, which may be the direct routing to the appropriate staff member for review and approval. Not all documents will be able to be automatically identified. Therefore, once our system has made an attempt to auto classify a document and is unable to do so, the document will automatically be routed to the appropriate inbox for DHHS staff to review content type and link it to the proper Licensee and record.				
	Exception processing becomes an efficient manner to catch the small percentage that will always exist in any system, which, for some reason, does not follow standards or guidelines and still require action by DHHS. One of the key requirements of the new LIS is to reduce the clerical workload of DHHS staff, such as data entry, chasing missing data and documentation, and dealing with exceptions. VisualVault delivers automation through an advanced intelligent rules engine and workflow. Our Community Licensing model removes all artificial barriers of the system used to enable the technology to be effective without limitations.				
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: There are several options in VisualVault to accomplish this requirement. The most common option that our current clients have found helpful is to assign security levels by document type. Public access becomes an access level. ██

In some cases, maybe an open record or FOIA request, you may have to produce documents (scanned images such as a PDF or Tiff) that contain sensitive information that should not be disclosed. The VisualVault Viewer enables redaction in an automated process for large groups or by a manual method. The redactions are based on security rights, enabling DHHS team members, with proper security rights, to view the redacted information as required.

Data captured through VisualVault's iForms offers DHHS the ability to apply security down to the cell level of each form. Fields such as addresses, HIPAA related data, or other key fields may be set with security rights where they are not visible to the public. Social Security or phone numbers may be automatically masked as they are entered into the system and only viewable within DHHS by those who need to view them. For example, we can configure Notes Fields for internal DHHS use only, which we have seen helpful for field Inspectors to highlight items that raise a concern for the next inspection, as shown in the following screenshot.

The following screenshot displays how fields are masked to protect a social security number using redaction:

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 childcare rating system to add/update a rating level to a Licensee's record.	X	X		

Response: VisualVault considers this information critical to the integrity of the system. DHHS is responsible for the safeguard of its citizens by creating standards for Licensees, including their work experience, education, and the community's rating of these services. ████████████████████
██
██ These third-party educational employers and others whose data input is a value to the DHHS LIS will have secure access based on the need to perform the tasks required.

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

1. Security of sensitive and private information - Transmitting all data within the secure infrastructure of the LIS means no external emails with attachments, no unsecured website connections from a limited license, FTP transmissions, or other methods occurring in independent systems.

2. Governance and oversight of the process - All actions taking place in the LIS are tracked and reportable, including date, time, who, and file sizes loaded. VisualVault automatically tracks all pertinent data, allowing DHHS to gain valuable visibility as to how these third parties are contributing to the system and accurately identify deficiencies in their reporting.

3. Validating data prior to submission - Working within the LIS will enable DHHS to have structured file formats that the third parties must follow for successful submission. If there are errors, the third party will immediately receive a notification of the error, submission denial, and where the error occurred. The result is more accurate data enters the system without DHHS team member's intervention, and the system receives valid data.

In the case of the educational institutions and employers, they will have a secure license to access the system to perform the tasks they need to do based on what DHHS tells the VisualVault Team during Discovery. In turn, for uploading data and documentation, we will understand from DHHS what is required, the volume, how things are accomplished today, and how you would like these to be achieved moving forward. There are several levels of automation to upload data and associated documentation on a mass level. The amount of content, frequency of the upload (every hour, day, week, month, etc.), and the urgency of the data against the process will determine how the data is submitted.

To facilitate the uploading of data for clients, the VisualVault Implementation Team has created structured batch uploads which occur securely within the system. In summary, based on the Discovery sessions, there are several security options to ensure this process becomes automated, and the system receives accurate data and documentation without DHHS staff intervention.

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		

Response: The VisualVault team recognizes the importance of effective, documented communication to support the new DHHS LIS in ensuring the success of its stated mission, "Protection of the public's safety and well-being through regulation of health care professions, facilities, and programs." VisualVault Community Licensing (software subscription licensing) was introduced to enable State agencies like DHHS to extend system use to all known user groups. Community Licensing virtually eliminates the use of blind portals, downloaded forms that are mailed and emails as the primary communication method. Our LIS becomes a secure collaboration tool for interactions.

Licensees, licensed facilities, DHHS staff, other State agencies, and third party stakeholders such as exam organizations simply login in to validate their credentials and, once completed, have secured access to their dashboard, allowing each to see and conduct the work they are responsible for directly within the system. VisualVault delivers unique, direct communication and collaboration channels to all individuals within the various license areas and establishes a self-service model that improves communication as well as data quality.

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

The combination of all stakeholders logging in the LIS to submit data, documentation, correspondences, and other communications means that the intelligence built into the VisualVault rules engine within the Content Services Suite will automatically link these to the correct applicant/Licensee records. This will also create a log of all communications, including the ability for DHHS staff to easily log phone communications into the applicant record and report on all actions as required.

VisualVault iForms are used to create templates for Licensees and stakeholders to submit data into the LIS in a structured manner, and these templates are 100% configurable by the DHHS System Administrators as desired. The System Administrators may also create new iForms as required. Our team will train the System Administrators and provide support and documentation to answer any questions that may arise. There is no limitation to the number of new templates that may be created.

For outgoing notification from DHHS to Licensees and other stakeholders, templates may be created in email or letter format, linked to specific notifications as required and stored in the LIS. Each license type may have its specific templates and sequence to send them automatically. These are also 100% configurable by the DHHS System Administrators as required. These templates may be configured to automatically extract data from the LIS and load it into the specific templated communications directed to individual Licensees.

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		

Response: There are several means for DHHS to accomplish this requirement due to our advanced intelligence and flexibility of our iForms and open architecture. Here are common use cases from our clients using VisualVault's LIS.

One of the advantages of having the entire community of users working within the system is precisely this - the ability to ensure all required information is submitted, and to this requirement, the data is valid. Time spent by DHHS team members chasing accurate or incomplete data is the time taken away from higher-level interactions with Licensees producing positive outcomes. In our Form Designer, there are easy to apply rules for each field to ensure text fields do not accept numeric values or vice versa. In addition, fields may be set to expect and automatically format expected formats and lengths - such as social security, license, and phone numbers. The following screenshot shows how the phone number field prevents the wrong format or incomplete number from being entered, and the instant feedback the applicant is provided to submit the correct number.
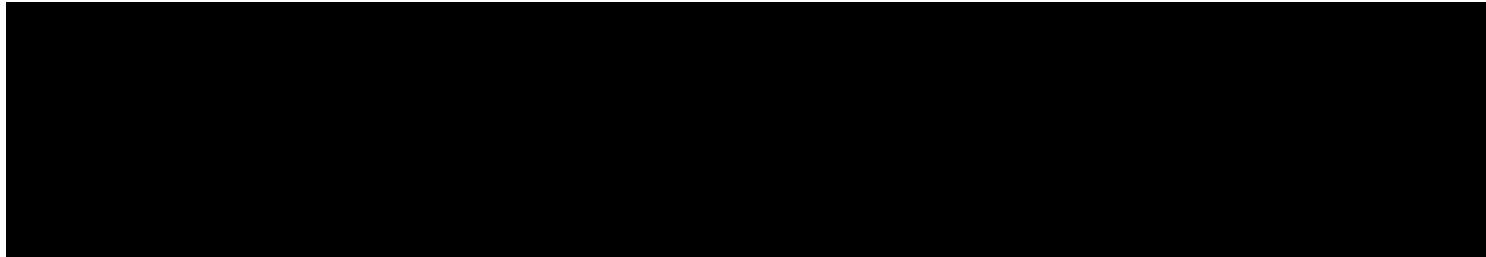
In addition, the VisualVault LIS will have the ability to integrate with third-party databases to validate against further improving accuracy. An example of this is using a USPS or State database that contains correct street addresses. As a user enters a street address, the LIS will validate the address and ensure the complete address is correct before submission occurs. This validation may be replicated with other fields where available. Given that data conversion is in the scope of this project, existing data can pre-populate data fields and give the Licensee or Inspector an option to correct what is necessary. Using the validation rules cuts down the human error of data entry.

Why is this important? Upon the Licensee logging into the DHHS LIS for renewal, the applicable data from the previous license application, plus the updated experience and educational credits when required for renewal, will automatically populate the renewal form. The automatic population is an advantage of having the community of users working in a secure LIS. Ease of use, as they are now reviewing data accumulated for their renewal, instead of performing data entry, and having accurate data while minimizing the workload of the DHHS team is a primary goal of the new LIS and essential to the integrity of any system. In the following screenshot, upon login to the system and the applicant selecting the drop-down for license renewal, the system automatically pre-populated the renewal form.

Adding another level to ensure data validation and completion prior to submission is included. As an example, you may have a series of fields that require validation against each other to meet DHHS business rules. There may be a combination of employment experience and education credits in a given timeframe for license renewal. The VisualVault Rules Engine will validate this or any variation of the data automatically before the Licensee submits the renewal form. If the Licensee misses a date or class, they can add it along with the attached documentation. The system will calculate and validate license costs based on DHHS rules, including partial periods, license dormancy, and other regulations based on the license type.
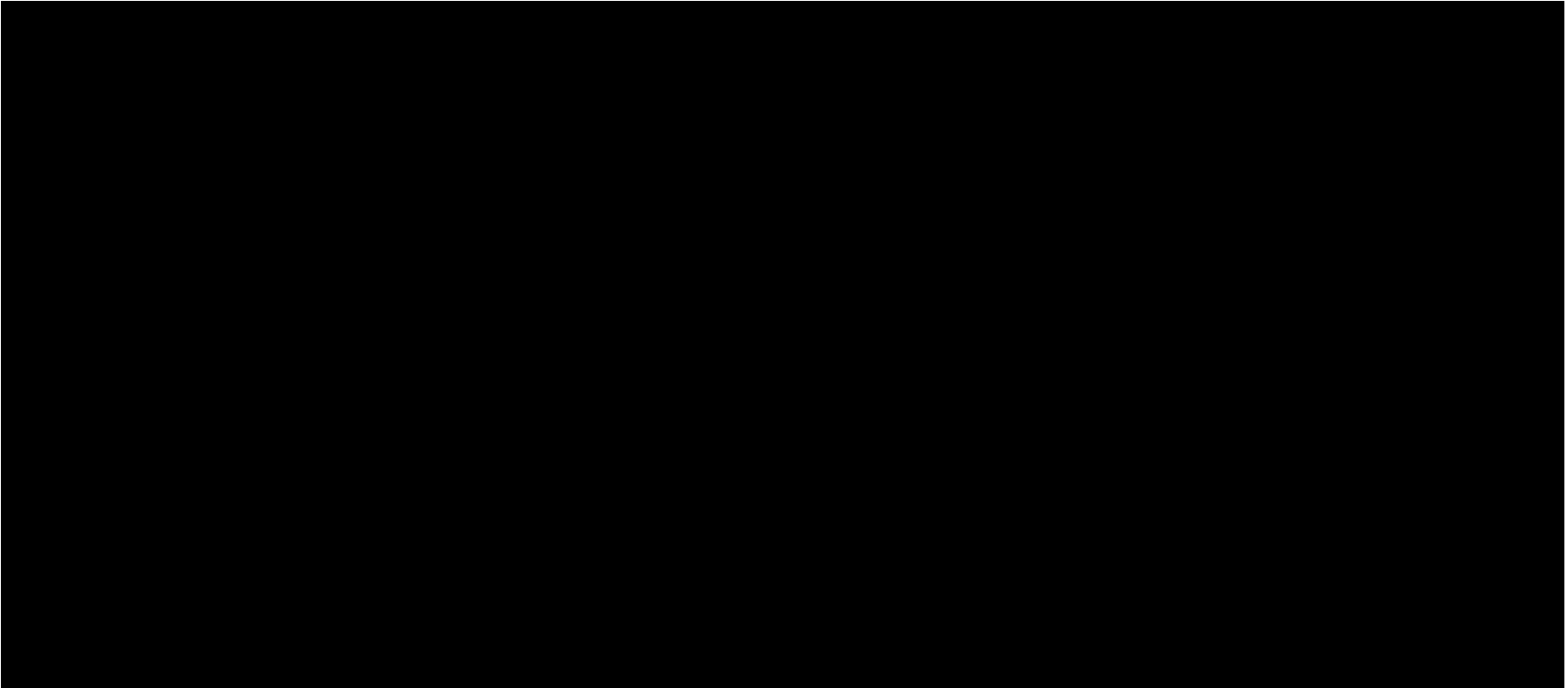
Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Summary - 1- Immediate feedback and visibility to Licensees of data being valid or what they need to correct prior to submission 2- Cell level enforcement of business rules, enforces formats automatically, ease of use for a Licensee 3- Validation against DHHS existing or third-party databases 4- Complex business rules against multiple fields to validate conditions are correct before submission				
GEN-12	Describe how the system will allow staff to set the records retention schedule for documentation at the time of entry/creation, and automatically notify staff when documents are eligible for destruction, based on a specified destruction date. Staff must be able to approve destruction or change the destruction date as needed.	X	X		

Response: Based on how DHHS would like the LIS to be administered, the rights to set retention schedules will be assigned to the designated DHHS team members. VisualVault supports DHHS setting the data and document retention policies in the administration module of the LIS so that all the rules are applied as content and data enters the system. We will train and support the DHHS team to make changes to the retention rules or add new ones as legislation occurs. As you see in the following screenshot, with permissions, retention schedules by document types are easily set.
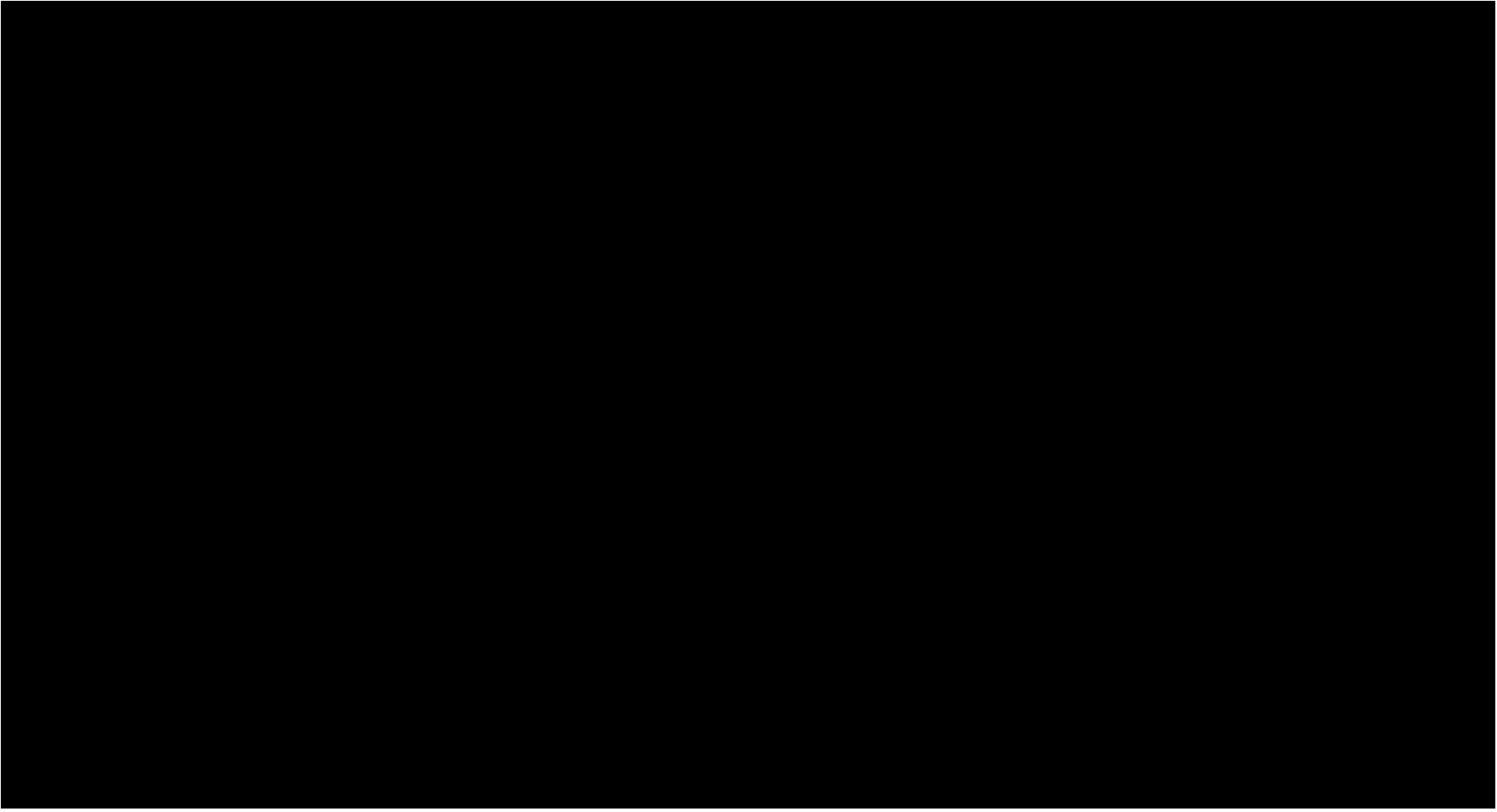
Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Destruction (deletion) of data or documents (content) from a Content Services System requires security level permissions and is often a process that best practices dictate establishing an approval process workflow. Consistent with this requirement, VisualVault will have a report or dashboard automatically present which documents are eligible for destruction based on applicable DHHS and Nebraska retention schedules and business rules. Once approvals are received, the items eligible for disposal may be disposed of in an automated or manual process, the choice will be made by DHHS. Retention schedules will be based on Nebraska requirements identified in the Discovery Phase.				
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: The DHHS LIS will capture multiple addresses from Licensees using VisualVault's applications and Licensee registrations dynamically using iForms. Once the data is captured, DHHS will be able to view and print addresses as required, including on mailings on a case by case basis or on a broader scale of ranges.

The best way to explain this is to show you how the Florida Department of Children and Families uses this to manage providers of Substance Abuse. In this case, the providers enter the number of locations in the locations field of their license application. Then, the iForm dynamically presents to them the number of fields to satisfy the number of locations they have indicated. The system will assume they will complete the data fields supplied and validate that prior to allowing submission. This dynamic iForm proves to be user friendly, and the Licensee sees only the fields that are relevant to them. No extraneous fields that may lead to confusion display and there are no shortage of fields for larger providers.

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

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
GEN-14	Describe how the system will store images, letterhead, templates, and electronic signatures used on multiple documents in one location.	X	X		

Response: Included in the VisualVault LIS is our market-leading Content Services Suite, which has been cited by both Gartner (Magic Quadrant 2018) and Forrester (Wave2019) and vetted directly by both analysts as a leader out of hundreds of competitive systems worldwide. Our Content Services Suite contains a complete document management system which can manage and associate version levels of documentation, data, letterhead, templates, and electronic signatures.

Documentation, forms, and data submitted into the LIS will be automatically classified and tracked based on the DHHS business rules as they apply to document management, including security policies. Data collected on VisualVault iForms may be secured and managed down to the field level. Documentation is typically managed and secured by the document types, which are configured during the implementation phase based on overall DHHS business rules, which will align with Nebraska State statutes.

Electronic signatures and other data and document types may relate to more than one form or license type without being replicated in the system. The VisualVault Content Services Suite allows the building of dynamic links to establish the relationship of a single electronic signature to multiple license certificates as an example. Once a document or template or iForm is submitted into the system, the document management services will ensure that a permanent record of the original submission is always available. It is a true archival record. If changes are made to a form, then the new form will have a new version number assigned, date and time-stamped as well the change itself and who performed the change. The original version is always available based on document management rules.

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

Response: Our clients, such as the Florida Department of Children and Family Services, use VisualVault for licensing substance abuse providers, and uses this capability to meet this exact requirement. Their licensing system, using VisualVault, integrates with the USPS Address database, which adds the +4 digits automatically to the address. This seamless integration happens automatically and presents the options to the Licensee working on the application. All this is in real-time.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
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 the 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 VisualVault LIS contains a Content Services Suite that manages all data as well as content, including text fields. The DHHS LIS will have an extensive array of search methods that we can pre-configure for known complex searches based on need. Users can also easily configure searches based on security permissions. For example, frequent everyday users within the LIS may require a search capability that requires more complex searches to confirm data and documents across License types or other criteria. Users can save these complex searches if they are used regularly to reduce work and increase retrieval speed. We can also configure simple searches for every day on-demand use for DHHS staff based on the defined role.

The following screenshot displays the available sample of search parameters, which include and exceed the parameters listed in this requirement. In this example, the search criteria were designed by the Licensing entity to meet their requirements, and this shows how the criteria may be continually narrowed to refine the results. The numbers of results are a user preference that is easily set by the individual user. The default results display is 25, and that may be changed as required. Users will receive a User's Guide based on the role which contains instructions as to how to change this setting. Also, we will train the DHHS team on this functionality, and the VisualVault Support Team is available when needed. The following screenshot shows the flexibility of the system to configure searches based on criteria for the user role, including "sounds like" and "wildcard" searches to assist users in their search effort.

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

VisualVault secures content within the system by role, and DHHS may restrict searches based on these roles. On-demand searches may include licenses, names, etc. There is no limit to the number of searches available, and all data fields are searchable by architectural design. When required, we support full-text searches across any set of folders or documents you select that have been through OCR or are text. Full-Text searches are common when legal actions are taken.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
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: VisualVault's core strengths include managing high volumes of data and content flexibly to meet our client's specific requirements and apply business rules required by each license type to classify associated data and content automatically without human intervention. During the Discovery phase, our teams identify the relationships regarding licenses, associated data, and documentation. We work together to determine how data should be linked together by the individual, business, social security number, FEIN, other identifiers, or combination of identifiers. Our business rules engine can use multiple factors to achieve this requirement.

| Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	As license applications are submitted into the DHHS LIS, the data and content are automatically associated based on your business rules. For example, if DHHS wants to associate all licenses by last name and social security number, then those licenses and associated documents and data will be classified and linked together. Once the Licensee submits a new application for a license, an alert or notification can be set or attached in the workflow process that other licenses, license applications, or other documents regarding that Licensee's history exist in the system. When the DHHS team member opens their work queue, the new license appears. They will be able to view associated licenses, disciplinary actions, correspondence, and all data and documentation in the repository associated with 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		

Response: Based on the user role, we will configure the user interface to be as user friendly as possible using the feedback provided during Discovery. The following screenshots are examples of an applicant applying for multiple licenses in this system. Please note, there is a great deal of flexibility to configure the DHHS LIS to meet the specific needs of each license type as required.

Licensure Software Business Requirements

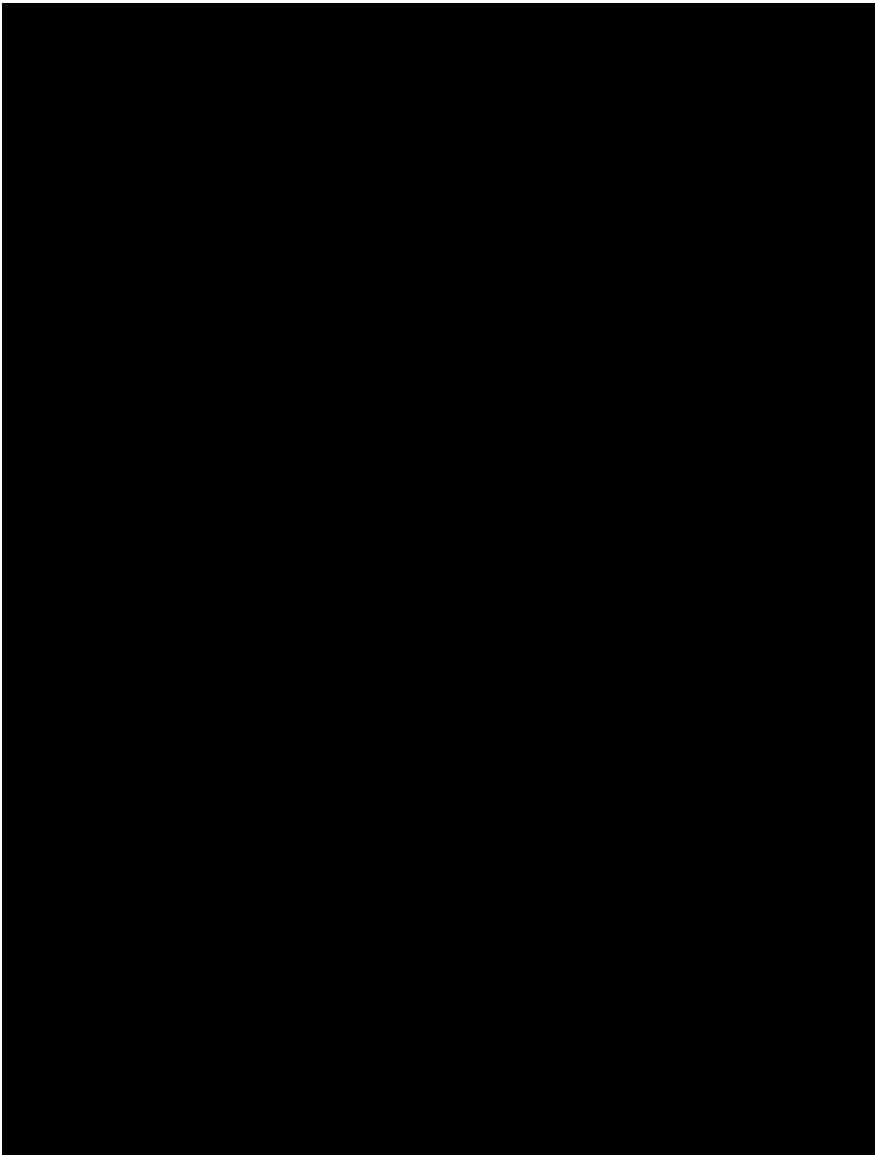| Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
GEN-19	When an applicant is issued a new license, describe how the system will have the capability to automatically null and void specific licenses previously held by the applicant, as specified by staff for the license type, within the 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		

Response: Conditional business rules that either keep previous license types valid or void them are accomplished through the VisualVault rules engine. The rules engine is completely configurable to support the relationship examples in the previous question. An example of this is the City of Lincoln Construction Trade Professionals Licensing System. A Plumber licensed Journeyman who achieves a Master License may keep their Journeyman License active. While when an Apprentice achieves a Journeyman License, the Apprentice license is null and void in the Licensing System.
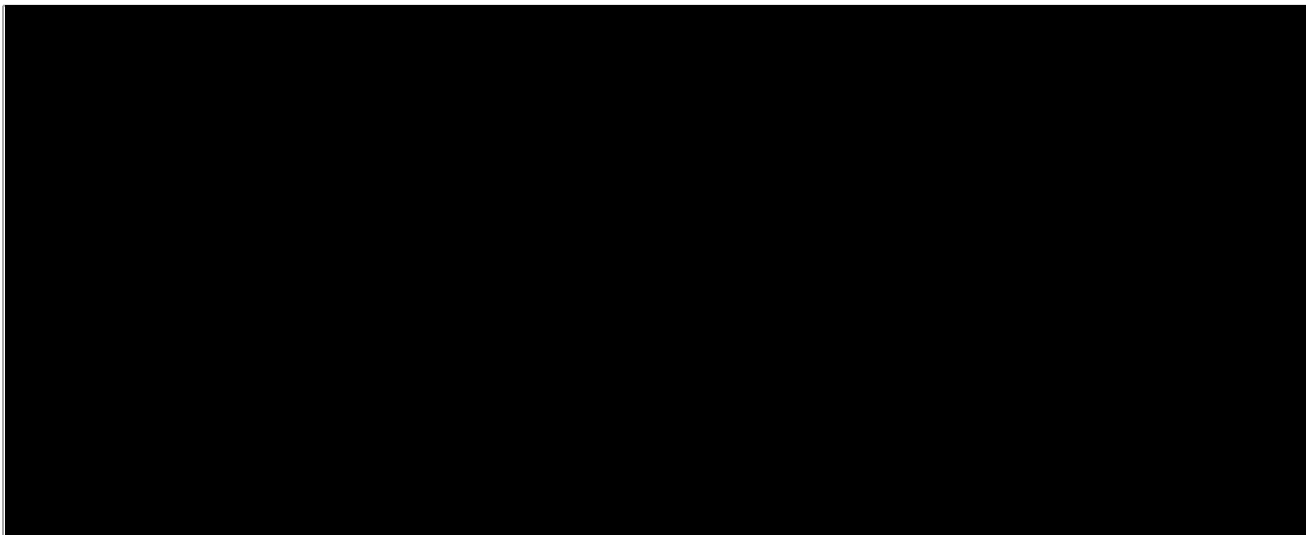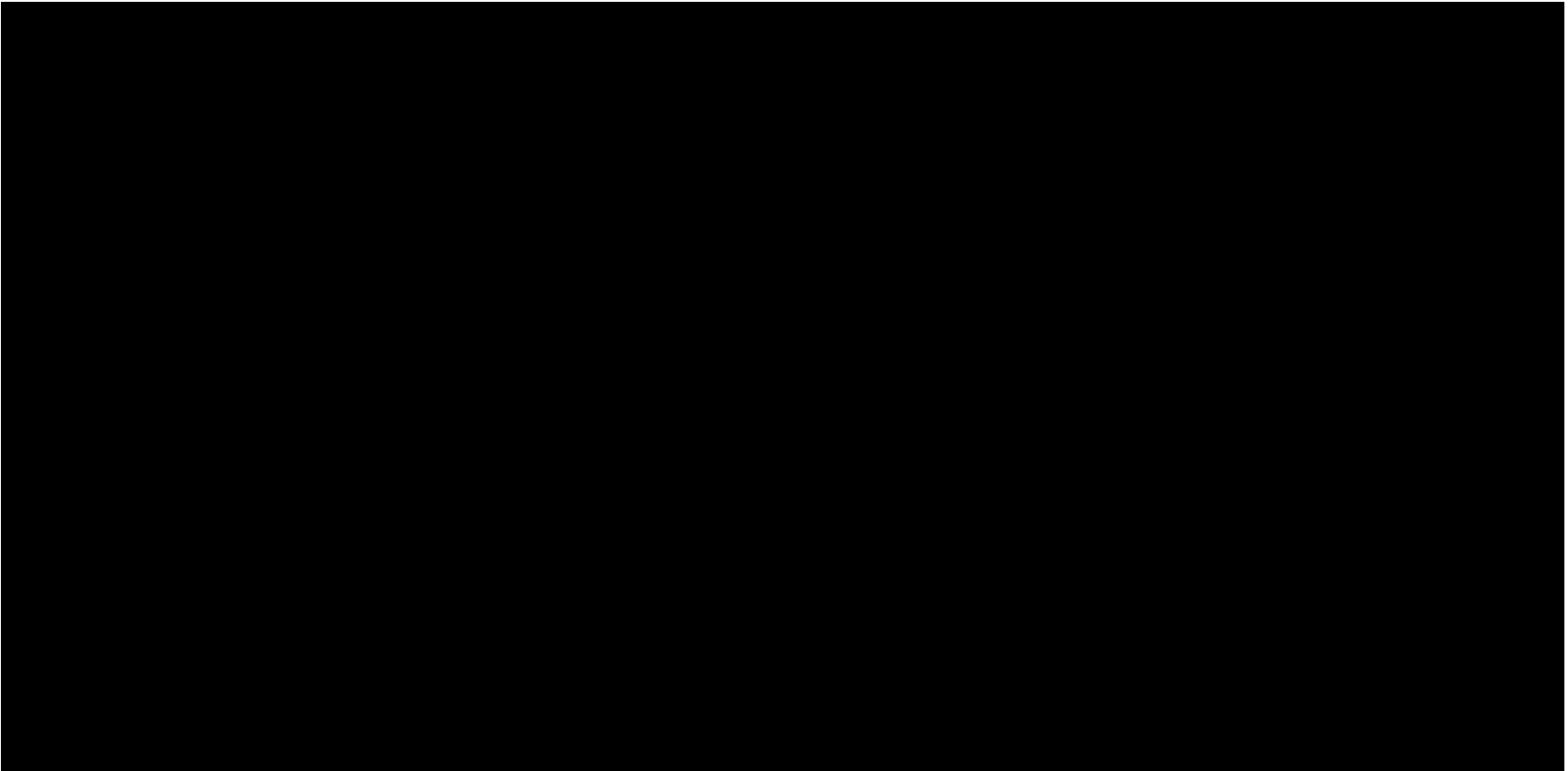

Based on DHHS business rules, licenses will automatically either remain active or be marked as inactive or void based on the logic applied, and the database is updated in real-time. Notifications are typically sent to the Licensees, with pre-configured messages and specific details of the Licensee letting them know of the license status change. Communication is a key objective of DHHS, and our system provides unparalleled options to communicate with your constituents.
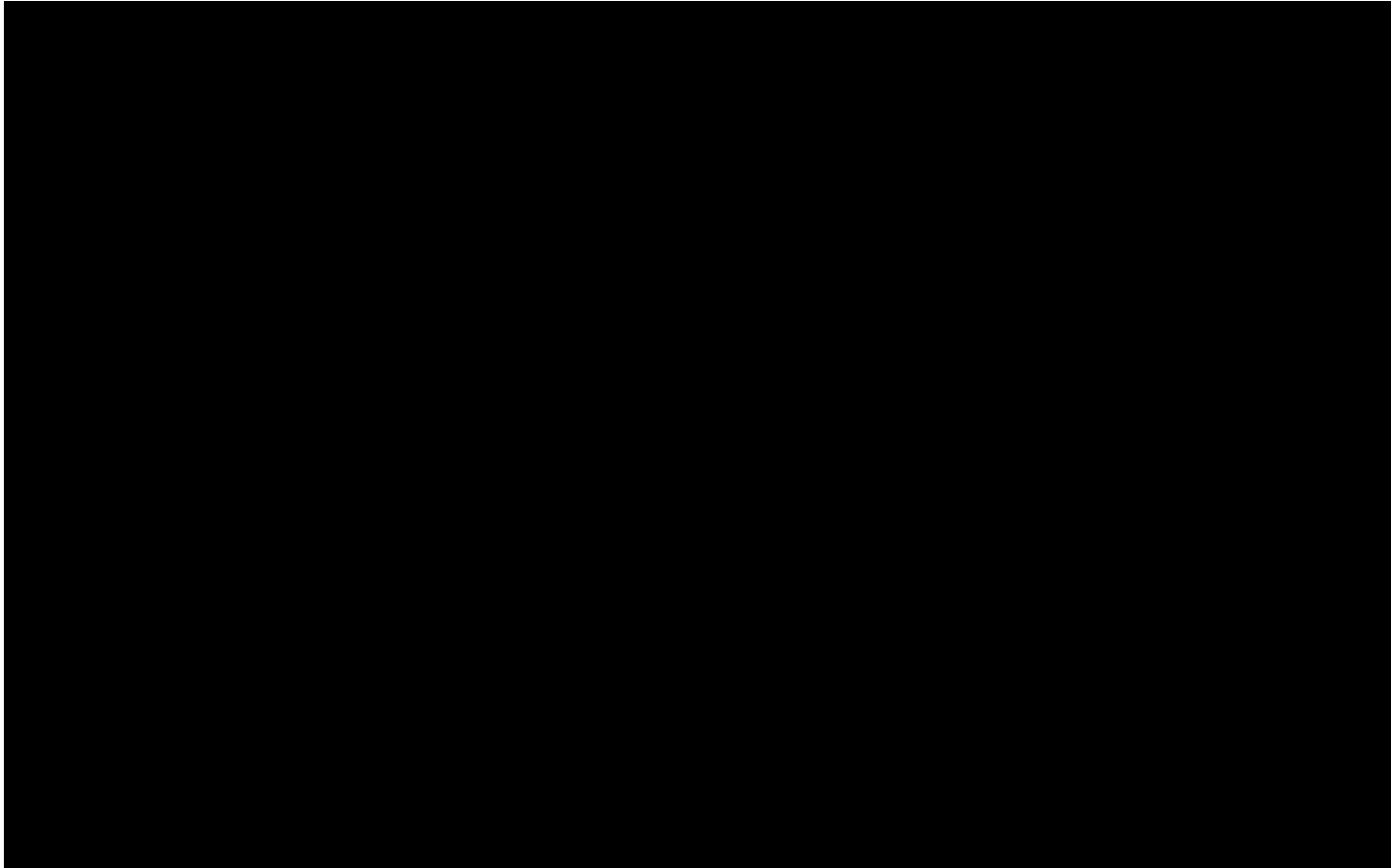
Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
GEN-20	The system administrator must be able to initiate, modify, and configure Nebraska-specific requirements for each license type. Core information is consistent between the different licenses.	X	X		

Response: The VisualVault LIS is completely configurable. We will train each DHHS System Administrator to configure and make changes for the license type group they are responsible for as required. There are no limits to the number of iForms that the DHHS LIS can use or the number of times changes may be made to an iForm or other component of the system. There are no limits to the number of fields and configuration of the fields and labels to align forms to the specific requirements of each license type for DHHS. All software available on our platform is available under our Community Licensing model making the program affordable today and as license volumes grow over time.

The following diagram shows how easy it is for a System Administrator to make a change to a license in our iForm Builder. There are no fixed data models that force our terms or language for DHHS to work around. DHHS will be able to use the language that Nebraska Licensees understand. Remember- Ease of use for DHHS and the Licensees is a critical success for the widespread adoption of the system.

1. In the form designer, drag and drop the Label Control to its intended spot on the Canvas.

2. With the label selected, edit the label text and any other desired appearance features in the Control Properties on the right.

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: VisualVault's architecture is designed precisely for this requirement and is flexible to manage calculations, track KPIs, and manage data relationships as your needs change over time. There are a couple of factors that enable our system to align with this requirement to meet it:

1-The VisualVault business rules engine supports any logic articulated using low or no code scripting, enabling DHHS to perform calculations, track time, measure performance, and track outcomes. A great example of this is The State of California, Office of Problem Gambling, which uses our system to track results of citizen interactions with all providers.
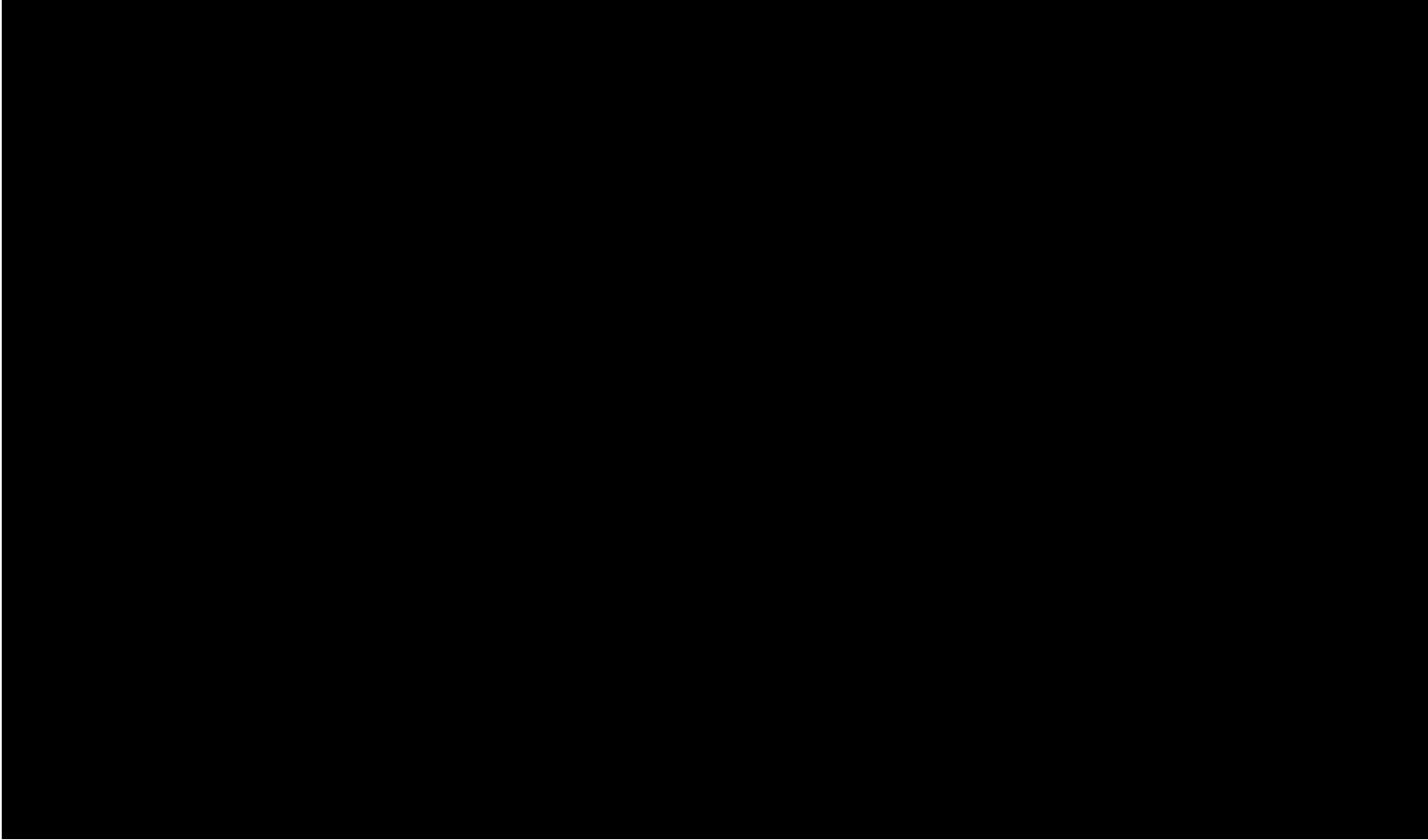
Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	From this use, valuable data is collected about treatments, measuring several actions, history, and events, and then sent to UCLA for further research. The system also calculates payments based on services performed by the provider. The business rules for payments related to services automatically calculate amounts and submit the data to the State for payment.				

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

2- iForms allow for the dynamic and intuitive capture of validated and complete data. iForms may have rules applied at many different levels, including down to the field level, the cumulation of several fields (calculating averages is an example here), relational between fields (multiple data elements that may exist on several iForms or the same one). An example of this is that for the City of Lincoln, we track Continuing Educational Credits (CEUs) entered into the system against the level of license requirements and the periods in which they are valid. In addition, as deficiencies in CEUs get close to the term of the license expiration, professionals receive alerts informing them of their current units and what they need to renew their license.

These alerts are sent via email with data specific to each professional in an automated process within the Licensing System. Professionals may log in to view their personalized view of pending renewals and other information. The following screenshot shows an example of a Professional's dashboard view to easily track their CEUs as well as an icon for the submission of new CEUs. These dashboard views are configurable based on specific license requirements.

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: Information such as AKA identification, previous name, or DBA is stored as fields separate from the current official name field of the Licensee. The entity that represents the Licensee will be assigned a unique identification in the system. Every facility, ownership data, or surveys will be assigned a unique ID for each record in the solution and associated with the ID of the Licensee. The facility record will maintain information such as the address. Records will be related to a Licensee through a primary key/foreign key relationship, enabling a Licensee to see records that pertain to them while staff working for the State can see all related data.

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: ███ ████████████████████████████████ It is important to note that we enable DHHS to pass the data entry responsibility to the Licensee. Our LIS will guide them. Of course, there are times when you will receive downloaded and manually completed forms in the mail, and this should become the exception as Licensees realize their service becomes more expedient using the online system. As a Licensee completes an application (or other forms), all the rules, data validation, required documentation, and e-Signatures are validated as complete before submission.

Any data that exists in the DHHS LIS or third-party databases is integrated with may be used to autofill forms. When a Licensee logs into the system and opens a form, the system will know the Licensee (they have registered to receive a log in the first time), and any data available will autofill the form they have selected from the data that exists in the system. As they add more data, the autofill will continually have a more significant impact on the amount of data entry required. The automatic entry of the previous data related to the license in the renewal form, allows users to edit old information and only add new data.
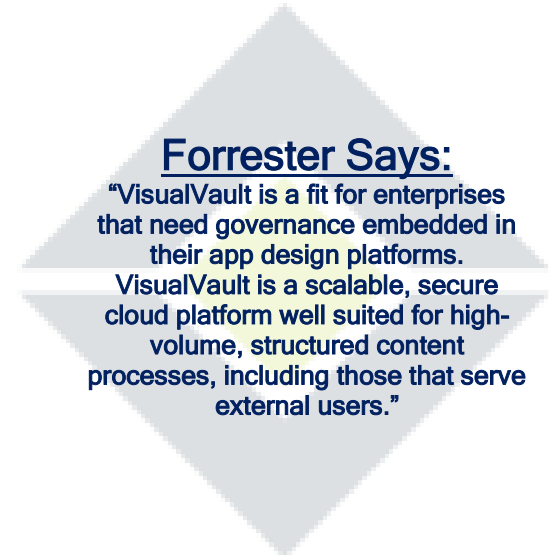
The VisualVault Workflow Engine will assign tasks to work queues based on DHHS rules allowing DHHS to approve the auto-filled forms before the Licensee submitting them and make changes as required. Our document management functionality will ensure that all versions are saved in the document history, and our system's extensive audit capabilities will automatically track who made the changes, when they were made, and what they changed. All this is reportable information, and it is also possible to secure what may be changed on the forms and in the system by user roles.

KEY POINTS -

- ██

- The DHHS team can perform higher-level functions to improve outcomes for the Licensees and the citizens they serve

- Licensees work within the LIS to submit data and documentation provides them greater visibility and outcomes

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: VisualVault's database design enables real-time changes to occur, and based on DHHS business rules, once initiated on one license type across the entire LIS for consistency and accuracy in an automated process. Keeping in mind that the Licensees will have a unique login and user registration, they may change contact information seamlessly within the system and save it, or the DHHS team may want to approve some or all changes before they become effective. These are all options discussed during the Discovery phase of the implementation. We support this requirement with several clients today, including the City of Lincoln, and the states of Florida, Arizona, Vermont, and California.

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: VisualVault has found there are several reasons to change questions, labels, fields, and instructions that will happen to the DHHS LIS soon after Go-Live and throughout the life of the system. Our iForm Template Builder allows your System Administrator (or whoever has rights designated by DHHS) to make these changes. Changes are first made in the Sandbox-Test environment not to disrupt the live system, and, then, promoted to production when testing proves successful. These changes are easily made and can be previewed while in the iForm Template Builder.

How is this accomplished? VisualVault's iForm Template Builder is an intuitive tool to accomplish these changes using drag and drop, preconfigured fields, and flexibility in the field and label design to use the language that makes sense to DHHS and your Licensees. See the following screenshot for an example.
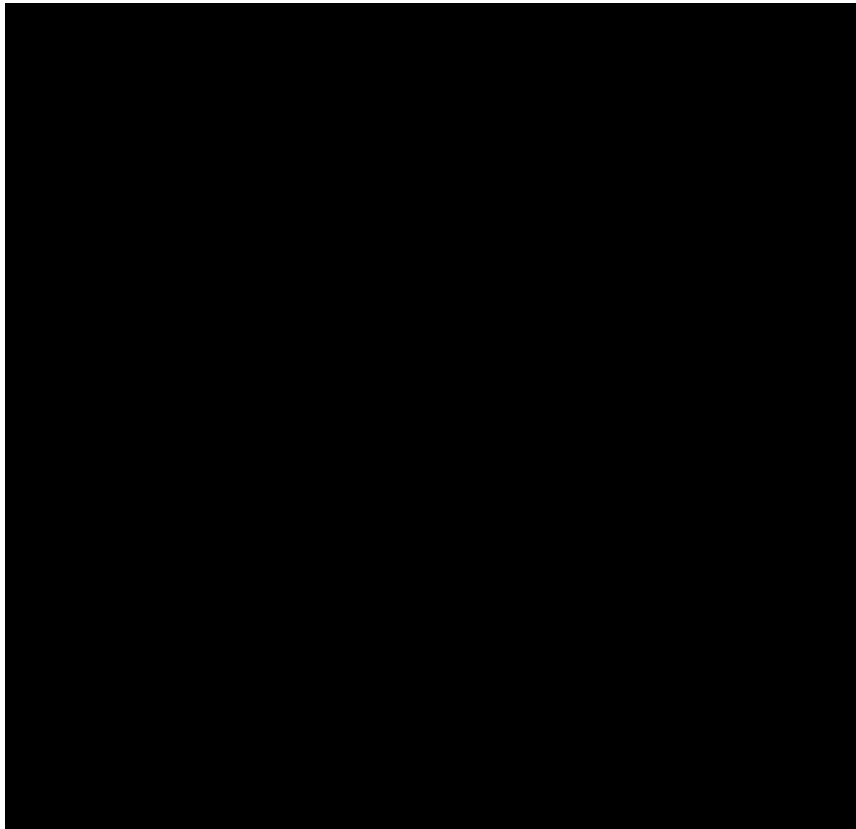
Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party

Why is this important for DHHS? Based on our experience, change is inevitable. When deploying a new LIS, there will be Licensees and your team of users who will offer valid suggestions to improve the forms and the process. Many of these are simple, like adding additional fields, better messaging, instructions, or form labels. VisualVault empowers your team to respond to these efficiently within a process that works for your team. All of us also know that legislative (and sometimes Federal) changes impact the data and documentation required. Our architecture and design assume change is inevitable and makes it easy for our clients.

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		
Response: Some key points to address this question:					

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

1. Our national delivery partner has a great deal of experience in data migration projects on a large scale and will bring those best practices and processes to this implementation. ProCom Consulting Inc. (ProCom) has created a migration plan for the data and documentation for all historical content existing in your legacy systems today that you have identified in this RFP.

2. The VisualVault architecture accommodates large volumes of data and documentation. Designed and developed as a SaaS solution from the ground up, our system leverages the resources of the cloud to store and ensure there is no performance degradation as the volume of content and access of the system increase. Our platform has been acknowledged by one of the industry's leading analysts - Forrester (Forrester Wave 2019)

Forrester Says:
"VisualVault is a fit for enterprises that need governance embedded in their app design platforms. VisualVault is a scalable, secure cloud platform well suited for high-volume, structured content processes, including those that serve external users."

As data and content are migrated into the DHHS LIS, it will automatically be classified, indexed, and related to associated licenses and their types. VisualVault's repository is a robust Content Services Suite for data and all associated documentation. Our repository is content-agnostic; therefore, it will manage content that may be PDFs, Tiffs, MS Word, MS Excel, as well as audio files and other content. As this data and content enter the DHHS LIS, it becomes reportable, editable when required, and usable for populating forms for new licenses and other required actions.

VisualVault also has a powerful ability to multi-track the import of data and content for large scale imports. Multi-tracking saves time, reduces potential errors running long term processes in the cloud, and reduces the stress on the system.

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

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

Response: With our clients today, we use the dynamic nature of iForms and Community Licensing to the advantage of enabling Licensees to register into the Licensing System and complete the registration iForm within the system. The Registration iForm will have either a drop-down menu or box to check to mark the nature of the entity for which they are registering. Once the Licensee selects the entity type, the rest of the Registration iForm will dynamically present only the fields that are relevant to that specific entity. The business rules that apply to that entity will also be enforced so that establishments will not be able to change their address.

Since they are working within the LIS, if an establishment wants to change their address, the system will present the business rules (in understandable language), take their information, and send the request via automated workflow to the correct DHHS team member who will make or approve the change. Once the change is made, an alert may be sent to the Licensee, notifying them the change has been made.

The VisualVault LIS will accommodate online changes at any time for renewals, updating data or documentation, adding inspections reports, sending notices, or any other occurrence such as a complaint that may impact the license or what needs to be disclosed to the public. The right to make changes is permission-driven based on the fields being changed and the security rights DHHS grants to user roles. The screenshot on the right is an example of prepopulating information that DHHS supplies to an applicant that should not be changed. The person enrolling can select the program name and cannot change any of the program details. Certain parts of the application form will change dynamically based on the Application Type selected.

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 ██

██████████████████████████████ If data is incomplete, the DHHS LIS may enforce your business rules that may deny them access to apply for a license as well as send them immediate automated notifications that they are non-compliant. Many of our clients will simply not accept an incomplete application or an application with invalid data, which stops the licensing process immediately and lets the applicant know what needs to be completed for successful submission.

The VisualVault LIS can use the DHHS business rules to build a relationship of all content and data that enters into the LIS to the correct individual Licensee. Our robust Content Services Suite enables the hierarchal management, intelligent classification, enforcement of specific DHHS business rules by license type, security by user roles, and visibility to all content based on those roles.
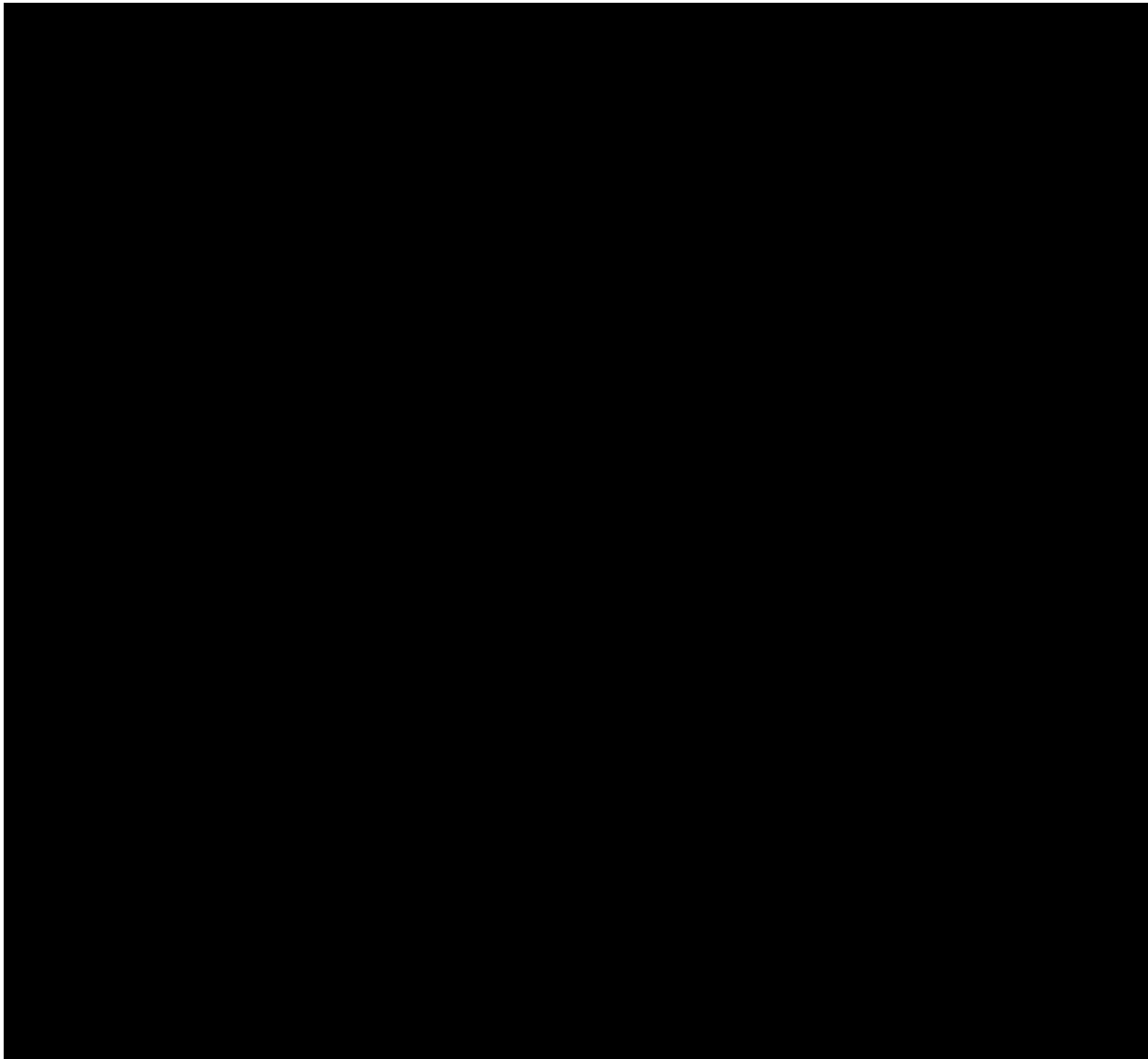
The DHHS LIS, using VisualVault, will be able to relate, secure, search, and report on all this content and data as required in this RFP. The intelligence and capacity to bring this into the system to build these relationships are as important to DHHS as the final result. It must be a process that is seamless and does not bring additional work to the DHHS team. Let's take a high-level look at how our system addresses this for the items listed in the requirement.

Items one (1) through eight (8) and twelve (12) should be considered the Licensee's responsibility to maintain given that they will have their secure login and account within the DHHS LIS. **Item number nine (9),** Date of death is a notification either from a third party, employer, or other connected databases that provide that data. An iForm will be created to manage the data required for that to be documented and, once submitted, will follow DHHS business rules to enforce. Community Licensing-enables all stakeholders have a full and secure license to access the DHHS LIS.

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

Items ten (10), eleven (11), Thirteen (13) and fifteen (15) may be the Licensee's responsibility to provide this data and documentation to provide proof, or DHHS may grant secured access through a license to the schools, training, and examination providers to upload examination scores, test results, and other related information. As an example, the City of Lincoln, NE, has its Construction Trade Professionals manage all this information and upload certificates or examination results as documentation directly in their account. VisualVault's iForms are configured with easy to follow drop-down menus and intelligence to validate the data as the Licensee inputs it for validity prior to submission. Integration with Compact systems such as NURSYS is another alternative for the capture of data into the DHHS LIS, and it will capture, classify, and relate correctly all Compact data acquired from these integrations without DHHS team intervention.

██████████████████████████████████████. These disciplinary actions may come from a variety of Boards, Employers, or other sources. The secure input and enforcement process, as dictated by DHHS business rules for each specific license, immediately starts being documented within the DHHS LIS upon submission. This data and documentation are immediately captured using an iForm that is instantly associated with the correct Licensee and tracked throughout its lifecycle.

Our team will configure the VisualVault Licensing System to provide the applicant what is missing or invalid and why it is invalid (in configurable language that makes sense to them). The following graphic is an example of the breadth and depth that the system may contain regarding the historical, as well as current data and documentation for each Licensee. It shows the ability to classify and organize this data and content in an easy to access tab format to cover the breadth of this information efficiently. All data and documentation will be organized in a manner to present that which each user's role needs to see immediately without a click. In the example, a Tab format organizes information for easy access.

The following is a sample of an application which also shows the automated masking of a social security number. Notice the eye to the right of the masking is available only to those users with permissions to see what is masked.
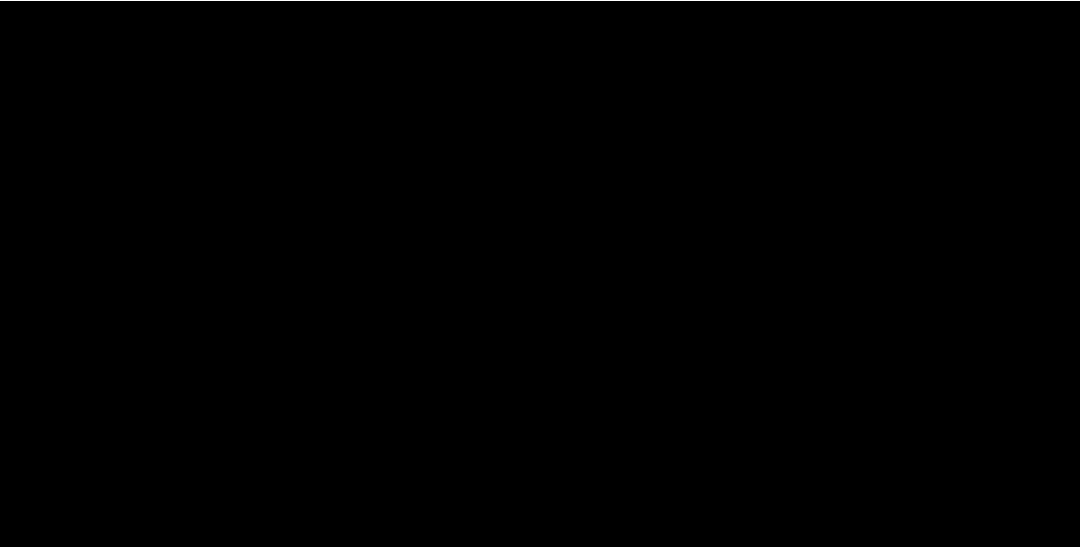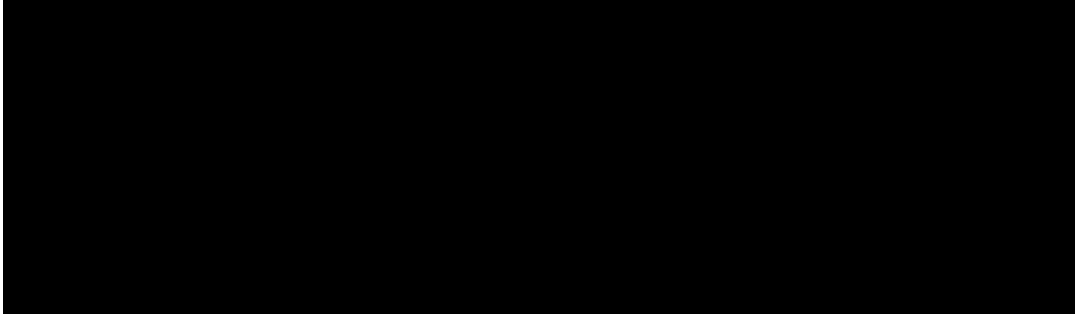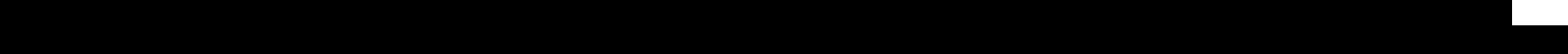
Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
ILA-2	For **establishment Licensees**, describe how the system will capture and maintain core demographic information. Core demographic information applicable to the license type, must include at a minimum: 1. Physical location of the establishment 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/capacities 11. Population served, including hours and age ranges for childcare Licensees. 12. Geographic service area (multiple county names with start and end dates per county) 13. Services provided (multiple entries with start and end dates per entry) 14. Management personnel (multiple entries with start and end dates per entry) 15. Disciplinary history, including each disciplinary action taken, start and end dates of each action, and a summary of the situation that resulted in the disciplinary action 16. The establishment's TIN/FIN/W-9 17. Any additional information DHHS deems appropriate.	X	X		

Response: The DHHS LIS, using VisualVault, will meet all the requirements to capture and manage the data and content identified in this question as well as the complex relationships required for licensing entities by specific license type. How this is accomplished separates our system from competitors because it is with the power of our modern platform, and our culture, demonstrated plainly by aligning our licensing model to enable DHHS to achieve their mission for the citizens of Nebraska. The following paragraphs contain the "Why this approach is important" and "How this is accomplished."

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

Establishment licenses often require more complex business rules to build and govern the relationships, track history, and keep active information up to date. The VisualVault Licensing System demonstrates our unique ability to build, maintain, and modify the complex relationships required for preserving core demographic information for each specific license type as mandated in the new Nebraska Statewide DHHS LIS. Each license grouping requires its version of specific Nebraska DHHS business rules to support the license type correctly. Our system manages complex relationships and enables the relationships to be modified over time without major interventions from IT or professional services, including the ability to manage multiple license types with a single facility as well as across multiple locations.

The VisualVault Licensing System will provide Nebraska DHHS with a solution that ushers in a new level of accuracy, timeliness, and ease of use for your establishments and stakeholders to submit required licensing data and relevant content. It will reduce DHHS staff's work, freeing them for higher-value work. DHHS will receive validated and completed applications the first time reducing the chase time with applicants for additional information to complete the process.

We are proposing that **Items one (1) through fourteen (14), sixteen (16) and seventeen (17)** are included in the responsibilities of the establishment to maintain. **Item fifteen (15)**, unless self-reported, will be entered through inspections, citizen complaints, or other DHHS approved channels and automatically associated with the correct Establishment license through system intelligence and business-specific to each license type.

During the application process, the Establishment Licensees will be guided through an intuitive and intelligent process that allows them to work within the system. The intelligent process will inform them of deficiencies in the application process immediately and guide them to correct the issue. This 24/7/365 self-service leads to a higher degree of user satisfaction and also empowers the Licensees to manage, input, and submit the data listed in this question directly in the new DHHS LIS. Using VisualVault, this now becomes their responsibility to input and maintain. The ability to place an intuitive, logical structure around the way data is collected and submitted creates a positive waterfall effect on all following the complex processes and relationships to manage entities.

VisualVault's iForms address the need to create an effective data entry/collection tool. The core strength of our platform uses our iForm Template Builder to configure the initial forms. It enables DHHS team members to reconfigure any form and user dashboard screens easily to make licensing, renewals, registration, and all compliance and inspection activities simpler, faster, and user-friendly.

VisualVault's iForms Capture Demographic Data in an Intuitive, Validated Process

The following is a sequence of screenshots using a Cosmetology Schools Application from its creation in the VisualVault drag-and-drop iForm Template Builder to its delivery and highlights of some of the iForms capabilities. The first screenshot demonstrates the easy to use and preview of the iForm during the creation process. The DHHS team will be trained on the iForm Builder as part of the delivery prior to Go-Live.

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

VisualVault's' iForm Template Builder enables the DHHS team to quickly make updates and changes, ensuring that each form is collecting the exact information required. It is also important to note that changes are made in the DHHS Sandbox-Text environment (the LIS will have three environments Development, Sandbox-Test, and Production) in order not to interrupt the production system. Changes are natural as requirements change due to legislative changes, as well as the feedback from Licensees, often lead to good ideas to make the system more intuitive over time. Our Template Builder is also where

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

DHHS specific business rules for each license type are used to create real-time automation and data validation within each form down to the field level. iForms are dynamic, and new fields appear (or not) based on previous answers.

The key take-aways for DHHS is VisualVault iForm Template Builder include:

- How iForms are generated and configurable to capture the required content to manage entities and the complex relationships that are inherent
- iForms are dynamic, and fields appear or not based on answers, this provides the user with a straightforward guided path to providing only the data specifically relevant to their entity by license type
- Leverages DHHS business rules to provide automation to reduce staff work
- Provides data validation at the field level
- Is an easy tool to use to change existing forms and create new ones without VisualVault involvement

Sample School/Entity Application

Once an iForm is generated and tested, the final output is the form itself. An example of an iForm of the Cosmetology School application is on the following screenshot. It contains drop-down menus, items #2 and #6 as well as a dynamic field for #6. When #6 is selected, it will present only the specific content required for that license type.

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

An example of the dynamic presentation of VisualVault's iForms is the next diagram. In question #6 dropdown, the user selected the answer "Yes." With the Yes answer, the follow-up fields appear to gather the additional details required for the Barber Shop School Applicant.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	██ ██ ██ ██ ██ ██				
	Following is the view the Applicant receives if the drop-down answer selected is "No." Additional fields appear that could confuse Applicants will not appear. Only the fields that are relevant, based on how the questions are answered, will appear.				
	██ ██ ██ ██ ██				
	██ ██ ██████████████████ It also becomes an incentive for the licensed entities in the State of Nebraska to maintain their account information and keep it up to date. The DHHS LIS will enforce the maintenance of entity information in an automated process.				
	VisualVault has seen the need to search for qualified entities directly in licensing systems. ████████████████████████████████ ██ In the following example, users of the DHHS LIS would include DHHS staff, parents/guardians, childcare providers, and other State staff. Parents seeking to find qualified, local providers will see a user-friendly map view. The map can further assist the parents by filtering on their requirements and providing them direct links to the required information about provider inspections, complaints, disciplinary actions, etc.				

Extending the possibilities, licensed entities can be responsible for keeping their profiles up-to-date, which may also include showing openings for their services. We provide your users with 24/7/365 self-service functionality that enables those seeking these critical services to have immediate visibility to all this information in a user-friendly portal.

These views and automated processes can free up time for DHHS staff to focus on adding additional value to their customers. The following diagram is a representation of what a parent may see when they hover their cursor over map icon marking the location of a provider. The screen is completely configurable. As a result of this Child Care establishment keeping their profile information up to date in the DHHS LIS the ability for a parent to search for a Licensed Establishment by location and view critical information, including reference to **ITEM #10** in this question, the view of capacity and openings is immediately visible. Ratings and other information, such as Inspection history, may be added to this view. The system is flexible in presenting the data that is important to the user.

Key Takeaways -

- Nebraska DHHS will meet the requirements **(Items 1-7)** to manage the complexity of licensing Establishments using VisualVault.
- The power and flexibility of iForms enable Establishments to take responsibility for input and maintenance of licensing data and documentation.
-
- Change of requirements is inevitable; VisualVault supports ease of change by the DHHS team.

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 VisualVault Rules Engine supports this requirement and allows for the use of DHHS business rules, by license type to apply to each license based on State requirements. It also enables the capability of relating several cells of data together to produce a result. In the Jane example, the DHHS LIS will be able to support the initiation of a refund for Jane by applying DHHS rules for RN license pro-ration against the date fields completed in the application. As we respond to this in the middle of an unplanned and special time for health care workers, we want to highlight that our system will support the application of temporary business rules to encourage properly licensed healthcare workers to come back into service. We can either allow an override or add a business rule effective for a specific period, reducing the licensing fees or automatically waiving them. The DHHS LIS would be able to get this to your citizens quickly, and calculations along with messaging would be automatic. These rules may be selectively applied based on the type of license and can be further defined by applying individuals or entities.

How does this happen within VisualVault? Each field within a VisualVault iForm may be used for calculations, data validation, or both at the same time. The calculations are not limited, and our current clients often use iForms to calculate fees for services, licenses, and permits automatically. Other clients use iForms to calculate scores for inspection reports and automatically generate corrective action plans based on the scores. Any number of attributes can be set up to track information and calculate data from a variety of fields for a composite result. Attributes can be added at any time. Calculations and data entry can automatically occur as required, and our business rules engine supports the relationships between fields (such as dates, payments, pro-rata rules, and types of licenses and other factors). Our Workflow Engine moves the process with messaging and related documentation to the next stage, which could be an approval, override request for additional information, or other pre-determined action.

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.	X	X		
	For example, Jane met all requirements for a nursing license on October 15. The nursing renewal date is October 31. If Jane chooses to have her license issued after the renewal date, the system must track her future license issuance date and generate a license on the specified date.				
	Another example: a provisional childcare Licensee has met all requirements for an operating/non-expiring license on March 1. The provisional license doesn't expire until April 1. The system must track the expiration date of the provisional license and generate the operating license with the effective date of April 1.				

Response: The VisualVault Licensing System offers DHHS several ways to meet this objective and may be used differently for the various license types depending on what is efficient and meets the requirements of each group. In these scenarios, communications explaining how Licensees work and the impact of their decisions along with the Licensee's visibility into the process are paramount. It is important to remember that our LIS grants a full (secured based on user roles) license to all Licensees.
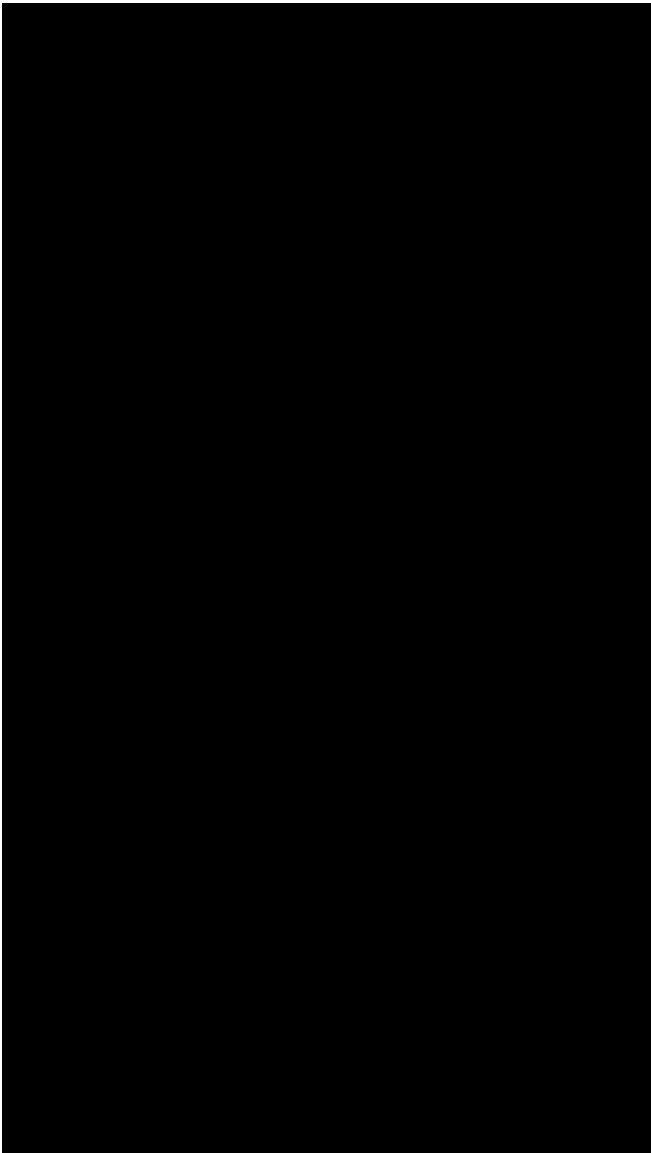
Since all Licensees will be registered in the DHHS LIS and have a license when they login to the system, we can configure their home page to immediately display the information that applies to their licensing status, renewals, pending actions, inspections, corrective action plans, correspondence, alerts, and notifications of essential changes in the law. This visibility may be different depending on the license type and Nebraska statutes, the system is configurable to meet needs as required, and they may vary by license type. It may also include effective dates for licenses, renewals, fees, and alerts coming from a variety of sources such as pending renewal dates, incomplete documentation, and upcoming scheduled inspections, etc.

The page the Licensee sees upon logging in may provide a wealth of information taking the place of traditional snail mail notifications or lengthy emails (which we support as well). The Licensee may receive a text or email alert notification to log in that they have a new action or message in the DHHS LIS that requires their attention. Since all activities happen within the system, notifications and Licensee logins are tracked and reportable, providing DHHS with the knowledge of who has (and who has not) logged into the system since the notification was sent. We provide complete visibility for the DHHS team as to what is happening in the process.

The other consideration for correspondence to the Licensees, which our clients (such as the City of Lincoln and the State of Florida) use today is the sending of alerts and other correspondence through email or when dictated by statute, printing, and sent by USPS. In this process, the VisualVault Team will work with DHHS to establish templates of baseline information for each notification (no limit to the number of templates that can be used). This baseline of knowledge is supplemented in an automatic and intelligent process from the pertinent and detailed information unique to each Licensee from data or a condition that exists in the DHHS LIS.

For example, Jane would receive an email from the DHHS LIS, letting her know that her license renewal would be effective April 1, 2021, and expire on March 31, 2022. It is available for download either now or at the effective date (DHHS' option). The email will automatically have the information DHHS deems necessary, name, address, license number, specific license type, any specific details regarding this license type considered important to share, all of which are pulled automatically from the system. In the template, there would be more general information regarding licensing, who to contact for more details, any statues that are typically sent with licenses, and whatever other standard information DHHS deems important. If by statute, this needs to be printed and mailed via USPS, then DHHS may print in bulk or one at a time, both options are available. All correspondence is saved in the DHHS LIS automatically.

For the childcare license, the same means of communication are available. In addition, the DHHS LIS will automatically send an alert notifying the Licensee of the pending expiration of the provisional license as of April 1, 2021. That operating license will then be effective on April 1, 2021. When the Licensee logs in to the DHHS LIS, a new license will be available to download. The dates will match the April 1, 2021, effective date, and the license they download will reflect those dates with eSignatures of DHHS authorized officials, license number, and any other Licensee-specific data as well as a standard language, including graphics (State Emblem) as desired. At the same time, they will receive an alert, and their login page will reflect that the provisional license has expired.

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		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
Response: As mentioned earlier, one of the most attractive aspects of a VisualVault installation is the ease of configuration and reconfiguration of the system as a State's requirements for each license may vary, including using expiration dates or tracking annual issuance dates only for fees. In this case, the expiration date will not be the trigger in the business process to send notifications, annual fee ticklers, or access to a renewal system window for any license type. The DHHS system can use an effective date as the anchor to calculate and set in motion an automated process to collect annual fees as an example. We can configure our system to that specific license type for any period as defined by laws, licensing board rules, or agency practices. Business process time frames for expiration and renewal can be changed by us (or by you) on a going-forward basis to follow changes in licensing timeframes for licenses issued after a specific date. If desired, based on your business rules and with proper permissions granted by your agency, license expirations could theoretically be set to a value of Never. Our system will track when this change is made and by whom, and you can determine who has the authority to request such a change.					
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: One of the most valuable aspects of VisualVault is the ease of configuration and the ability to use iForms to capture and use that data to track compliance or change within the system actively. The Licensees will have the ability to maintain their profile information and update it as required. During implementation, we will configure tables containing listings of compact and non-compact states for each license type. Depending on your preferences, the system will compare against the declared state of residence to determine eligibility for multi-state licensure. This process can be automated or set for manual review (human decision) as desired.

It is relatively straightforward to set VisualVault to cross-reference every Licensee to board disciplinary action, which will, in turn, change license type from multi-state to single-state and vice versa per your business rules. As addresses or other demographic data changes, we can configure our system to repeat the lookup of compact state status and update the license status appropriately, along with notification of the Licensee of the change and due process rights, and notice to applicable board staff, as desired.

As additional states become signatories of a compact, it is straightforward to change the compact state table in the Nebraska Licensing System to accommodate applicants from that state.

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: It is important to confirm that the VisualVault Licensing System completely supports the program example you have defined here.
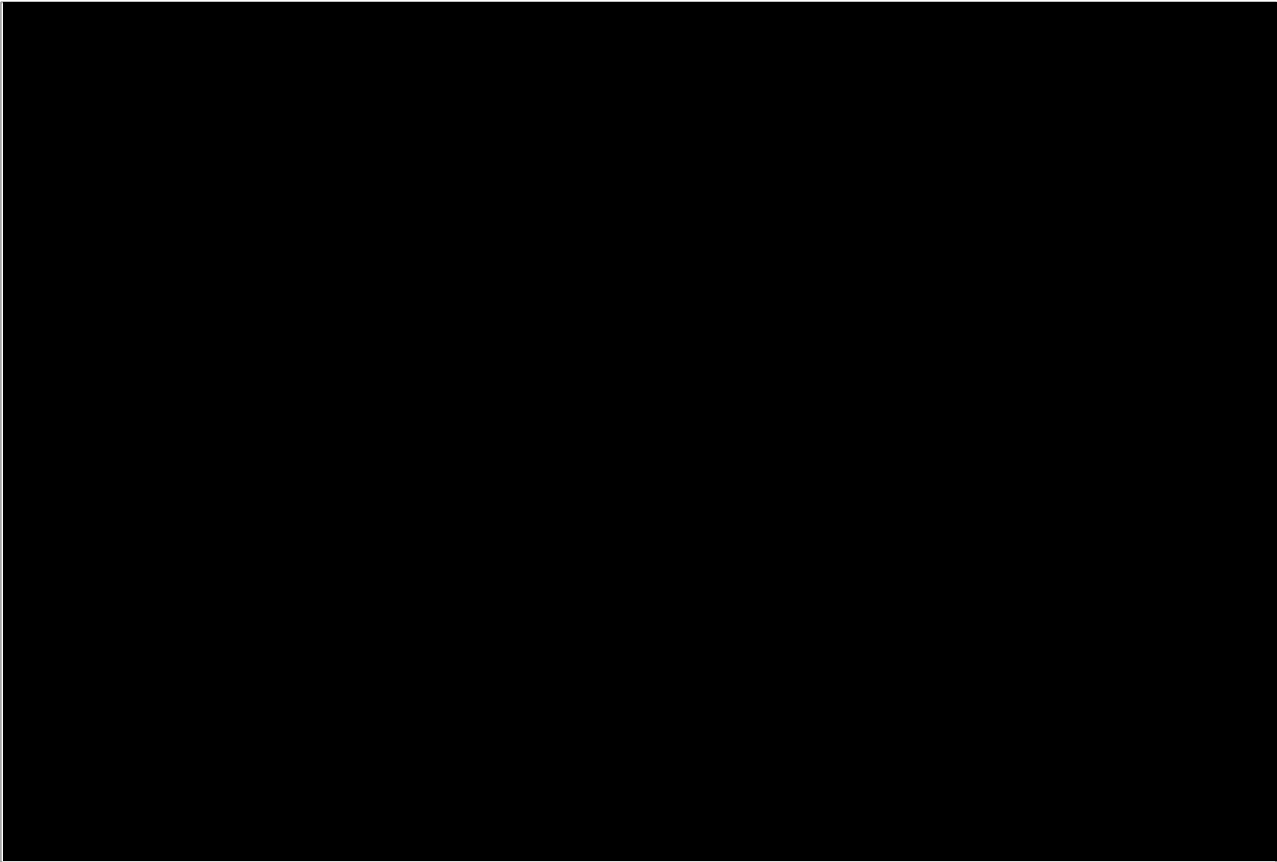
The process to accomplish this starts with the Discovery process. During this phase, DHHS SMEs will share this process and the associated details that are specific to the NE DHHS license process. Why is this important? Other states have similar licensing procedures and needs. We have found they frequently do not share a common language or timing for approvals, required document sets, and other portions of a process that yield the same result - a license issued by the State. The VisualVault Licensing System is easily configurable and has the flexibility to use Nebraska language required by statute (fields, labels, cite specific statutes citations, etc.), to ensure the documentation and data you require is reflected in the LIS as well as the workflow for review and approvals. We will specifically configure this for the Nebraska DHHS LIS. DHHS will not have the burden of more restrictive, older architecture COTS systems that force you to do your licensing exactly the way the system dictates due to a fixed data model that leaves you little choice or large invoices for change or modifications.

Once the Discovery phase is complete, the VisualVault Licensing System completely supports the construction of required documents by license or event type. The Content Services Suite incorporated within our system allows a set of requirements to be tracked, and as they appear in the Licensee folder, they will be marked as complete. Visibility of the status of completed and missing documents and data is available to both DHHS and the Licensee when they log into the system.

The DHHS LIS will have the ability to track the submission (receipt) date and the date all documentation is complete. We recommend a series of alerts be sent with specific data such as what is missing, additional supporting documentation required, and deadlines prior to fees being assessed or destruction of the application. The timing of these email alerts, as well as status alerts showing up in the Licensee work queue (if registered), provide Licensees high visibility and an easy way to quickly upload the required documentation.
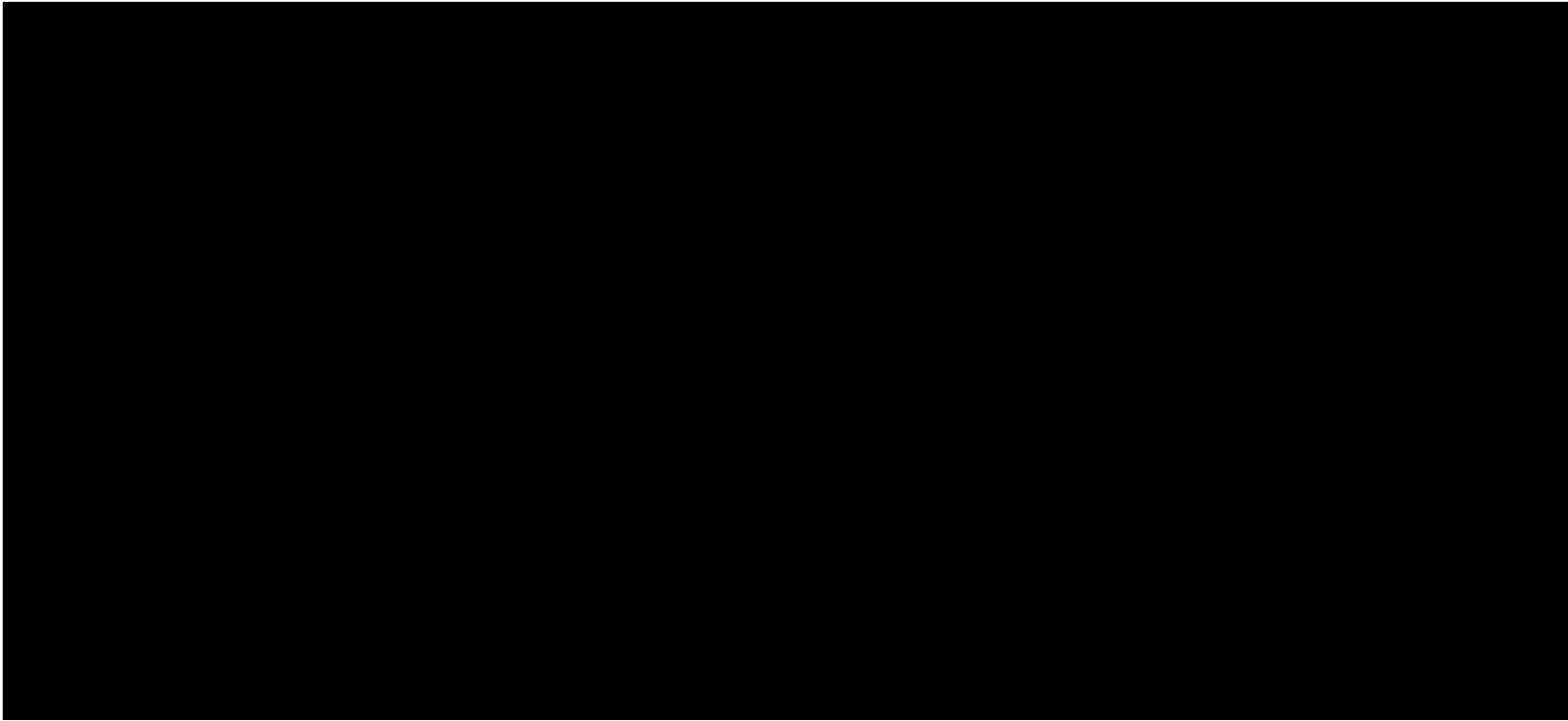
DHHS staff may also use this data to get a big picture of license applications with missing documentation measured against the period remaining before the 90-day period elapses. This view on a dynamic analytics dashboard, which depending on the user role, provides a clear dashboard view of the overall status of all actions and activities within the DHHS LIS by user role. Since they are dynamic, the user may drill down on an area to view underlining specific data. If the 90-day period elapses, workflow for approvals of destruction or other actions will be in place. The destruction will follow Nebraska and DHHS retention rules and best practices. The following screenshot shows the dynamic ability to drill down into data behind the graphic for details. With one click, the Expired Licenses details appear with further ability to drill into the detail of each specific record if desired.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 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: VisualVault understands this requirement and the fact that each license type has unique qualifiers that are critical to configure in the new LIS to ensure accuracy and the level of automation sought in this program for both DHHS and its constituents being served. To accomplish these specific configurations and meet this requirement during Discovery, we will work with DHHS to determine how the field layout for license authority would look.

For example, for a license issued according to an Interstate Compact, you might want to use a modifier attached to the license number to indicate that it is a Compact license, plus an indicator for the state of jurisdiction or residency. In this instance, we would configure the iForm to refuse to accept an entry in which the state of residence does not line up with the terms of the Interstate Compact for that profession. You could use a series of fields denoting the authority, residence, multi vs. single state status, exam vs. endorsement or reciprocity, or any other data you would like to identify or track. Our Implementation Team will work through each of these questions with you to help you arrive at a file layout that works for your business practices. We will teach you how to update the characteristics of the license types while maintaining the original records. The following screenshot shows the City of Lincoln, NE, honoring an existing license from another State for a Plumber and the system keeping track of this concerning their work in Lincoln.

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

One of the significant advantages we provide is that we are not a vendor or a reseller, we are the manufacturer, and if you desire, we will help your IT staff learn to reconfigure any element of your system. As a subscription service, we are always at your side to either reconfigure or help you to do so. The VisualVault system has a core architecture that uses a microservices architecture into which configurable modules feed data. That flexibility allows us to easily configure your license and regulatory modules to meet your exact needs and workflows, as well as to reconfigure any element of your system easily and quickly going forward. We can reconfigure any aspect, and we will also teach your IT staff on how to reconfigure without touching the core code. It is relatively simple to configure your master record module associated with a license to indicate under which authority the license is being issued.

One of the greatest strengths of VisualVault is our flexibility to configure the system for just about any layout necessary for you to accomplish your business process. We are aware of many agencies that have purchased systems that use hard-coded, purpose-built fields and layouts. These systems are resold over and over. The problem produced in these static systems is that they begin to become obsolete from the day they are installed. Adding or removing a new license type, changing a field definition or layout, or changing a workflow requires a trip back to the vendor, who has to go back to the manufacturer for custom coding changes to the software package itself, which becomes very expensive.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	In some cases, you can buy access to the code and customize the code in your installation; however, when the core software package is updated, the custom changes you have made do not usually work with the new software updates or upgrades.				
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: In general, licensure exams are administered by three types of entities: State agencies, national associations, or private sector examination providers. These exams may be administered online or in person. VisualVault, with our unique system of proprietary APIs, can upload and download scores, attendance, or any other data from any exam provider. We can configure our system to collect the same applicant data for individuals who take exams in person at your offices.

To meet this requirement, VisualVault will (based on final design document resulting from Discovery session findings):
- Notify either State testing staff or private exam providers of an applicant's eligibility to take an exam
- Register an applicant
- Display the availability of exam slots in chosen locations (based on reports from either your staff or exam providers)
- Provide sign-in sheets
- Track measures used to verify identity-based on State-chosen security standards
- Allow uploading of scores
- Create notifications of scores to applicants and due process notifications
- Record communication with applicants

Since each customer will have a unique identifier and record of every interaction with the Department, data for individuals holding multiple licenses becomes easily tracked, and all actions (including investigatory or disciplinary) concerning each license are available and linked to that applicant's record. VisualVault gives all stakeholders in DHHS a 360-degree view of every person's educational requirements as they are required by the agency, and that information will be instantly available across the department.

The Licensees will also have visibility into their examination status, what is required to remain licensed and when. The screenshot that follows shows the visibility a Licensee gains to track their own CEUs using VisualVault's LIS.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 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: ██

██████████████████████

████████████████████ Now, each stakeholder can register, enter, and maintain their personal account information, update changes, have complete visibility to their licensing process, make payments, get receipts, view educational requirements and past licenses, and see scheduled examinations and any outstanding tasks necessary to remain in good standing. All this is accomplished by logging into the system and immediately viewing their personalized work queue - no clicks to see the work queue, only one to drill down for specifics on a topic.

Notifications and alerts can also be queued into the work queue and made visible for immediate actions, as seen in the following screenshot. ████████████
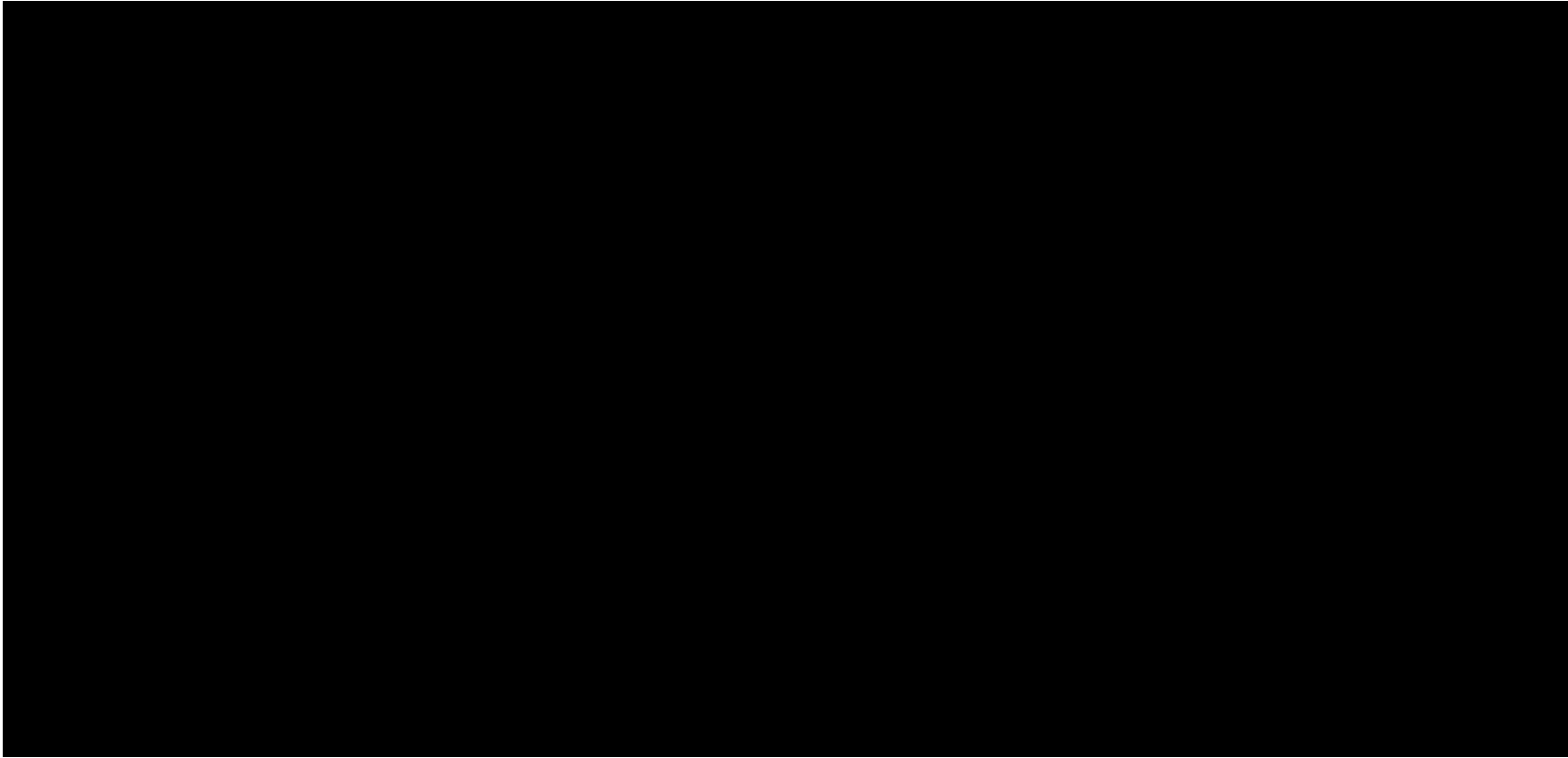██

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
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: VisualVault will completely support this requirement by allowing the State to use its business rules for change of secondary status and will follow whatever rules you have in reverse, if a primary status suspension, etc., is restored. These specific business rules are identified during the Discovery process and documented in a mutually agreed-on design for each license type. These business rules can support relationships and the dependencies that go along with them.

VisualVault is set up to be easily configurable upon installation and user-configurable after installation. Each license type has a set of requirements that must be met, whether those are educational, citizenship, age, skills-based, exam-based, or presence of another license. Linkage to the existence of a primary license is just another requirement for practice, although one in which discipline, suspension, or revocation of primary provider licensure can be configured to change secondary provider status automatically.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
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: There will be a record to represent the entity (Dr. Smith or Hospital). When an entity requests a new license, the VisualVault system acquires the unique ID associated with the logged-in user/Licensee. Our system uses that unique ID as a foreign key or identifier on the new license (DHHS LIS) being requested. Any number of licenses can be associated with the entity.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
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 VisualVault system can easily be configured to record and count the number of supervisees each license has associated based on DHHS business rules for each license type. Our system can compare an applicant's request to be added to a supervising Licensee's class of supervisees. We can prevent issuance if the number of supervisees is at the maximum. In addition, our system will suspend the supervision relationship if the supervising Licensee suffers a revocation, suspension, or other disciplinary action that invalidates the ability of either party to be in the relationship. Both the supervising Licensee and the supervised Licensee will be notified and provided due process.

The workflow may be configured to enable DHHS team members to review at particular steps, such as upon Licensee submittal, or under various criteria, such as a limit to the number of Licensees under each supervisor, or a combination of multiple criteria. The supervisor can be granted full visibility of all the activities and actions for the Licensees they are responsible for, as well as all actions they take in the LIS. Our system will send the supervisors notifications of key pending actions, requirements for additional documentation, renewals, payments, or any other criteria that DHHS would deem both helpful and appropriate for the supervisor to have. The criteria are completely configurable, and Community Licensing ensures that ability for all to work within the security and have visibility into the DHHS LIS based on their roles. Our iForm capability can prevent errors on the front end for an unlimited number of license types.

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: All work in the DHHS LIS, using VisualVault, is completed online within the governance of specific DHHS Licensure business rules. During installation and configuration, we will apply the business rules DHHS requires to create a workflow that will contain the edits and actions for each license type. As DHHS has specific business rules by license type, either a Licensee supervisor or supervisee may terminate a supervision arrangement, in which case the supervisor's license count will be decreased. The other party in the supervision relationship will be automatically notified by the system, and potentially other individuals desiring to enter a supervisory relationship will be listed.

Following DHHS business rules, a notification and tickler could be provided to DHHS staff for review and approval. A notice to the individual may also be automatically sent that the supervisory relationship has been terminated (may or may not include a reason) and what their next steps or options are. VisualVault promotes automated communications to increase visibility and adhere to all statutes without burdening DHHS team members.

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: In VisualVault, it is easy to configure and reconfigure logical dependencies that control and trigger actions and subprocesses in the LIS. As in most regulatory agencies, there are bound to be slight differences and variations in the specific conditions or qualifications between similar licenses. We accommodate these differences. During and after our initial implementation, we will work with the DHHS team to be able to reconfigure the DHHS LIS themselves as things change in your agency. Being able to configure the system on your own is extremely useful in licensing and regulatory agencies since Legislatures regularly make changes to licensure standards, and Boards, likewise, can change how things are done. Your staff will be able to come up to speed to self-serve the Agency, with as much help as you need from us. Following is a sample screenshot to demonstrate a potential dashboard view of a supervisor to track disciplinary actions.

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: Two main factors why the VisualVault LIS is effective for this requirement:

1) Jane is working within the system. She has her unique login, which tracks and links all actions, documents, data, and licenses in a central repository for all her licenses, as well as the data and documentation supporting each one from other jurisdictions. Working within the system means that the DHHS LIS has the intelligence to understand Jane has been issued a temporary license and all the Nebraska State rules associated with that temporary license. The content services suite tracks, classifies, and retains all documentation according to State requirements for retention.

2) The VisualVault Business Rules Engine will enable DHHS to set up automated rules and notifications for Jane to obtain a permanent license. These may include notifying her to log in to the system for the next steps in the licensing process. Upon login, she is automatically presented her work queue with tasks to complete and visibility to other statuses. She does not have to click on anything to view what tasks need to be accomplished, and one-click will drill down for details.

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		

Response: The VisualVault LIS offers a significant advantage in terms of security, ease of use, data validation, and accuracy. By allowing employers a unique login to the system, everyone can perform this data upload within the security and governance of the DHHS LIS. Our Implementation Team will create a template for the uploaded data based on the DHHS data that the employers are required to capture. They will be able to log in to the DHHS LIS and be presented with an upload area to drop the data.

If preferred or as an additional option for smaller employers, our system will be able to provide a templated iForm for the employer to enter the data themselves/ This is an option. The key point is that the VisualVault LIS using Community Licensing opens several options for this process to occur securely and efficiently within the DHHS LIS. The responsibility is on the employer, and our system validates the data coming into the system for accuracy and completeness, reducing the burden on the DHHS team and providing more accurate data for use.

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

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

Response: VisualVault's LIS supports this requirement for DHHS and will support all tracking of actions, notifications, alerts, and support payments if desired. All data and actions are reportable. Our Implementation Team will migrate the current data into the new DHHS LIS and gain an understanding of the business rules and terms associated with the loans. The Licensees (nurses and faculty) have registered accounts in the system. They will have visibility as granted by DHHS to see loan amounts, payment, account history, and any other data that is available in the current database as well as data that DHHS would like to start to add to this program.

Payments made through the DHHS LIS will be automatically tracked and reported on, as well as actual balances. Notifications based on the terms of the loans will be automatically sent to the participants and other stakeholders who are identified by DHHS as needing to know.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
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 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: VisualVault's robust and modern API capability allows our system to ingest and exchange data with virtually any system or software.

In use case 1, VisualVault can ingest scores from either Survey Monkey or ProProfs system. If DHHS intends to use your new system to administer your exam, that is also possible within our system to configure, document, and conduct the exam online. In either case, an applicant's score would be ingested into an applicant's application account.

In use case 2, VisualVault can notify applicants of exam eligibility, allow them to register for a testing session via a list of dates and locations, generate attendance sheets, and collect scores. In the following screenshot, the City of Lincoln, NE, uses its licensing system, powered by VisualVault, to show Licensees approved courses they are eligible to take for approved CEUs in their specific trade. In this case, the City also approves the course for the Licensee. It will automatically send via email all related information to the Licensee in regard to location, time, date, details of what to bring, and how to prepare for the exam. This information is automatically updated in the LIS to their specific profile.

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

In use case 3, Much as in use case #2, VisualVault can provide notification of exam eligibility to all parties via email, USPS, or if they are connected to the DHHS LIS through workflow notifications and ingest scores directly from exam provider systems. In this case, DHHS will have the flexibility to have the decision process set up in an automated workflow, enabling DHHS team members to make approvals and denials at designated points in the process.

Upon the selection of approval, denial, or request for additional information, preset communications may be sent automatically to the participants with specific details of what is required for the next step. This information may also be sent to the staff member's work queue for immediate action. There are a variety of options to successfully move this process along in an efficient methodology that reduces the workload for the DHHS team while enhancing the service delivered to Licensees and improving outcomes for the citizens of Nebraska.

VisualVault can automatically generate attendance sheets for use in an exam. If our iForms are used to take the test, our system can automatically ingest the scores, perform the necessary calculations, and place the scores in an applicant's master record. We can automatically track and notify applicants and staff prior to renewal that a Licensee that a re-exam is necessary if that is the case.

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: Based on the business rules, which can be specific to each license type, regarding the fees and the events or period that determines when a fee is assessed, the DHHS LIS, using VisualVault, will be able to accomplish this automatically. The business rules will manage the fee schedule against the timing for the assessment using when the license was initiated as the starting point. The system will automatically calculate the fee to be assessed based on a date or event, such as the initial license date, send a notification to the Licensee asking them to log in and make a payment, or provide the Licensee information within the email on how to make payments (if Nebraska wants to accept Checks or Money Orders).

Once the Licensee logs into the DHHS LIS, they will be presented with the option to make a payment online. The DHHS LIS, using VisualVault, will act as a payment gateway to the Bank or Financial Service of DHHS' choice to process the payment via Credit or Debit card and ACH. The system is also able to account for Check, Money Order, or Cash payments. These payments are all reportable events in the DHHS LIS.

Today, several of our client's process payments using the VisualVault Licensing System. The flexibility to automatically calculate payment amounts based on various business rules concerning status and period is a powerful tool for them. The reporting increases the visibility to the finance and management teams, including the analytics dashboards that enable them to forecast upcoming levels of fees coming due, where issues are occurring with delinquencies, and other trends.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
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: Working with our clients, VisualVault has found the manual override feature offers them considerable flexibility for situations that occur outside the norm where it is impossible to account for every possible situation. Our system automates as many processes in the Licensure as there are. We understand that in the service of your constituents, circumstances arise that require human intervention, and our system accommodates that reality. This Coronavirus situation is an excellent example that there are events that require special circumstances for otherwise productive systems. The rules must be modified.

During Discovery, the license renewal periods will automatically be set by license type or types if they are the same. These rules may be set for one license type at a time (if it is unique) or across multiple license types that share the same periods of renewals. There can be as many variations as required to support all types across DHHS. When a license is approved in the DHHS LIS, it will automatically have the renewal period business rules be applied and follow those criteria. The VisualVault LIS will enable DHHS to manually override the automatic business settings, for example, extending a period, modifying, or canceling the number of fees to be assessed. The DHHS staff member authorized to make the override may use a notes field, or the system may supply a drop-down menu of choices to select why the override was made. All of this is reportable and secured by the user role.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Notifications may automatically be sent of any actions taken in the system, which may be a template or a direct message to the Licensee. All activities, including manual overrides, are recorded in the DHHS LIS, letting you know who made the override, when, notes, what was changed, and who made the change. The following screenshot demonstrates that 1) the user has the authority to perform manual overrides; otherwise, the box at the bottom would not appear and, 2) once an authorized user has checked the box, any data on the form may be overridden. All actions, including overrides, are documented in VisualVault and reportable for audit and compliance support. It shows the Administrator Override appears to the System Administrator only in this example to perform override functions.				

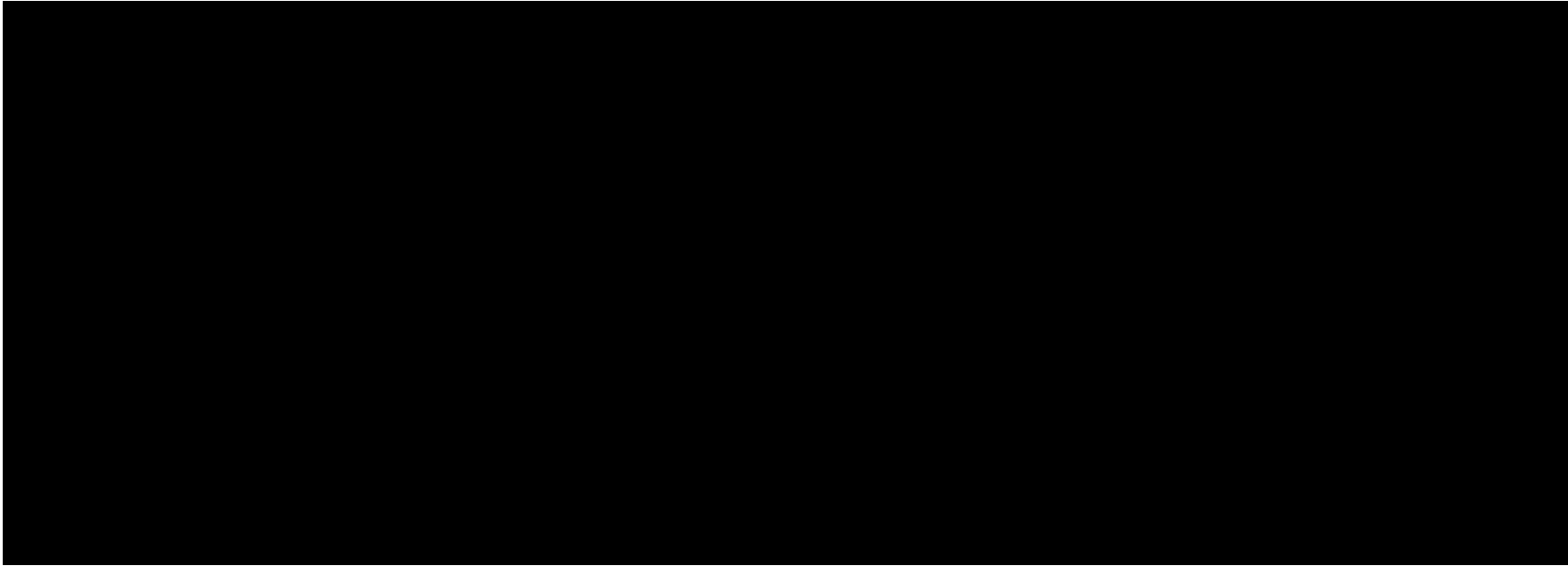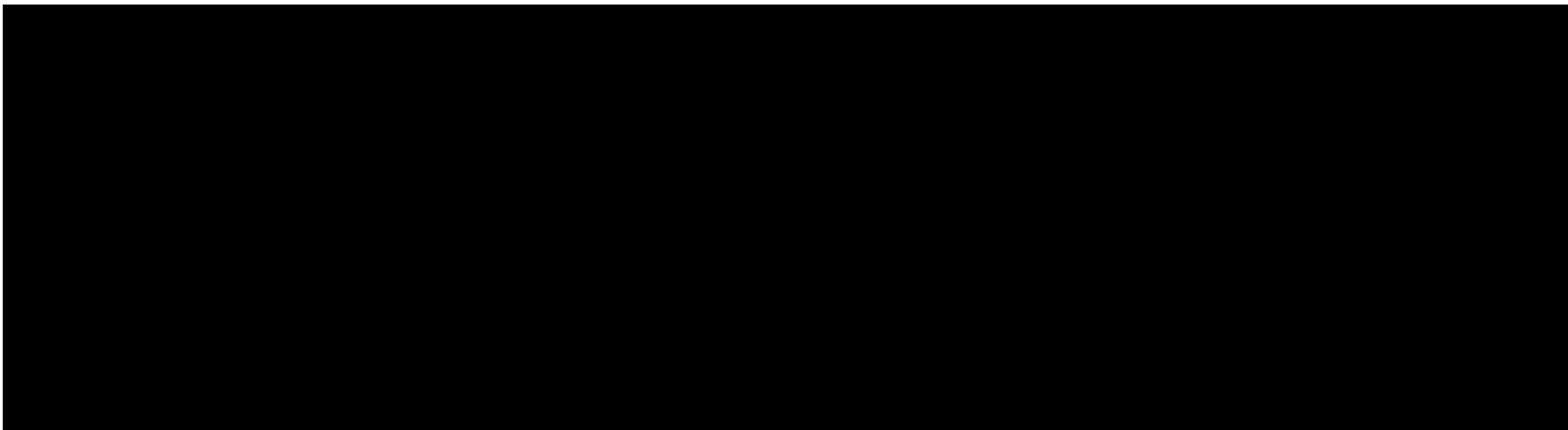| Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
RLA-3	Describe how the system will generate renewal and fee notices prior to expiration, in accordance with the requirements for each license type, for all Licensees of a specific license type. Different license types are renewed monthly, annually, biennially, every three years, or every four years, based on the expiration date for the license type or the anniversary of the issuance date. License-type-specific renewal instructions, Licensee name, license type, license number, fee, expiration date, and any special requirements must be included in the notice. The system must be able to track and generate notices of annual fees due for operating/non-expiring childcare licenses, which have due dates based on the anniversary of license issuance.	X	X		

Response: The VisualVault system supports the DHHS LIS to meet this requirement. The following breakdown addresses each element within this requirement.

The ability to create notice templates and add in specific Licensee data from the DHHS LIS is core functionality for the VisualVault Licensing System. During Discovery, this level of detail is defined at a high level in a mutually agreed-on Requirements Document and, then, further refined in a mutually agreed-on Design Document. The specifics for each license type are defined, including the templated notices to detail the process and the timeframe the Licensees need to follow to comply. The notifications are sent via email to all Licensees unless statutes dictate printing and sending them via USPS. The schedule of sending notices is entirely flexible and will be based on each license type's requirements. It does not matter the schedule. We will configure our system to automatically support the most complex dependencies within the DHHS LIS, which the Nebraska DHHS and IT teams will be trained on if you desire to become self-sufficient.

The DHHS LIS will also have the ability to calculate all fees, which will be included in the notice. These fees are calculated based on the exact criteria used by the Nebraska DHHS team without exception. The VisualVault Licensing System supports the business rules that makeup fee calculations, including interdependencies of time, fees, and educational criteria when applicable. The notices and fees do not require an expiration, which in that case would most likely support an anniversary or annual renewal date, which may be a State dictated date unique to each license type.

Keep in mind that each Licensee will have a unique login page that is configurable by the user role. Therefore, the information that is most relevant to the Licensee will be the first screen they see. The Licensee status, including renewals or open tasks, will provide an easy to use, one-click drill down to see the details of renewal and pay online. The sample screenshot provides the Licensee an easy to navigate Renewal icon which will automatically present the user the appropriate iForm which is automatically pre-populated with data from the licensing system, all with one click.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	The following screenshot shows that the DHHS LIS will be able to calculate the fees due and enable the Licensee to pay online without DHHS team member intervention.				

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
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: For on-demand renewal notices, we offer an option to have workflows tasks queue to a DHHS team member to ensure notices are not lost. Alternatively, we can have the original approver set a notice because they know the renewal is in a tight timeframe. Notifications may also be created on demand by the DHHS team member by selecting the template from a drop-down list of templates. The DHHS LIS can automatically populate the template with data specific from the system - no data entry is necessary.

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: This is exactly the core strength of VisualVault and why we make a positive impact on our clients and their constituents. ████████████ ███ ████████████████████████ Once a license renewal is selected, a renewal will automatically pre-populate the iForm with data that exists in the LIS and any other third-party system integrated with our system. The Licensees may update or correct information, attach documentation required (if any), electronically sign, make a payment, and submit the renewal.

Once the renewal is submitted, then either the DHHS LIS uses the intelligence supplied by the VisualVault Licensing System to approve the license automatically, or a DHHS team member (through workflow) receives the request in their work queue. The option of reviewing before renewal approval is entirely a DHHS decision and may be different for various groups. Once approved, the Licensee will automatically receive a notification of approval, which will include instructions to log back into the system to download and/or print the updated license, which may be a wall certification or a wallet-sized license. The data printed on the license, no matter the size, will be determined by DHHS and limited only by the data available in the DHHS LIS.

One of our clients, The City of Lincoln, includes eSignatures of the official responsible for that license. That signature is applied automatically to the certificate without human intervention.

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 the 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 the 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: Licensees will have their unique account and full use license for using the DHHS LIS. Based on the security permissions DHHS grants to them, Licensees will be able to log into the LIS and have an immediate work queue view of all information that is important to them. This work queue is entirely configurable based on user role and enables an instant no-click to view, including pending tasks, existing licenses, locations, or licenses with upcoming renewals.

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

The hierarchy and dependencies of license renewals with primary being renewed before dependent licenses are fully supported in the VisualVault Licensing System. There are a variety of ways to configure our system to support these rules. It is important to note that since the Licensee is working in the actual DHHS LIS, they will receive immediate feedback if they are trying to submit incomplete or out of sequence license applications. This immediate feedback will provide them plain language (fully configurable) instructions on what went wrong as well as how to apply for a license correctly. The LIS may also present labels with instructions on filing dependencies. There are several options we will present during the Discovery phase of the project.

With one click, the Licensee may click on renew a license, and the renewal iForm will be presented with pre-populated data from the LIS. The Licensees may update or correct information, attach the documentation required (if any), electronically sign, make a payment, and submit the renewal. If the Licensee is renewing multiple licenses, the VisualVault Licensing System fully supports the ability to accumulate payment amount to create one invoice that may be paid and applied to each license automatically.

Once the renewal is submitted, then the DHHS LIS uses the intelligence supplied by the VisualVault platform, which incorporates the DHHS business rules for each license type to approve the license automatically. If the business rules detect an outlier, once again, based on DHHS business rules, a DHHS team member automatically (through workflow) receives the request for approval in their work queue. The option of reviewing before renewal approval is entirely a DHHS decision and may be different for various groups.

If DHHS desires a particular license type to be approved manually once the application is complete with all data and documentation attached, upon submission by the Licensee, it will be intelligently sent to the correct DHHS team member responsible for that license type for review and approvals. Once approved, the Licensee will automatically receive a notification of approval. The notification will include instructions to log back into the system to download and/or print the updated license, which may be a wall certification or a wallet-sized license. The data printed on the license, no matter the size, will be determined by DHHS and limited only by the data available in the DHHS LIS.

VisualVault's iForms contain all the data and documentation validation to ensure the Licensee has completed the entire application with accurate data, attached documentation, paid the fee, and electronically signed. Our powerful iForms will validate against the data in the system, ensuring all experience and educational requirements have been met based on the criteria supplied by DHHS. If the Licensee does not complete the entire application or provides data that is not valid, they will not be able to submit the application. They will receive a detailed message as to what was incorrect and how to correct it.

VisualVault offers the option for the Licensee to print and mail in the license along with the payment. The City of Lincoln currently uses the option to complete the form and mail in the payment. Our payment system will support any business rules the DHHS deems applicable to this license, including the requirement of $0 fees and military waivers. For these, the iForm for payments will contain the business rules that apply that become detailed once the Licensee applicant checks a status that contains those rules.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	At that point, the system may ask for documentation to be uploaded, and a text box may appear for the Licensee to provide additional detail. An explanation of the DHHS required qualifications may also appear on the iForm to help guide the Licensee to understand the qualification requirements and the process better. This is an excellent example of the flexibility of the VisualVault Licensing System and the power of iForms to support business rules. During Discovery, decisions will be made whether DHHS wants the LIS to make decisions based on the business rules or if you want a team member to review under certain conditions (such as Military waiver) and make approvals to move the workflow along. The VisualVault System will support both decision processes along with a hybrid combination of conditional approvals. Many of our clients have also requested the ability for the appropriate roles to be able to override the business rules and approve a license and modify or waive the license fees. Our system is designed to empower DHHS to meet your overriding objectives of ensuring those Licensees are appropriately qualified to serve your citizens. During the extraordinary times we live in today, the LIS must allow you to adapt quickly to the current situation to serve those you are focused on protecting. VisualVault provides that ability to your team very quickly as you would deem appropriate without sweeping system changes.				
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: VisualVault allows an organization to request and manage the licenses of its employees. There are a couple of approaches we have incorporated previously to accomplish delegation. One process is that before the employee is allowed to delegate renewal authority, the employee would receive an email requesting permission from the organization to manage the license for the employee. If the employee grants permissions, then the organization could manage licenses for the employee. All this may be accomplished and tracked automatically within the DHHS LIS.

The other process would have the employee search for and identify (from within the DHHS LIS) the organization who will manage their licenses. When the organization is selected (may use a drop-down or other search feature), then the employee would be related to the organization for the organization to have the right to manage the licenses. The employee could break the relationship at any time and assume the responsibility to manage and pay for their licenses. The assumption is that the employee owns and is responsible for their license, so it moves with the employee when they move to a different employer.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	The same related delegation using DHHS business rules for corporate entities applies to the nursing home example. The VisualVault Content Services Suite manages hierarchical relationships at as many levels as required, including this level of relationship in the taxonomy. Payments will adhere to the required business rules. There is a great deal of flexibility where the employer or controlling entity may select to pay one, several, or all license fees dues. The DHHS LIS will automatically track the payments against the individual licenses renewed while collecting one lump sum payment. A detailed invoice (shopping cart) will also provide the payor with a receipt of the transaction in detail. As with other processes, once the renewals are approved and paid, the Licensees will be able to print a certificate or wallet-sized card of the license. They will be notified when the renewal is complete by email or by the method of choice by DHHS as required by Nebraska statutes.				
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: There are two common tracks/options our clients often take to manage continuing education credits/hours. One is having the Licensees add the required data to validate the courses were taken along with a scan, mobile photo, or electronic image (PDF, JPEG, etc.) of the certificate. The second is to allow the approved schools or State exam provider to upload continuing education credit hours directly into the system. VisualVault will support both tracks to get the data and documentation into the DHHS LIS. During the Discovery phase, our teams will discuss the advantages of both.

Tracking continuing education credits to ensure Licensees have met criteria that ensure public safety requires that the educational credits are accredited and applicable against the license type as well as acquired in the correct timeframe. Each license type has timelines of activity that, based on the type, require a specific number of CEUs within a specific timeframe. Different levels within a license type often require a different number of CEUs to maintain that license.

The City of Lincoln uses VisualVault to manage the licensing for Construction Trade Professionals in the City. Given the proximity, this is an excellent opportunity for the State to see this system in action, and the managing of CEUs is an active portion of the system. The following screenshot shows how the accumulation of CEU's is readily accessible for the Licensee to add to the LIS themselves and then upload a copy of the certificate.

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

The VisualVault Licensing System supports the ability to select a random list of Licensees to audit the accuracy to allow attestation that the requirements were achieved. This report may be easily crafted by the DHHS team or delivered with the system Go-Live by our Implementation Team. In the case of the City of Lincoln, the Construction Trade Professionals enter their CEUs from an approved list of courses and upload documentation directly on their profile form, which manages the history of their CEUs and work experience. Our system uses the business rules supplied by the City that enable the Licensees to submit the renewal or application, CEUs, and work experience to comply with the business rules of the City statutes. These are entirely configurable by License types and even tiers within the license type. Drop-down lists are easily added in the iForm Template Builder to the application, and these may be modified by your System Administrator with real-time additions that become effective very easily and quickly. We fully support audits of license types that require CEUs through reporting.

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 VisualVault LIS supports the business rules of dependency on primary and secondary licenses. When Beth logs in to her secure DHHS Licensure account, her work queue will list the licenses that require renewal. The license renewal for Mental Health will have an action button for renewal. At the same time, the other certificates will be shown in the renewal work queue but not available for renewal until the Mental Health renewal application has been filled in completely and queued for submission. Then, the other two certificates will be available to complete the renewals. The Payment option will ask Beth if she wants to pay for multiple licenses. If she replies yes, the payment form will dynamically present her the payment schedule for all licenses that are queued for submission. She may select to pay the Mental Health License only, or the Mental Health and either or both certificates. The system will automatically calculate the amounts, present her a listing, and accept payment, either online or by check or money order.

Upon submission, if the Mental Health license fails for any reason, the other certificates will not be processed. An automated notification will be sent to Beth via email to let her know that the License failed, what the specific deficiencies were, and to log back in to correct the issues. Once Beth logs in, she will see the highlighted details of what needs to be corrected for the successful processing of the Mental Health License, which will enable the Certificates to be processed as well as the payments.

Once approved, Beth will be able to log into her account at her leisure and download or print the license and certificates in the format required, wall certificate or wallet size. All the required data, as long as it is in the LIS, may be configured on the licenses and certificates, along with eSignatures from Nebraska officials. Our teams will identify and document this process during the Discovery phase in a mutually agreed-on Design Document, and implement it using VisualVault's iForms, workflow, and notification services.

| 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: This is a common option for Licensing Systems that cover professionals who may leave and eventually return. Once again, the advantage of Community Licensing means that these Licensees have a secure account, and the history of all data and documentation will be available based on Nebraska's retention policy. There are several ways to accomplish this, depending on the final Discovery results and what makes sense from an ease of use and functional perspective for each license type.

One way this may be accomplished is by adding a checkbox selection on the Licensee profile form. When this is marked, the iForm will dynamically present fields of the required information according to DHHS business rules, including effective dates and if fees are due. The other way is to have a designated Change of Status Form available in the system (using iForms).

| Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	One of the strengths of the VisualVault architecture is the way this data, upon successful submission, immediately updates the database without IT staff involvement. The effective date of the inactive status is instantly available to the public and reportable by the DHHS team as required. All actions within the system are tracked, providing an audit trail of this action, who performed it, and a timestamp.				
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 VisualVault Licensing System will maintain complete system records and the account history available for each Licensee per the State of Nebraska's record retention schedule. The Licensee will log back into the system, and if they forgot their password, they could create a new one automatically without a phone call to support. Their work queue will have a selection available to reinstate a license if they have an expired license. When selected, an iForm will be presented that starts the reactivation process in the system. The ability to download and print the iForms is also an option. The information is entirely configurable on the iForm. If accomplished online, the Licensee will select the type of event (expiration, inactive, or discipline), enabling the eligibility for reinstatement, and the specific fields will dynamically appear that are required to that cause. No extraneous fields will appear that might confuse an applicant. ██ ██████████████████████. Data that pre-existed for the Licensee will automatically pre-populate related fields for the Licensee. Helping all with collecting accurate data and providing Licensees a user-friendly experience helps tremendously with user adoption rates. Based on DHHS business rules for each license type, the renewal dates will automatically be set upon the successful activation of the license. These rules may vary by license type. This screenshot shows the easy to follow user interface with an icon to start the process to renew a license. When the Licensee clicks on the icon, all material needed to renew a license will be presented to them automatically. Once completed, all the information will immediately be validated for accuracy and completeness and submitted.				

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

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: Each license type has business rules associated with license dates of renewal. Some are specific date ranges, and costs may or may not be prorated depending on the date the Licensee obtains the license. The VisualVault Licensing System supports specific licensing date rules for each DHHS license type. When the Licensee logs into their account and receives one or more licenses, our system's intelligence tracks when the license is active and expires. Most of our clients prefer to leverage our system's intelligence and automated notifications to perform several of the tasks you are requesting here.

The VisualVault LIS will be able to track annual fee amounts and due dates and provide multiple notifications individually configurable to each license type. These notifications will be preset templates which the system will automatically grab and insert each Licensee's specific data from the system to give them a detailed notification which may be emailed or printed and sent via USPS. DHHS team members will have views in two places where they can view Licensees' activities that are key to their roles.

One way to view is through a work queue that may provide a series of new alerts or tasks related to Licensees who are coming up on expiration or have already expired. The most common and visually pleasing is a dashboard view. The dashboard may appear upon login (no-clicks) and present charts that show upcoming licenses due in several timeframes, expired licenses within the grace period and expired licenses outside the grace period. One-click will enable the DHHS team member to drill down into any portion of the data. The following screenshot shows a Tab selection to immediately present a dashboard view of all expired licenses and their status. This view is configurable to show the details each DHHS License team may require.
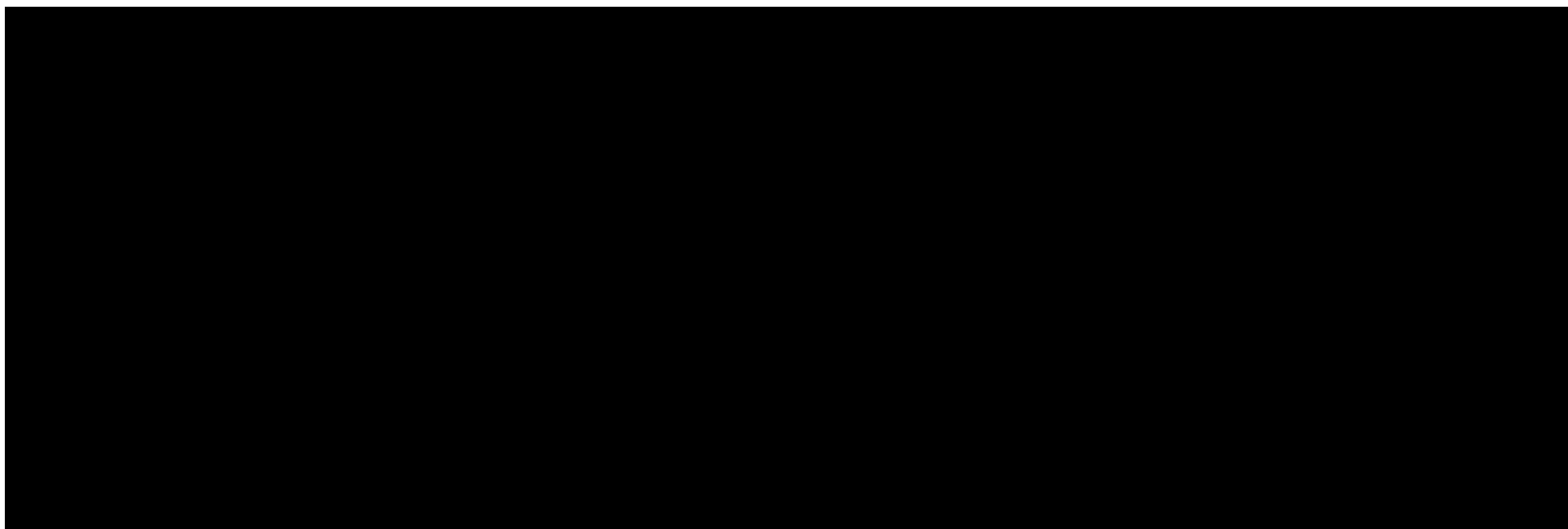
The system will allow for a grace period after the expiration date of the license based on DHHS business rules, which may vary among license types. The system also enables a DHHS team member with security permissions to override an expiration and grant a grace period, often due to extenuating circumstances. The DHHS LIS will be able to enforce the expiration of licenses as well. All notifications are configurable by license type, and when the Licensee logins, they will see which licenses are expired and what to do to renew it to active status, including the fees required.
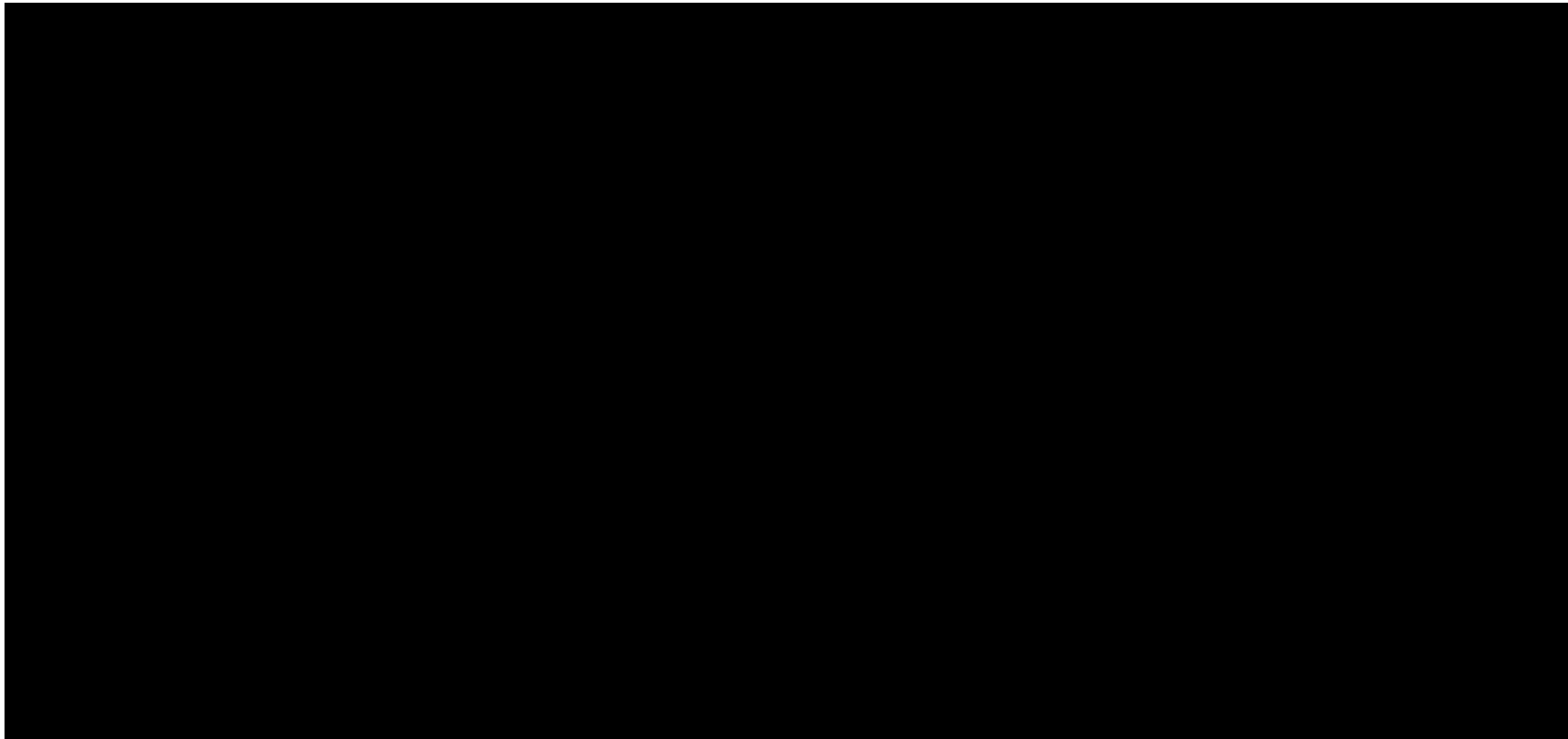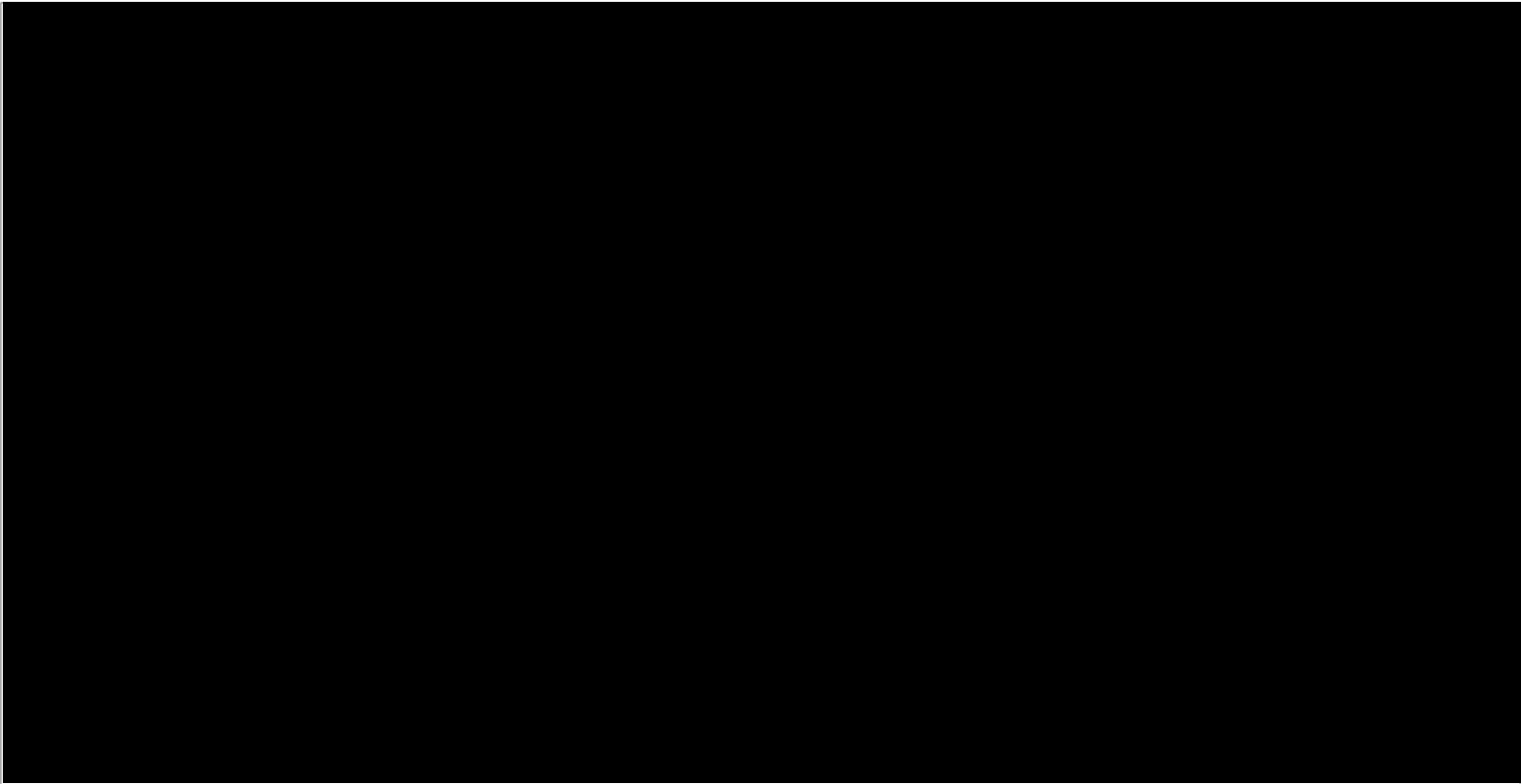
Accounting and Fees Requirements

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 VisualVault Licensing System's payment system uses intelligence available in the iForms to create a dynamic experience for payments. When the Licensee determines the payment type to be used, the iForm will dynamically display only the fields related to that payment type. The number and types of fields being displayed for each payment type are entirely configurable. The date assessed and the list of fees will be determined by the DHHS business rules and support the variance between various license types without limitation.

██. All stakeholders having full access to the DHHS LIS enables Licensees to work within the system securely. It will track and accumulate reportable license and payment history and provides visibility for all stakeholders. The following screenshots demonstrate how payments may be generated by the Licensees, and the payments are tracked by the account and license type information associated with each Licensee seamlessly. They show how the screens automatically adapt to the specific payment type (credit card and ACH) selected by the Licensee.

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

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

The LIS will also support the processing of refunds, which would eliminate an extraneous workflow as well as data entry. All refunds processed through the DHHS LIS will be tracked, reported, and exported to a financial system. Documentation and data are exportable to OnBase as required. Since VisualVault includes our robust Content Services Suite, the need for integration is a topic worth discussing. We understand that OnBase is the Nebraska approved final repository, and all content and data may be exported as required. VisualVault's robust APIs enable the required integration by DHHS.

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		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Response: All transactions that happen within the DHHS LIS or connected database are documented by our system and retained to be reported on and displayed as DHHS requires. The VisualVault Licensing System records every action and transaction, including who did it, what was changed, and the date and time. Displaying an account history is only a matter of reporting against all data available in the system. If it would be appealing to have an automatic dashboard view for the Licensees of their account history and balances, that is a straightforward configuration and a more comfortable user-accessible experience. With a dynamic dashboard, one-click would display to the Licensee the underlying detail of the data for the account. VisualVault contains a market leading (according to market analysts Gartner and Forrester) Content Services System, including document management. We will enable the DHHS LIS to fully support all Nebraska record retention schedules as well as best practices for the deletion of data and documentation. The retention policies to be enforced will be supported by document types per the requirements documented in the Discovery phase and automatically applied as content enters the system.				

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: The required information may come from a couple of data sources without burdening the Licensee completing the payment. Since they are working within the LIS and logged into their account, a lot of core data such as the payer, business unit, and subsidiary may be grabbed automatically from the system or selected from a drop-down menu if the Licensee is associated with multiple business units. Also, the date, check/transaction number, object code, payment amount, balance, and refund will all be captured on the dynamic iForm completed in their account within the LIS.

VisualVault's Licensing System supports all the business rules required to link the accounts in the correct relationships and calculate the fees due per DHHS specific requirements, today and as they change over time. A report or user interface may be configured to display all the content on a single screen as required.

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: VisualVault reporting enables DHHS to report on all data, transactions (including payments, refunds, dates) that are recorded by the system or a third-party database that is connected to the LIS. Since all stakeholders in the Licensure program will have a license to work within the system, all actions, transactions, and data are reportable. These reports may be added to, changed, or created as DHHS requirements change over time. There is no limit to the number of reports that may be created, and we will train the DHHS team on how to create reports. The following screenshot shows the Preview feature on the VisualVault Ad-hoc Report Writer, which has an intuitive user interface for users to create reports on demand.

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: A Licensee may log in to their account and click on the Request a Refund button to complete the Refund Request Form. The form will automatically populate with relevant data to reduce the amount of data entry required, increase data accuracy, and enhance the ease of use for the Licensee. The fields you require will be on the form, and since the LIS already knows the Licensee (they logged in), the information you require will pre-populate. In the case of sensitive information, data fields may be appropriately masked for security reasons.

The submission would include a reason field, which may be a drop-down list of common reasons, a text field for the Licensee to explain, or both. Once submitted, the request will immediately be sent to the DHHS team member's work queue for a decision. The Licensee and the Department may have immediate visibility to the process. Once DHHS approves a refund and marks it in the form, a notice (email or letter) will be automatically generated and sent with all the specific related information as to the amount and details explaining the calculation. If denied, the reason for denial will be sent as required.

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: Exception processing is always a painful, time-consuming task that takes a disproportionate amount of time for all teams to process. The VisualVault Licensing System offers DHHS several options to accomplish a task, ultimately factors such as frequency of occurrence against the severity of the issue are determining factors as to the level of automation that is eventually applied to the process. Our team will configure the system to manage this process, as you determine to be the most efficient and cost-effective. The following is an example of a suggested process.

In the LIS, the first step is to validate the address was correct against the most current database the Licensee provided. The data in the system has already been validated against a USPS database. An automated notification will be sent via email, requesting the Licensee log in to update their address to receive the refund check, and data specific to the Licensee will be automatically populated in the email. The LIS will track if the email was received or if it bounced with an incorrect address. If received, then a series of emails may be sent, increasing in urgency regarding the timeframe for response. The LIS tracks all the email notifications, dates, time, and content sent for a record that DHHS may keep to document efforts.

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		

Response: When a license is being paid for by a process where insufficient funds could occur, we will leave the license in a state to indicate it is waiting for payment. When the EDI transaction occurs that indicates that NSF occurred, we would update the status to Insufficient funds and send an email to appropriate State staff. We could also automate the update of the license so that it communicates this status. Given that VisualVault is a flexible solution, we could also let licenses become active and assume that funds will be sufficient until NSF is encountered for the payment method. Then if NSF is encountered, we can go back through the licenses affected by the transaction, invalidate them, and notify the appropriate parties. Both options are available depending on the level of comfort the Department has with each option.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
ACT-8	Describe how the system will support financial interagency transfers.	X	X		

Response: The VisualVault Licensing System uses a microservices open architecture for integration with the State financial systems as required. Interconnectivity is important to provide a check against interagency transfers and to ensure the correct amounts are transferred and received by the destination. iForms will be used to insert data from the originating source and act as the source of truth in transferring the amounts to the correct destination accounts. Our iForm will be the vessel to contain all the data and associated documentation through the process.

Data through direct integration may be loaded into the iForm. At this point, the transfer form will contain the business rules to both validate the data submitted and to authenticate the completeness of the data set. This step helps ensure that invalid or incomplete data is not sent to the agency destination. iForms are often used by our clients to validate data saving all team members time and effort of chasing incomplete data or correcting submission errors. VisualVault performs these functions.
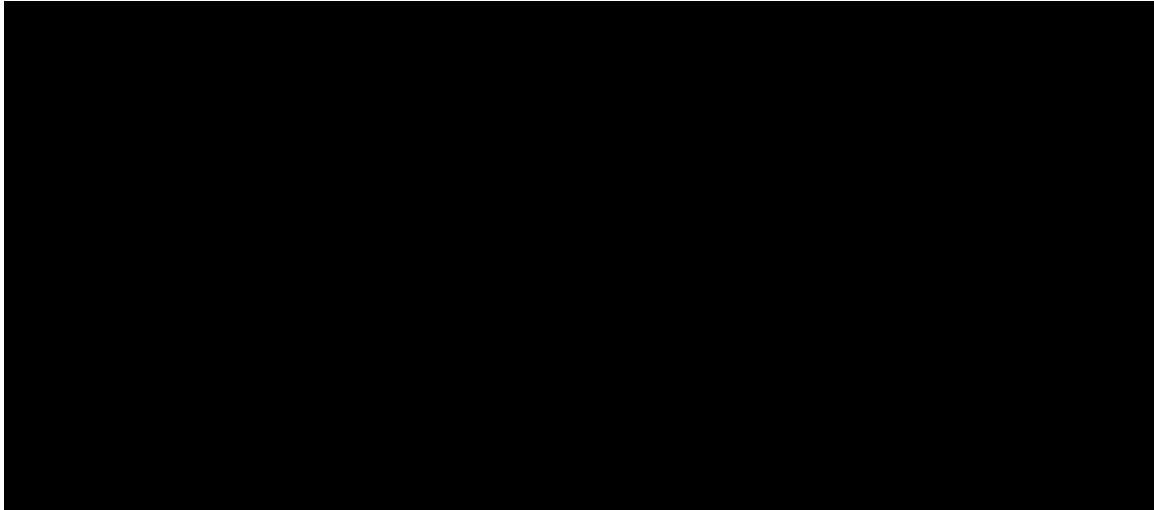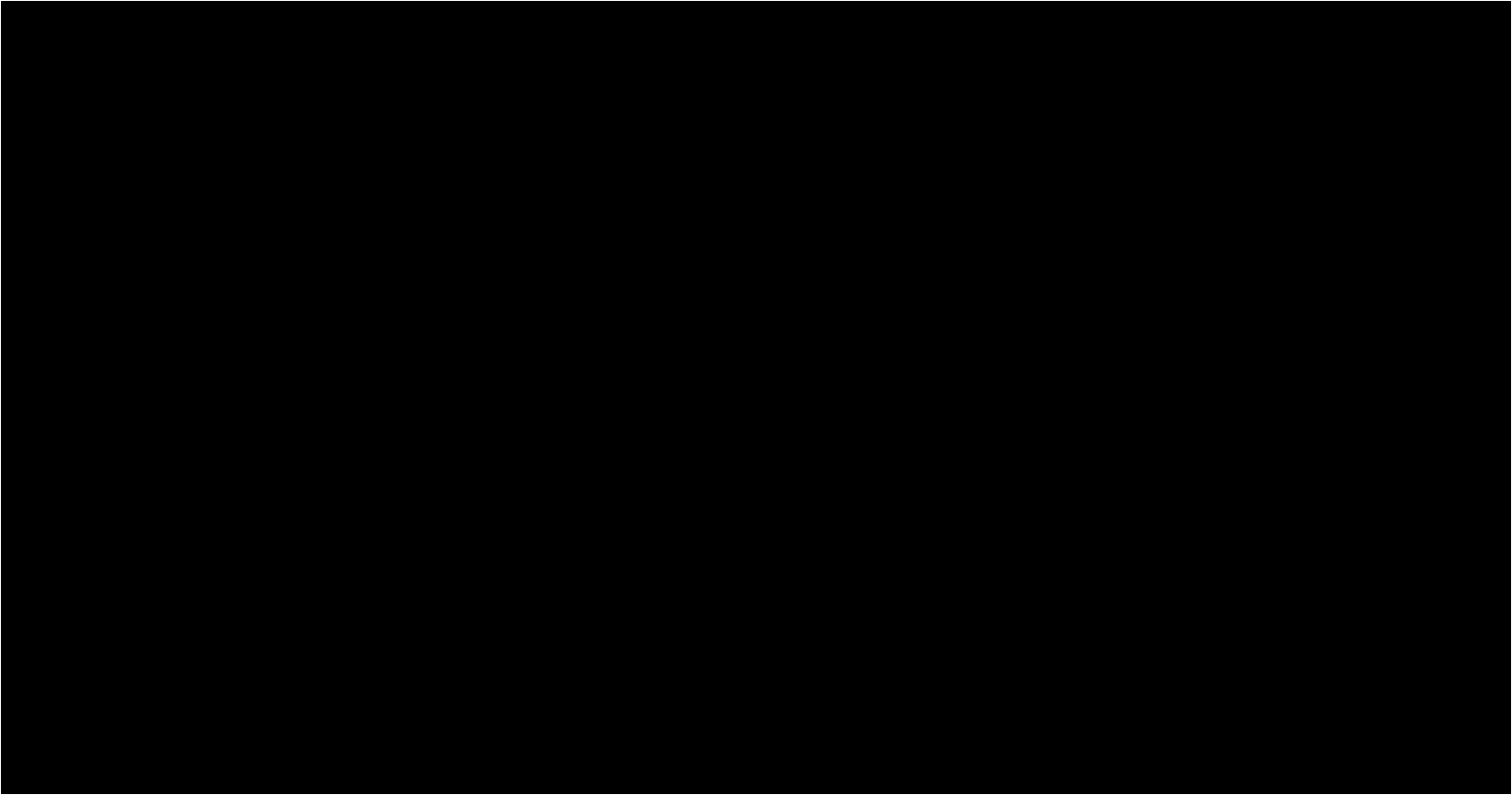
License Certification/Verification Requirements

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 is an excellent example of why Community Licensing is essential for the public sector. The VisualVault Licensing System allows DHHS to configure a secure system that enables employers, other agencies researching valid licenses for compact licensing, and third parties the option to self-service without concerns of buying additional licenses. The DHHS LIS will have the ability to track and report on all actions taken, including all the actions previously stated, and support business rules to manage how those actions are controlled. If there is a need to limit or print the watermark after the initial download or printing of a certificate or license, that is a business rule that is fully supported by our system. These are configured as a result of the discovery sessions, and requirements may vary from license to license. Our system fully supports the unique variations that exist between types.

Example #1 - The nursing home, as the employer, may log in to the LIS and run this report themselves. The VisualVault Licensing System completely supports hierarchical relationships by roles and securing sensitive PII and HIPPA data. They may create and save the report themselves using our Report Wizard. We suggest placing one of our How-To videos for their home page with easy to follow instructions.
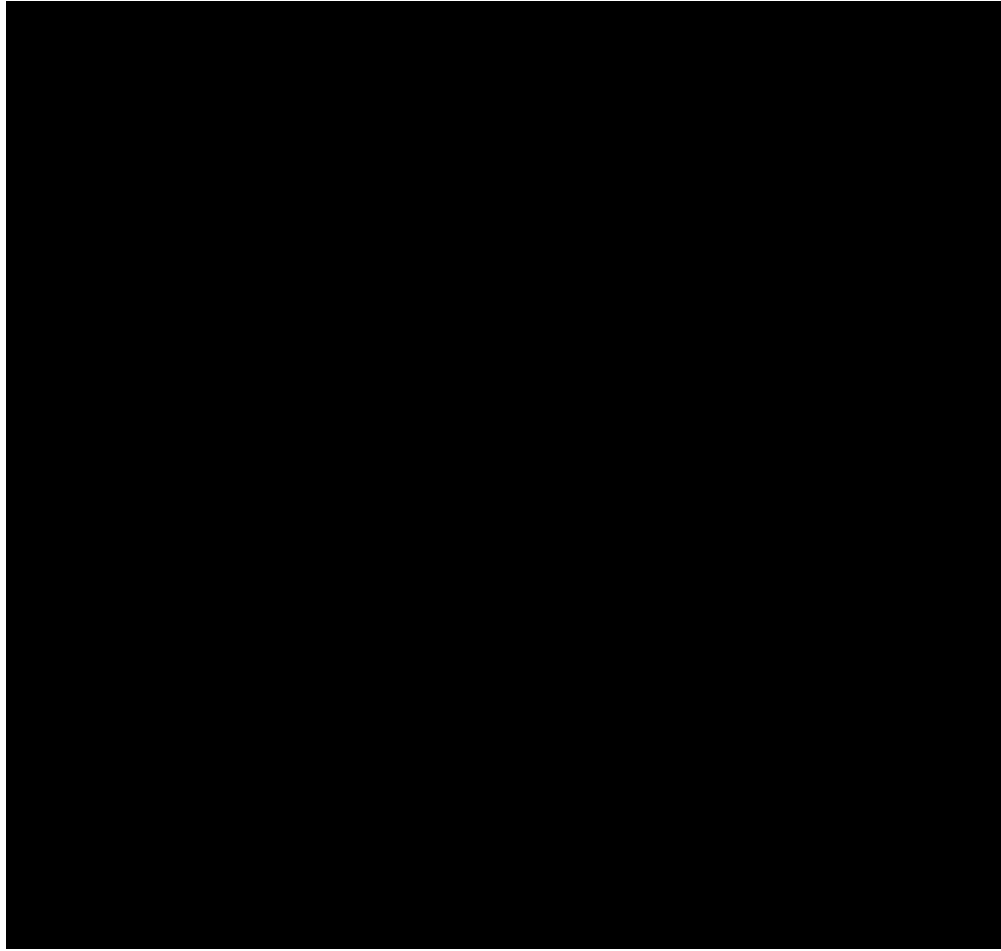
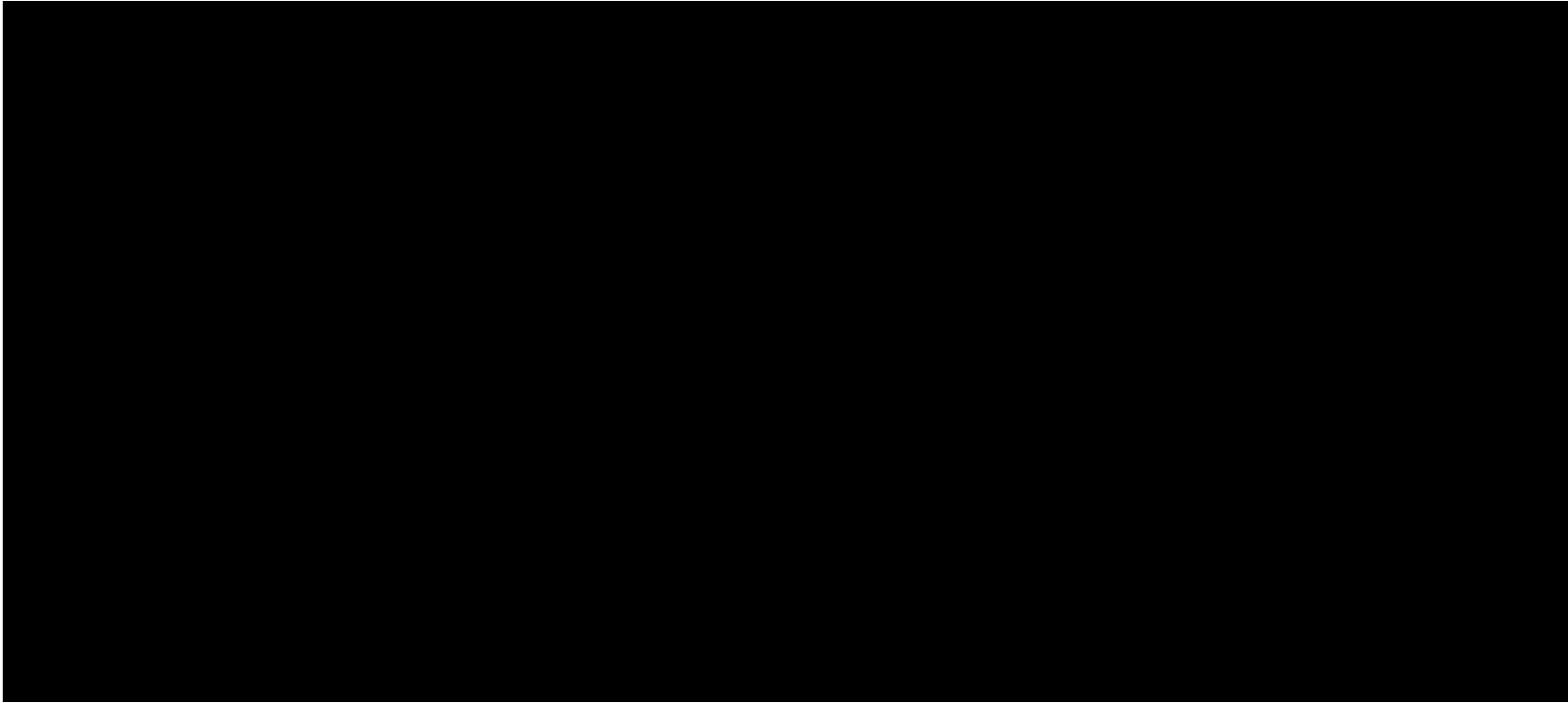| Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	They will also have access to electronic instructions to accomplish this task. We will configure all the data that DHHS decides they should have access to based on their user role as an employer. The following screenshot is an example of the printing of a single envelope. The following screenshot shows that there is also an option to batch print as required. The system has several options for printing or emailing.				

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Example #2 - Following the hierarchical rules of Example #1, the employer will have the ability to search for multiple fields (licenses and disciplinary actions) at a time and see the results. Printing options are core to the VisualVault Licensing System and include one at a time or bulk printing of multiple items.				
	Example #3 - This is a great Discovery topic to capture all the details and business rules DHHS requires explicitly. There is the decision - Do you want the requesting State to log in and research the answers themselves, or do you want the requesting State to submit this request on an iForm to kick-off a workflow internal to DHHS team members? Or a combination of both? VisualVault fully supports these options. During Discovery, our teams will discuss these topics in detail. Considerations for these types of decisions include security, roles, and ease of use to ensure the user experience is positive, which would encourage self-service as opposed to trying workarounds, like calling in a request, which is time-consuming for all parties and works outside the security of the system.				
	A benefit is that all actions working within the DHHS Licensing System are tracked and reportable. Another advantage is that the time to fulfill requests, workflow tasks, self-service functions, etc., are all measurable and may be included in reports, enabling DHHS to see the workloads and trends their teams are experiencing.				
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		

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

Response: All Licensees will have a full use license for the DHHS LIS. They will create their account online when they register. The VisualVault system will securely assign them security rights based on their user roles and support their ability to manage their username (email address) and password, including when they forget. They may log in to the DHHS LIS and be taken to their homepage, which will be configured to easily view all content that is available to them (based on security permissions), including licenses and certifications, all with a login, no clicks.

Based on the permissions you grant the licenses, which may vary by license type, they will be able to apply online, print, complete and mail the application, upload the required documentation, and complete any additional information requested by DHHS. Based on the DHHS business rules, alerts may be sent to request an action, such as a notice to renew a license or to supply additional or updated documentation that may have expired. The Licensees will also be able to log in and print licenses, and wall or wallet-sized certificates, as DHHS grants permissions. If your business rules dictate that duplicates or re-issued licenses have a watermark, the DHHS LIS will support those rules.

| 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 | | |

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
Response: ███ ██. With the online LIS and with each Licensee having their account to log in to, the Licensees will have visibility into the entire process and understand, at a glance, if any other documentation or data is required as well as when they can expect a decision on their submission. The point is this self-service model will free up your team to work with the Licensees requiring more considerable assistance, which will result in improved outcomes of providing the citizens of Nebraska with vetted, licensed providers of these critical services. Fees will be calculated automatically based on the business rules and rates that apply to each license type. The VisualVault Licensing System will support different business rules and prices for each license type. Once the fee has calculated an option to pay online or send a check will appear, and the Licensee will be able to make the payment immediately online, receive notification of the successful transaction, and receive a printable receipt. For the Licensees that do not or will not work online, there will be request forms that may be downloaded, printed, completed, and sent back to the correct DHHS team for manual processing. These forms may also be mailed to the Licensee to conduct the process manually or downloaded and printed by the Licensees. We recommend that DHHS encourage or strongly urge all Licensees into the self-service model. We recognize that there will always be exceptions.				
LCV-4	Describe how the system will display Licensee data, with Licensee-related public documents, in the public database, including disciplinary actions and limitations, inspection results, and ownership documentation, and allow the general public to generate and print license certifications.	X	X		

Response: The DHHS Licensure Data and Documentation Repository will have an interface that will enable the public to conduct searches for all documentation available to them by the Nebraska statute. This interface may consist of a link on the Nebraska State website that takes the public to the LIS, where they will have the right to see the content and data that is securely granted for public view. There will be a user-friendly screen that will help the public to use drop-down menus to search by license type, by zip code or county, by name. Each filter narrows the search and makes it intuitive for the public to find the Licensee and research the information available. There are other criteria if they are looking for a licensed provider with no disciplinary actions against a provider; they may select those criteria. The following screenshot shows the variances of criteria available for a search.

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: ██

███████████████. We completely understand the need to enable multiple avenues for Licensees to interact with DHHS. Our system fully supports a No-Wrong-Door approach to interactions with Licensees working with DHHS. The best way to describe this support is to provide a couple of examples of how our current clients leverage our system to support this approach.

A working example of this is the State of Vermont Marijuana Registry (VMR) system. In this case, registrants will see their fees due in the Registry System, which has been calculated by VisualVault using Vermont's fee schedules with their business rules applied. They have the option to pay online or mail a check or cash to the State. If they select to mail a payment, instructions and an invoice to print are made available to the registrant. Upon receipt by the State, the Vermont team member logs into the VMR system and records the payment and prints a receipt for the registrant, which updates the license payment status immediately. The team member runs a report of daily receipts and sends it along with the checks and cash received to the financial office. Our system provides an audit trail and immediate visibility for all incoming payments, online, in-office, and mail in one source, plus it updates the VMR immediately.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Another example of communication is our client, California's Office of Problem Gambling (OPG). All in-office encounters by providers are recorded in great detail by the providers, including treatments, observations, and results. This data is completed online, often during the office encounter, and submitted using an iForm. The iForm, based on the OPG's business rules, will also calculate the provider fees, and automatically submit them to the State. The data collected from these encounter forms are sent to UCLA for research. The following screenshot shows the flexibility and effectiveness of using iForms to collect data intuitively.				

Complaint and Investigation Requirements

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
COM-1	Describe how the system will document complaints and investigations from initiation to completion, while keeping the information confidential. The system needs to track complaints; link them to the Licensee file; link them to the investigation record; log any and all communication sent/received related to the complainant, Licensee, or other people involved; link photos and video to the complaint/investigation record; and maintain confidential investigation and hearing documentation. There are approximately three hundred fifty (350) forms for inspections such as initial, re-inspection, focused, routine, etc. Complaints can be gathered in a number of ways, such as online, in person, by letter, by email, and by phone call. DHHS tracks compliance-related activities as follows: 1. For individuals and/or businesses subject to the Uniform Credentialing Act, License 2000 is used. 2. For childcare licensing, License 2000 is used and each of the three (3) Child Care Licensing Supervisors use a separate Excel spreadsheet. 3. For residential childcaring/placing agencies, two (2) Excel spreadsheets are used. 4. For community-based services, seven (7) Excel spreadsheets and Outlook calendars are used. 5. For health care facilities and services subject to the Health Care Facilities Act, ACO, Excel spreadsheets, and/or paper forms are used. DHHS wants to improve its efficiencies in this area. DHHS may be willing to adapt its compliance tracking to align with the solution proposed by the bidder. DHHS tracks investigations as follows: 1. For individuals and/or businesses subject to the Uniform Credentialing Act, an Access database is used. 2. For childcare licensing, License 2000 is used; 3. For residential childcaring/placing agencies, an Excel spreadsheet is used; 4. For community-based services, SharePoint is used; 5. For health care facilities and services subject to the Health Care Facilities Act, ACO, Excel spreadsheets, and/or paper forms are used.	X	X		

Response: The VisualVault Licensing System completely supports the centralization of the current disparate complaint systems used by DHHS teams today, along with relating them to the correct new DHHS Licensure file and subsequent investigations and inspections. We include a No-Wrong-Door approach, which means that these complaints may originate online through the DHHS LIS, in person, a letter, email, or phone call. Our system enables the capture of all content as supporting documentation required for a valid complaint form in the LIS (if they are submitted online).

We have clients who take anonymous complaints and those that require contact information from the complainant to be considered valid for the State to follow up. Once the submission is validated (triaged), it starts an automated workflow that generates an investigation or inspections, with the data from the complaint passing to the investigation or inspection forms automatically as well as linking all supporting documentation. This is accomplished seamlessly, which provides the investigator or Inspector access to all information available concerning the complaint and any notes that the DHHS triage team member may have applied to the complaint. Since all this happens within the DHHS LIS, the history of the Licensee, practice, or facility is available to the team in the field. This is an invaluable 360-degree view for the team in the field that needs as much information and background as possible to accomplish their mission as efficiently and safely as possible.
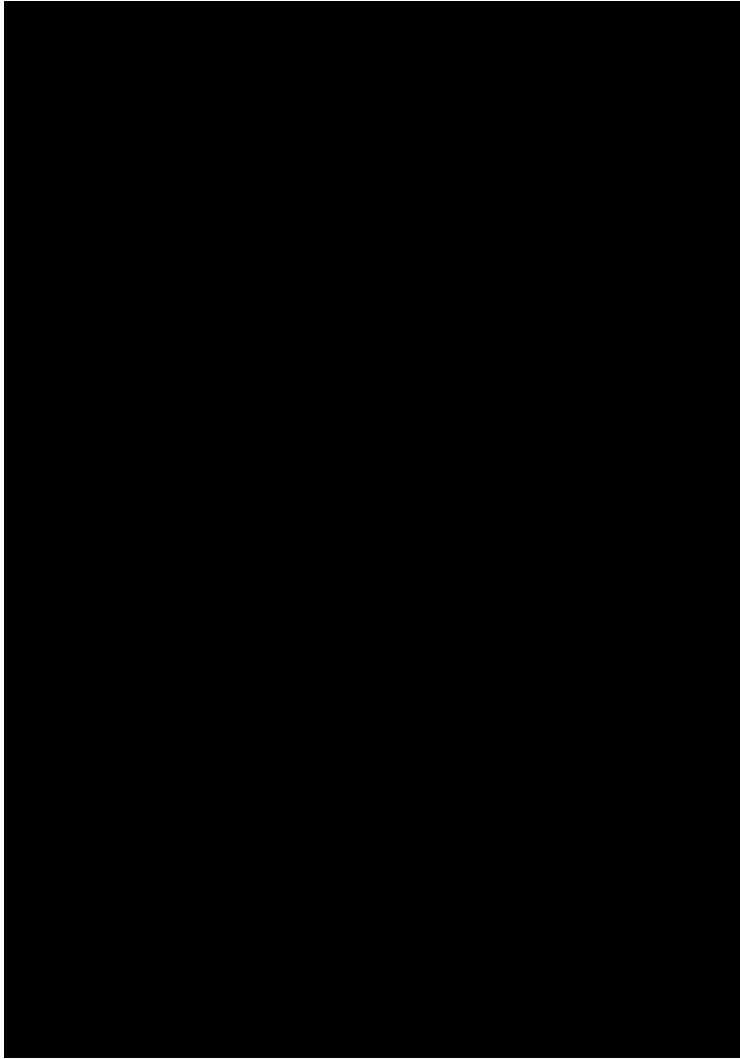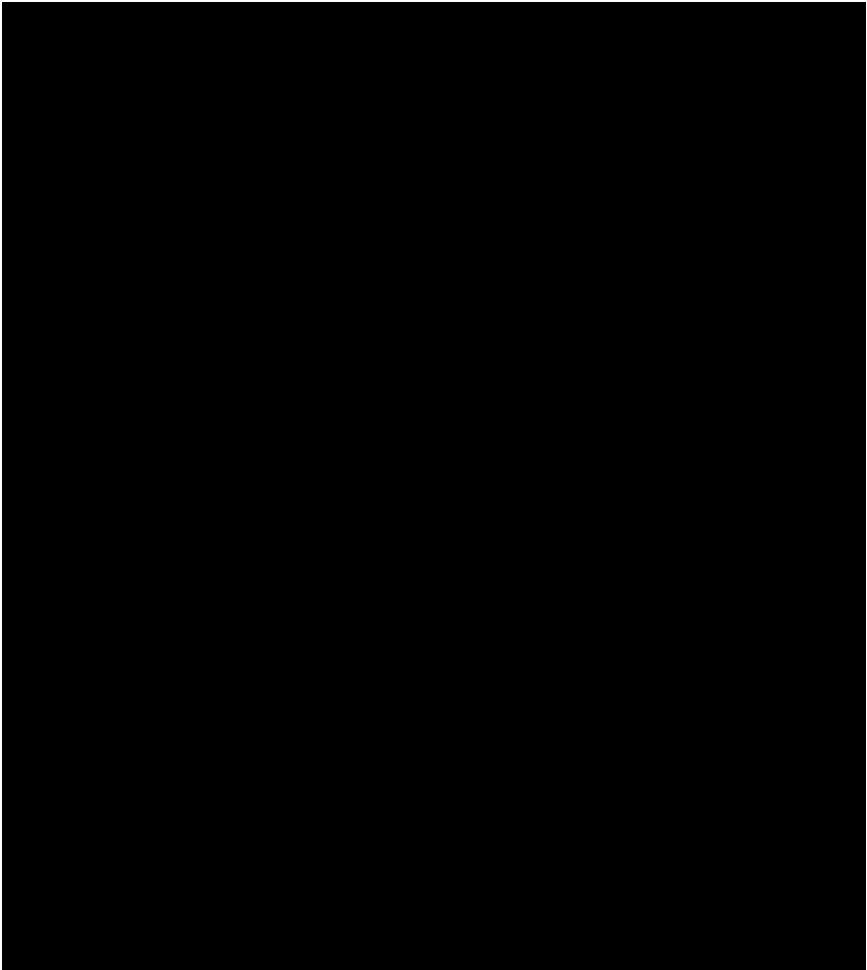
Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party

The VisualVault Licensing System has full depth and functionality to manage the lifecycle of investigations and inspections for DHHS. Our team has accomplished for our clients, including the Florida Department of Children and Families, Substance Abuse and Mental Health division. In this case, we were able to create an inspection form with more than 2000 fields a manageable form that:

- Pre-populates data into the inspection form from the Licensing System
- Supports easy to follow tabs allowing the Inspector to go directly to the section that applies quickly and efficiently
- Dynamically presents the required fields based on answers as they are entered by the Inspector
- Calculates scores automatically for the Inspector based on Florida DCF's business rules
- Creates a Corrective Action Plan (CAP) based on results automatically calculated supporting the FL DCF business rules and automatically notifies the provider of the CAP along with the guidelines to resolve
- Populates selected statue violations automatically to limit the need for data entry- saving the Inspector's time and improving accuracy as the statues are automatically associated with the fields on the form
- Supports common violation fields with drop-down menus for selection versus requiring data entry- improved efficiencies and accuracy
- Support voice text fields
- Provides visibility to the providers and the State to all data in the FL DCF system
- Relates all documentation and photos uploaded into the system to the correct provider automatically
- Allows work from any mobile device with a browser
- Supports the field teams without internet connections to work offline

The following screenshots show the flexibility to configure the inspection form most efficiently to support ease of use for the field Inspectors.

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

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

During the Discovery Phase, the review of the inspection forms is a key component. The consolidation of the number of forms used by states is a frequent occurrence and one we expect to encounter during the DHHS implementation process. Using the VisualVault Licensing System with iForms creates dynamic efficiencies in the collection and viewing of data. The result will meet your objective of creating efficiencies in this process while increasing the visibility of your

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	teams in the field and all other DHHS stakeholders to this data and content. We understand fieldwork, such as investigations and inspections, as a level of stress to your team. We also include techniques to reduce data entry, improve accuracy, and enable them to spend more time focused on the Licensee. The VisualVault Team is fully supportive, and the DHHS will fully support the breaking down of the silos that exist today with the various inspection systems to support compliance, especially around complaints. We intend to enable DHHS to perform all these actions within the DHHS system. It is assumed that data from the legacy systems will be migrated to create these efficiencies both from an infrastructure/security and visibility/reporting aspects.				
COM-2	Describe how the system will allow the public to submit complaints online. Complaints should be routed to the appropriate staff's work queue, and template letter/email options must be available for communication with Licensees and complainants. The system must document all communication regarding the compliant and allow workflow between staff as defined by role. For complaints not submitted online, describe how staff will be able to enter complaints into the system. For example, DHHS staff receive a complaint, enter it into the system, and must be able to forward it and all related documentation to an investigator. Depending on the broad license category, the method of complaint reporting used, and the findings during the investigation, there are a variety of process flows that may be followed. License categories would include individuals, businesses, health care facilities and services, childcare, and community-based services.	X	X		

Response: The ability to have citizens file complaints online is fully supported by the VisualVault Licensing System. We offer a few options, and during the Discovery process, we will design the system to meet DHHS requirements, which may contain some variances and opportunities. For example, for the Florida Department of Children and Families (FL DCF), Substance Abuse, and Mental Health System, the public may go to a link on the Department's website and complete a complaint form. This form gets automatically submitted to the FL DCF team for triage and, based on the FL DCF business rules, and the complaint gets sent to the appropriate team member.

If the complaint requires an investigation or inspection, the workflow takes it to the appropriate FL DCF team member's work queue to initiate the task. The complaint and any documentation provided stays with the file and provides the data to initiate the inspection/investigation automatically. Throughout the process, the VisualVault Licensing System accumulates, classifies, and makes all data and documentation available for use by DHHS team members taking the next action or reviewing the file. We use intelligence for classification, and our ability to build and retain relationships of data and documentation throughout its lifecycle is based on DHHS business rules.

Nebraska DHHS business rules may vary (we assume they do) from FL DCF, and our system will support that variation with our flexibility to configure critical business rules against workflows, interfaces, and iForms. In the case of the DHHS LIS, the workflow would determine which license type, which may then regulate the specific workflow. VisualVault will support and follow DHHS business rules. The screenshot on the left is the complaint form with the appropriate Florida Statute language. It is available online by anyone, and once submitted, it is automatically sent for a team member to triage. The form on the right is the triage and will determine the automated workflow it is now entered into based on the actions required. All this builds a history available for use by the FL DCF team throughout the life of the complaint as well as the results.

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

The complaint form helps guide the citizens through the complaint process with easy to follow drop-down selection choices and fields that validate data as it is entered to be accurate and complete. In the case of FL DCF, name and contact information are optional. If desired by the citizen, the form may be downloaded, printed, and mailed to DCF. In that case, or if someone calls in to file a complaint, once the complaint is received, the FL DCF team member enters the information into a complaint iForm within the Licensing System, and the workflow is immediately initiated. All data and content are centralized in the Licensing System for security, leverage automated processes, visibility to all operations, best practices of managing content, and complete audit history of all actions and events within the system.

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 VisualVault Licensing System has full support for role-based security access. Access to data and content is controlled to manage to this capability. Documentation is classified coming into the LIS based on the document type. The system contains intelligence to associate document types with user roles and applies to the access, viewing, actions that may be taken, such as printing or downloading. Once the documentation is classified, the system security is applied automatically.

Data on iForms may be secured down to the field level if required. These security classifications are discussed during discovery, configured, and tested during the implementation of the system. Role-based security is hierarchical, and data and documentation are available to a public user for viewing by all roles above in the hierarchy. Confidential data is typically the most secure and viewable by the fewest at the apex of the hierarchy. The public will be able to search for complaints and get back the data that DHHS decides is supported by their security access level. This data may consist of a search from the DHHS website or a link to a public search in the DHHS system.

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: There is no limit to the number of data fields that the VisualVault Licensing System can track in the database and associate with one or more complaints and investigations. During Discovery, these associations with all data and document types that can be associated with these actions. Once they are associated, they will automatically be linked and appear if a search is conducted assuming security permissions allow the person searching to see all data and documentation. If permissions do not allow for it, they will only see what their user role allows.

If a name changes, we offer more than one way to both proliferate the change in the system (name change may impact more than one process). A formal name change form is the best way to proliferate the change, and once approved (we recommend name changes have some documentation and team approval), alerts will be sent based on DHHS requirements. In this example, they would be sent to all DHHS team members involved in a complaint, investigation, or inspection process automatically. It is also possible to have former and current name fields on any of the iForms if that is desired by DHHS. The VisualVault Licensing System supports the goal of automating this process in its entirety through workflow and providing visibility to all actions for those involved to make the best possible decisions based on accurate and current data and documentation.

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: ███
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██
████████████████████████████████

During the Discovery sessions, the means to generate a disciplinary action will be identified, and the process to automate it is designed into the new DHHS LIS for each license type with the understanding that the Nebraska-specific business rules may vary by license type. The architecture of the system will support the capture of data, content, and schedules from the LIS to enforce all business rules, including notifications and alerts of the impending status of violations, payments, and deficiencies.

Our core content services platform includes a document and data management system. Our system can automatically enforce security for data down to the field level or documentation to the document type. We provide DHHS with an overall governance control to ensure that data and documentation are automatically secured by the user role, which includes public access as a role eliminating the need for a DHHS team member to take the time to mark fields as public access or not. The system makes the decision based on DHHS business rules. Overrides are possible if your team desires, which will be enabled based on user roles.

For Open Record Requests, the VisualVault Document Viewer allows the DHHS team to redact information if desired. It affords the additional capability which DHHS may use as desired. The Disciplinary Action form will be the result of DHHS investigations, inspections, complaints, and corrective action plans, all of which reside in the DHHS LIS. Therefore, much of the data to complete the disciplinary action form may be prepopulated from the existing database. The resulting actions such as fees, monitoring requirements, and period to be enforced may be automated to support DHHS business rules or manually inserted by the appropriate DHHS team member who has the permissions to do this. As they complete the forms, there are automated business rules that support all the actions of the discipline. Using our workflow and intelligence, notifications, alerts, and activities will be automated and have the ability to support complex business rules.

In the example, once the Disciplinary Form is submitted into the DHHS LIS, the Licensee will have complete visibility to the tasks and fees they are responsible for fulfilling to comply. Depending on the DHHS business rules, the status of the license may be placed in a different status, pending the completion of tasks, and the time required for the status to be satisfied. Dashboards showing DHHS team members' live views of Licensees under disciplinary action provide, at a glance, the ability to drill down with one-click to receive the data behind the charts.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	These dashboards are entirely configurable based on user roles to show only the relevant disciplinary actions by license type, or for those responsible within DHHS for multiple license types, they will see a broader view to accomplish their requirements. The Licensee will be able to log in to their account and make penalty payments online or send a check to the State. They will be able to upload dates and facilities where bodily fluid tests occurred, and any documentation required to support the tests. The labs for the tests may upload results of tests directly into the system as well. Each action or step is tracked within the system to note compliance and is reportable. Having all actions be auditable creates the most significant efficiencies, security, and governance over the process. If the Licensee does not act on the tasks, automated notifications and alerts are sent, and may range from a reminder that action is upcoming to actions being past due. Based on the business rules, DHHS would like the system to enforce the status of the Licensee may be changed automatically to reflect a lack of following through to stay in good standing. The following screenshot shows VisualVault automatically generating a notification with links directly to the Corrective Action Plan. The point is to increase staff efficiency while at the same time pulling data directly from the LIS to generate these notifications, saving countless hours of staff time.				

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

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
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: The VisualVault Licensing System is supported by a robust Content Services System that uses intelligence to take in data imports from connected systems seamlessly and automatically related data and content to support DHHS business rules. Many of our clients use our system to maintain complete case management requirements, including the importing and exporting of data to third party systems. The DHHS LIS fully supports the integration with third-party systems such as NURSYS to both receive and export data to maintain up to date records for disciplinary actions for compact agreement compliance.

The incoming data will be automatically related and attached to the specific staff person based on unique identifiers per DHHS business rules identified during the Discovery process. As new data is received, the DHHS LIS will be able to send automated notification as DHHS business rules dictate. Therefore, as disciplinary actions may be taken in other compact agreement states, the LIS will automatically notify designed DHHS team members of the activities DHHS determines to require attention.

The DHHS LIS will have the intelligence to send notifications based on one or several accumulated disciplinary actions, depending on the type and level of actions taken, even considering specific periods. This level of automation also allows the automatic sending of alerts directly to the Licensee, notifying them of these actions, and what if any impact they may have on their ability to be licensed in good standing in Nebraska. All data coming into the LIS is immediately reportable as well and can be displayed in DHHS dashboards as the LIS is updated and the dashboard refreshed

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
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: The VisualVault Licensing System can use complex business rules that support multiple hierarchical relationships based on role and establishment. In the previous example, Shady Rest Nursing Home, this single citation will automatically be uploaded and attached to Shady Rest Nursing Home. The intelligence, based on DHHS-specific business rules, will look for roles that are also impacted by the citation. In this case, Mary Johnson, as the Administrator, is individually associated with the citation as well. One citation may have unlimited association links. There is no need to add additional content to the system to have multiple associations with a single citation. Alerts and notifications may also be sent to as many DHHS team members or those impacted by the citation. The advantage of Licensees working within the system with Community Licensing is that all actions are tracked and auditable. Therefore, when Mary Johnson views the citation or opens the notification, the LIS will know and track all actions.

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 childcare inspection reveals that a child was injured by falling off a diaper-changing station that did not meet safety requirements. Staff must note the violation on a checklist, cite the regulation violated, enter the public information of how the child was injured, and enter confidential information with the child's name, medical treatment, and photos of the injuries. Data entered must populate an inspection report for internal use that includes the confidential information and documentation, a summary report, and an in-depth inspection report that includes citations and public information. The summary and public information reports must be posted to the website when indicated by staff.	X	X		

Response: ███
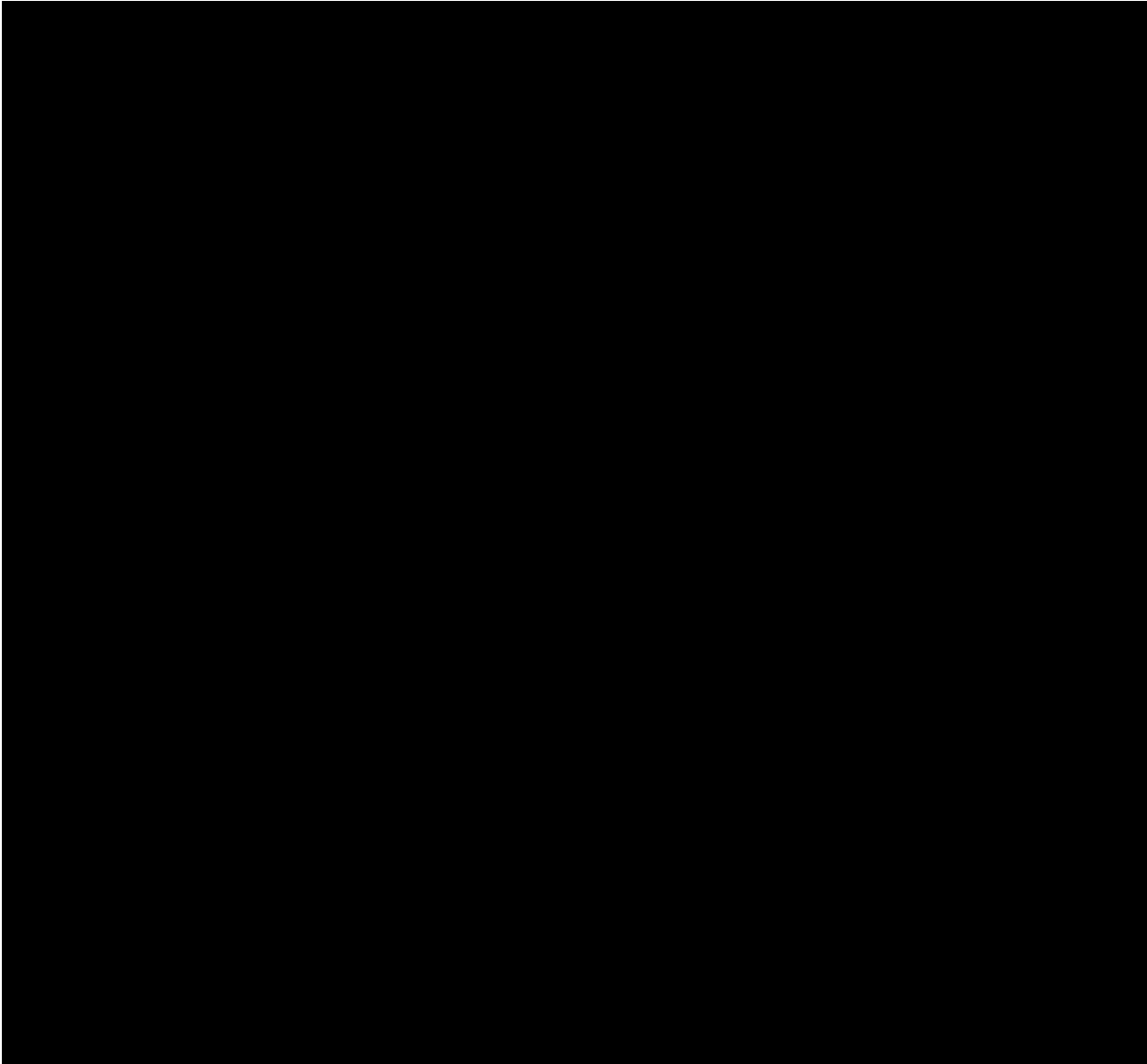██ Complete support of specific statute violations dynamically appearing to standardize inspection reporting and accuracy, while reducing the manual data entry of field Inspectors. The automation of creating a Corrective Action Plan as well as enforcement is also automated, allowing the system to perform the tedious portions of these tasks instead of field Inspectors. The DHHS LIS, using VisualVault, frees field Inspectors to focus on the critical safety and compliance issues protecting constituents, not manual input of data, report writing, or enforcement.
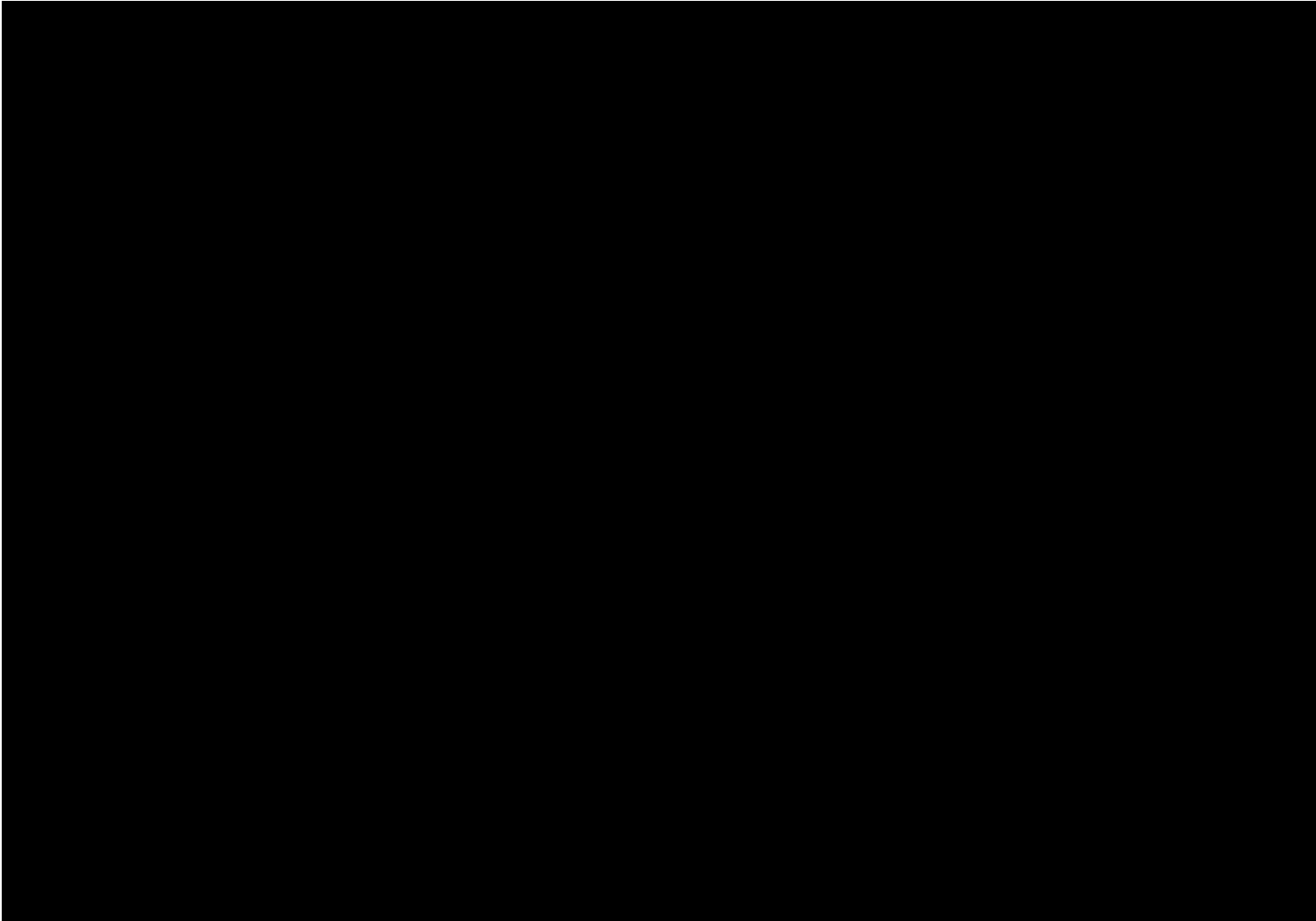
VisualVault's system is a SaaS solution accessible from all major or commonly used browsers and all major mobile devices. There is no requirement for any downloads of software to reside or be managed on desktops or mobile devices. We offer a true Zero Footprint browser. Our browser is built with responsive design and recognizes the device accessing the system and accommodates it for effective viewing. Therefore, our system, unlike some applications, is not device-dependent for mobile readiness.
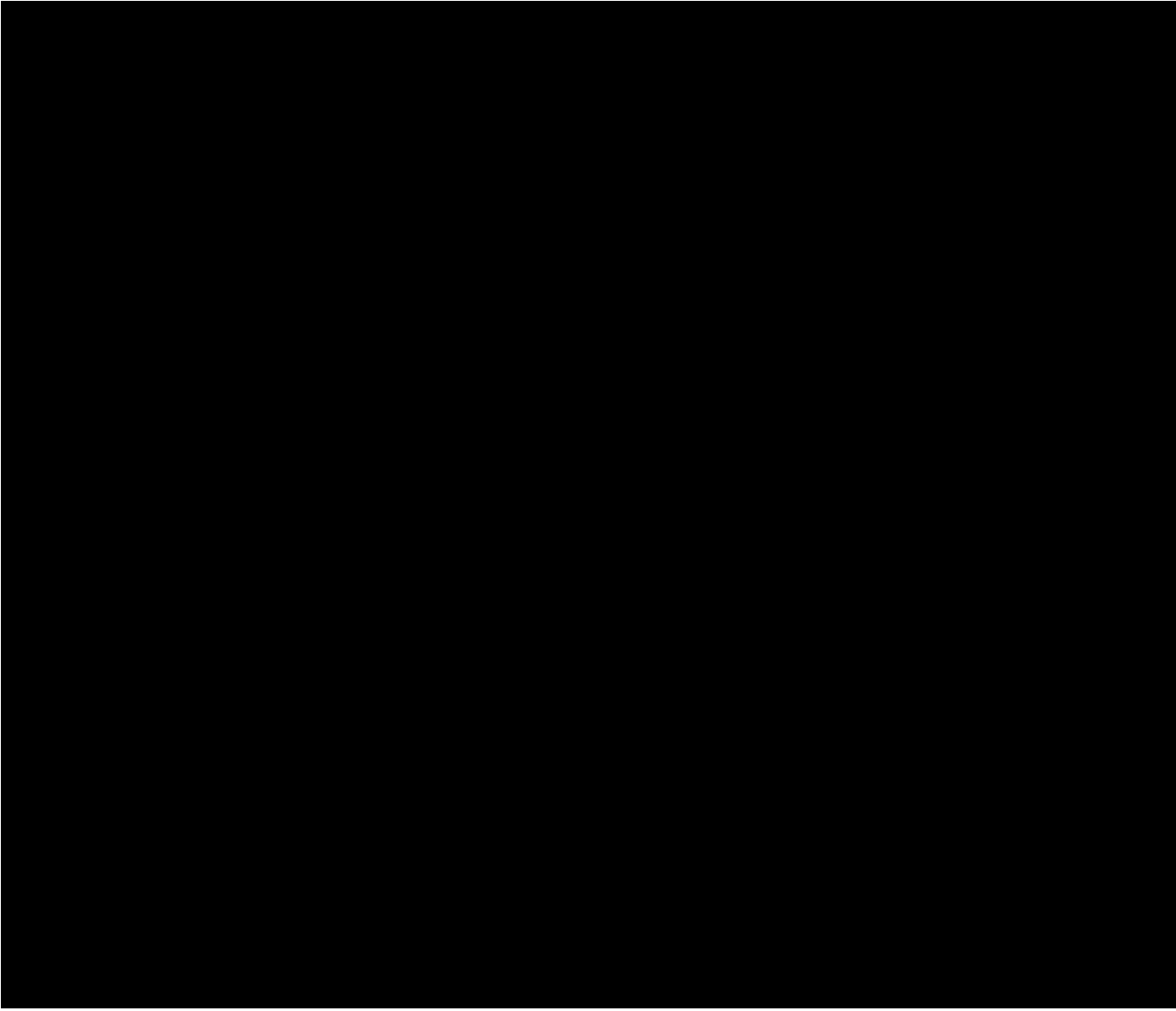
There is no need to design separate inspections forms for internal office use and field use. Only one form, secured by user role, is needed. We provide transparency for the DHHS team in real-time as data and documentation are collected in the field. Our system will automatically respond to the mobile phone or tablet being used as a mobile device. ████████████████████████████████
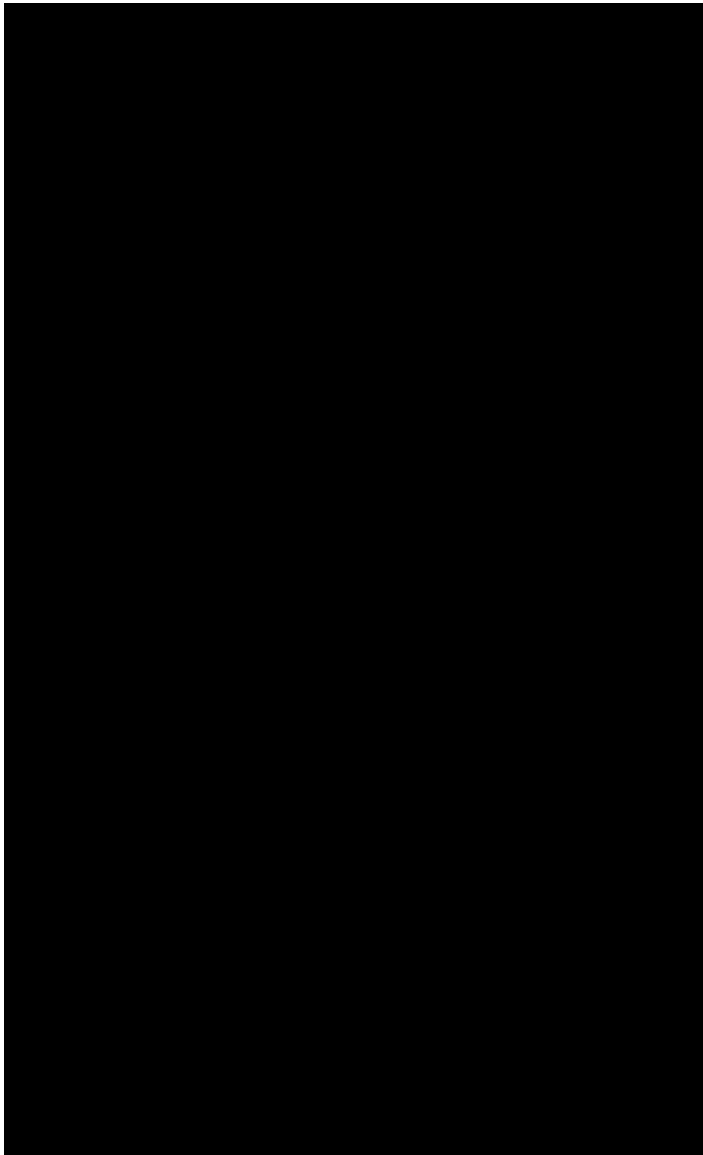██

VisualVault off-line iForms will enable DHHS Licensure Inspectors to visit any location and carry on their work regardless of internet connectivity. iForms are designed to work online or offline. iForms will be configured with all the questions required based on specific DHHS Licensure requirements for each license type. Pictures and support documentation can be uploaded to the inspection form via our drag-and-drop feature or directly from a camera within the mobile device. Offline iForms maintain the business rules that are present when connected to the internet and therefore assist the field Inspector through the process even though they are not connected. When the Inspector returns to connectivity, the system will automatically sync and upload all data and documentation.
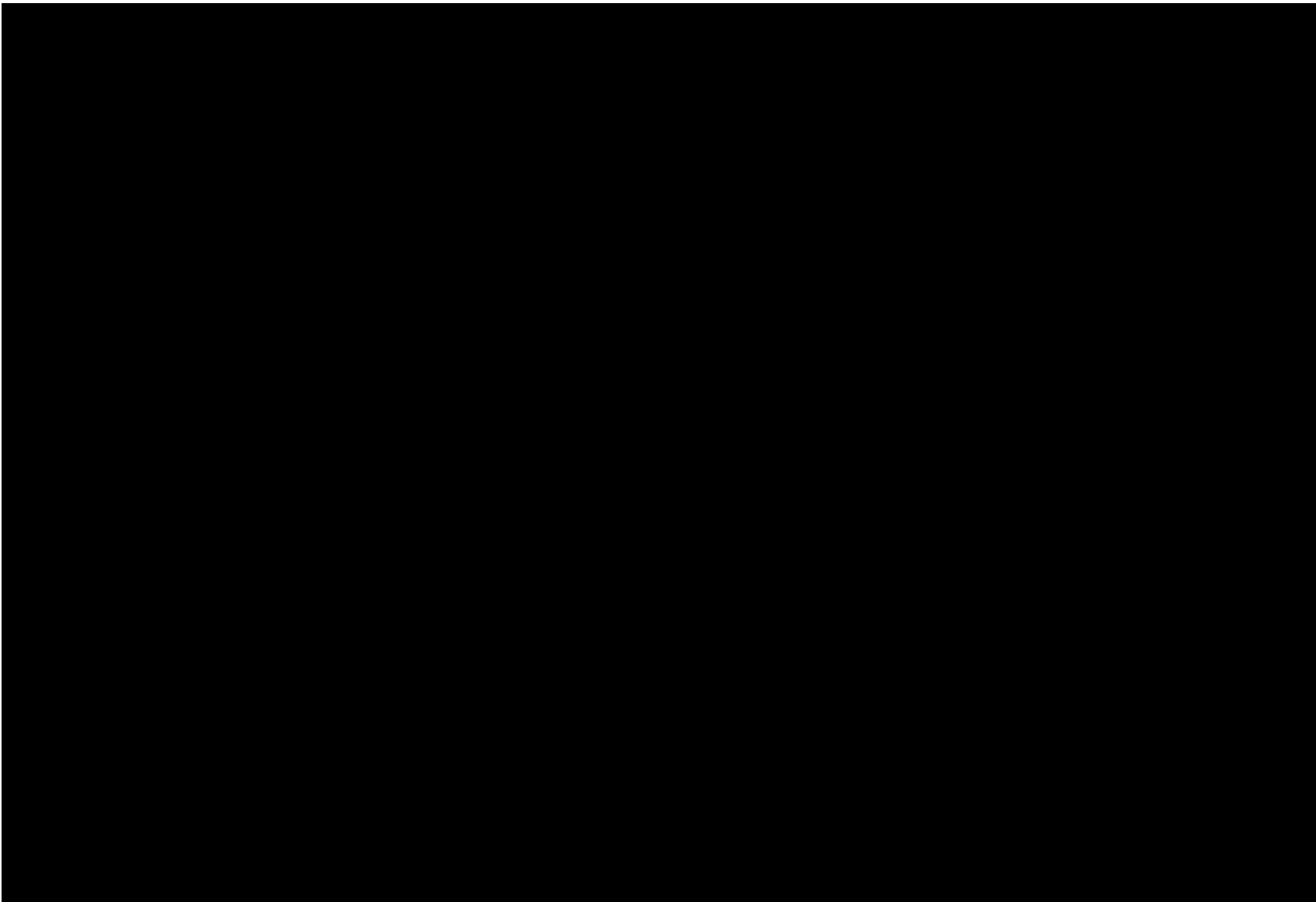
During the Discovery phase, we place a great deal of focus on automating and ease of use for the critical inspection processes. The capture of data and content in the field is critical for the ultimate safety of the Nebraska citizens. The DHHS LIS will have the ability to capture the data, photos, and documentation in the field. Through a variety of options, the violation statute will automatically appear, and upon completion, create a corrective action plan for the Licensee to remediate, including scheduling the follow-up inspection, alerts, and focused inspection document- all accomplished automatically via the VisualVault business rules engine, system intelligence, and automated workflow.
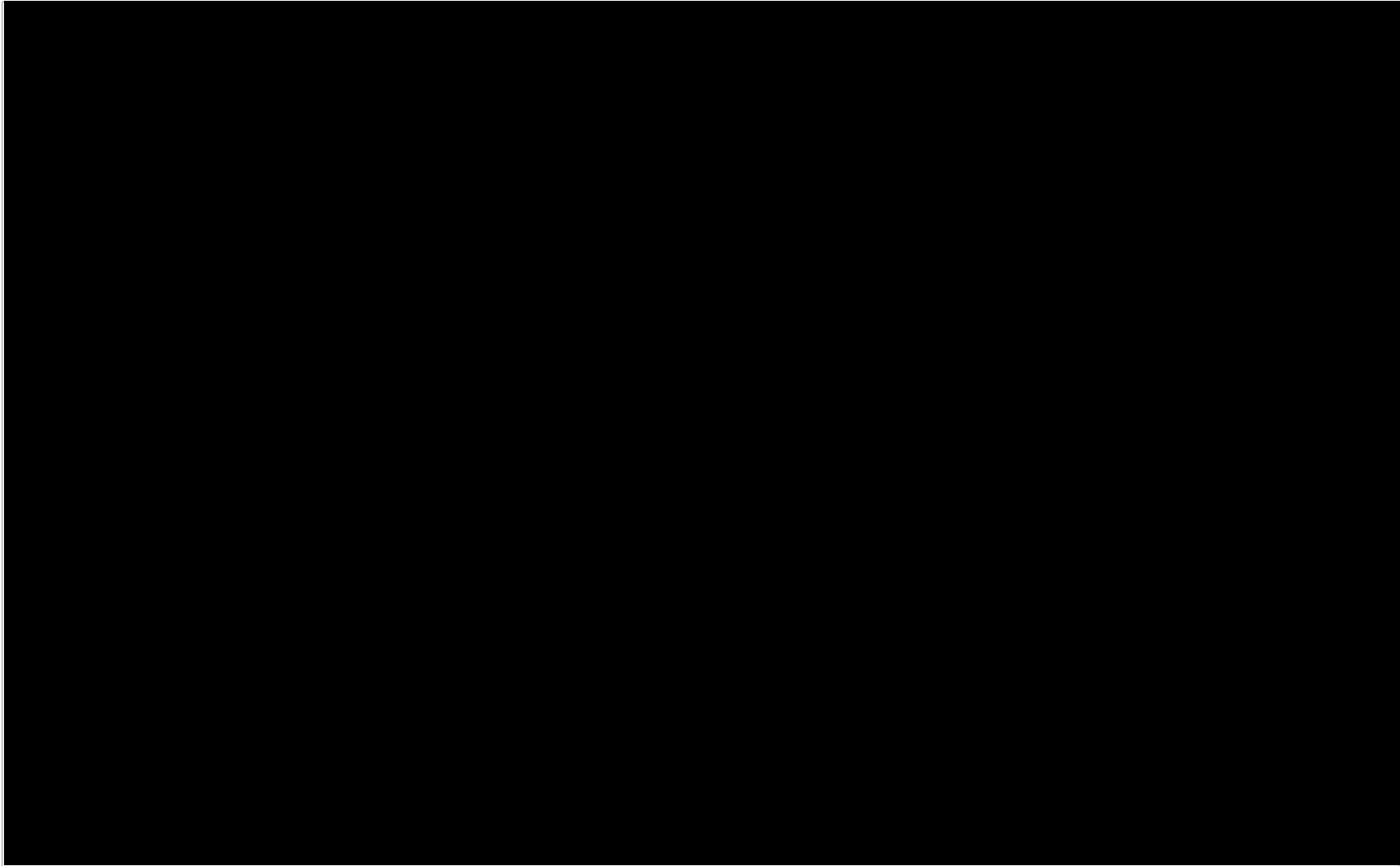
Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party

An example of this is the FL DCF Substance Abuse and Mental Health provider's inspection system. Before the implementation of VisualVault, their inspection form was a 2,800 field excel spreadsheet that required significant manual effort to complete and then to generate a Corrective Action Plan. The FL DCF Inspectors can now select a violation, and the statute associated with the violation automatically populates the inspection form, providing accurate information without data entry. There may be a drop-down with a selection of violations for the Inspector to select, each with their statute violation.

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

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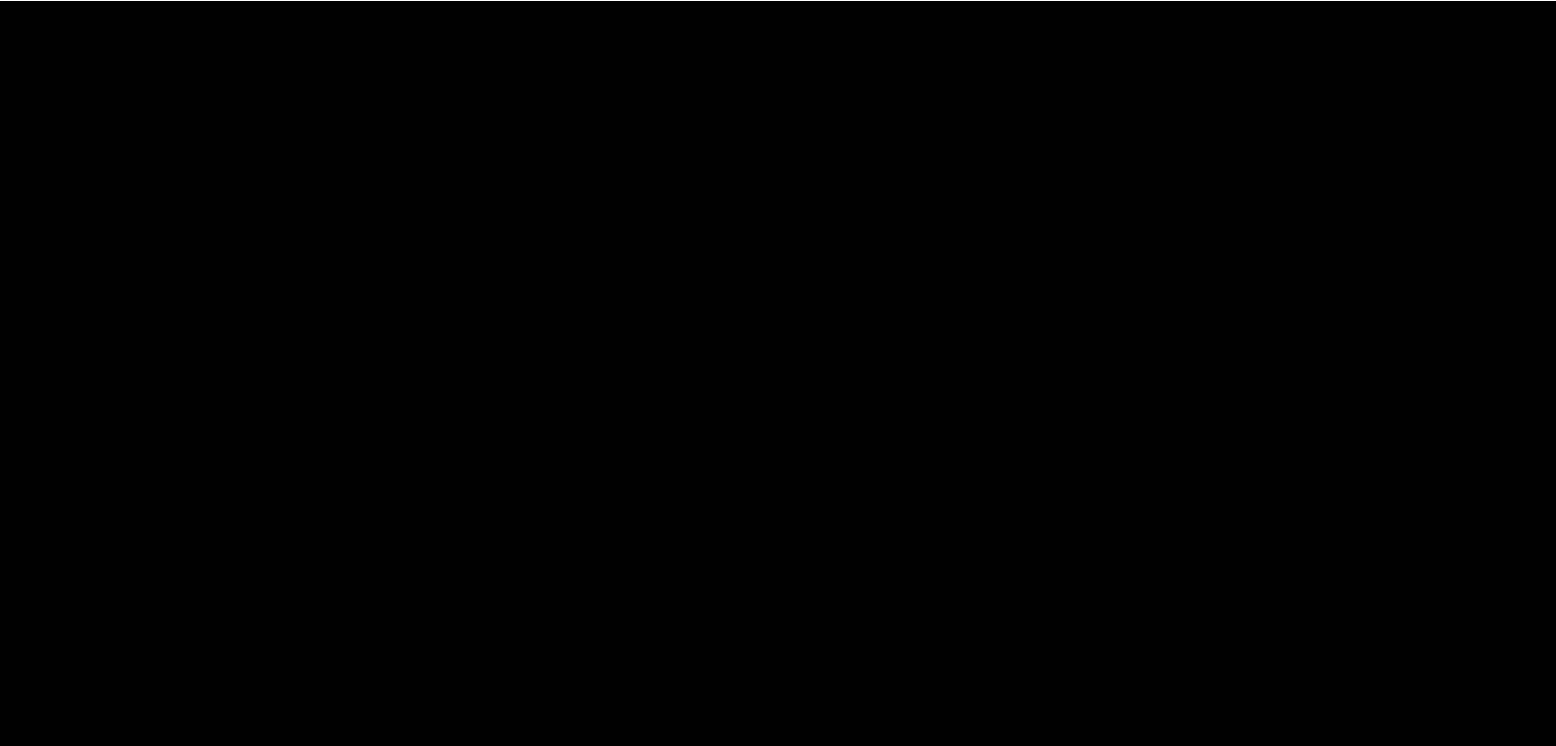
Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party

A text box may be added for any specific comments the Inspector thinks important to add. These text boxes may be for public view of secured for internal use (or you may desire one of each). The security permissions are decided by DHHS business rules and statue requirements. The Inspector also can add a photo or documentation to the specific violation, which will automatically be associated and searchable with that specific inspection violation or remediation as examples. Our system also can use DHHS enforcement rules to schedule and send notifications for re-inspection along with specific violations cited and data
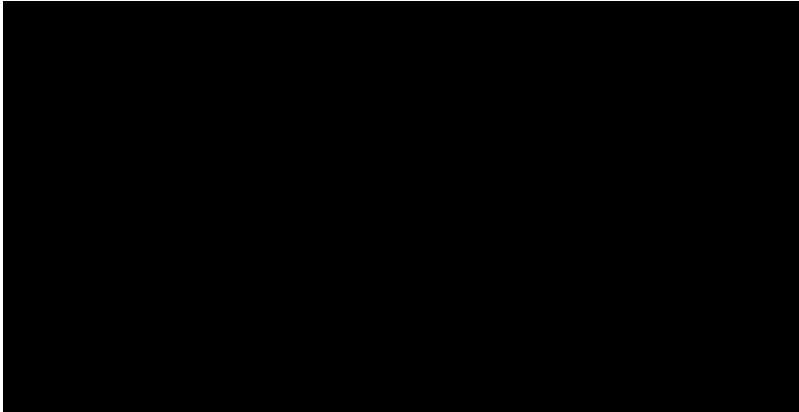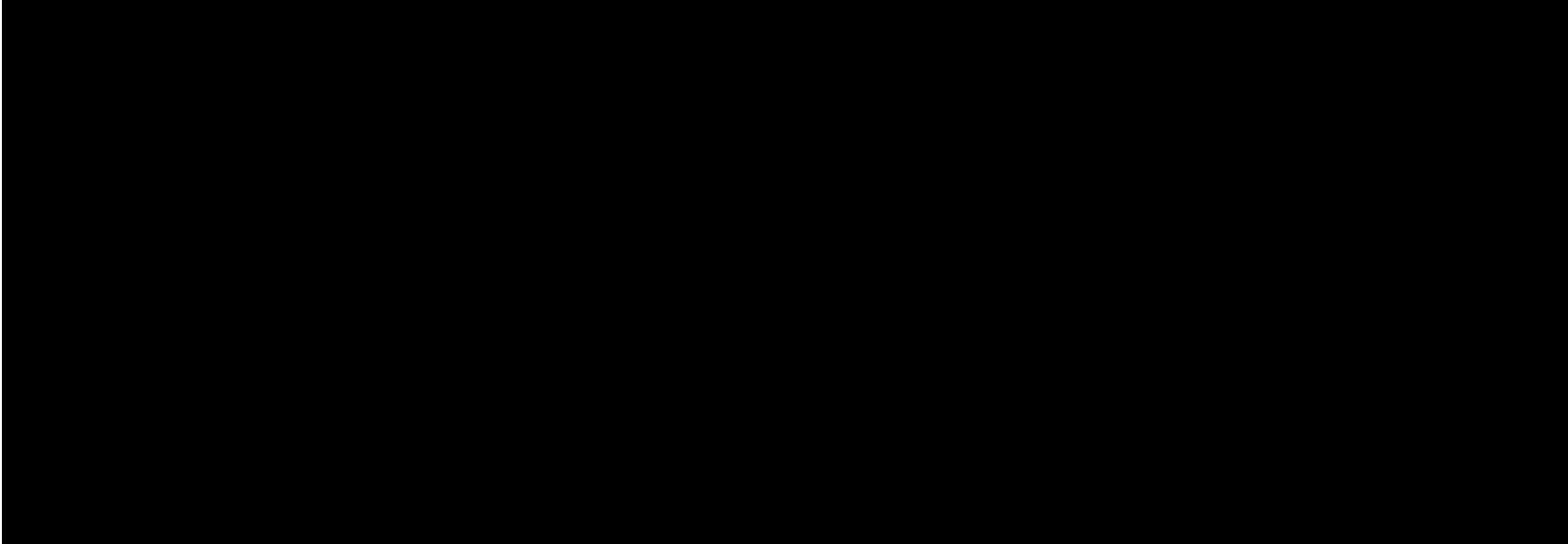
Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party

pulled from the DHHS LIS using a standard template, including specific fees due and other details, may be sent via email, or printed and shipped via USPS. The following screenshot is an example of enforcement letters automatically generated from the inspection results with client-specific data being added to the templated response. These templates are completely configurable, and multiple templates may be incorporated as required.
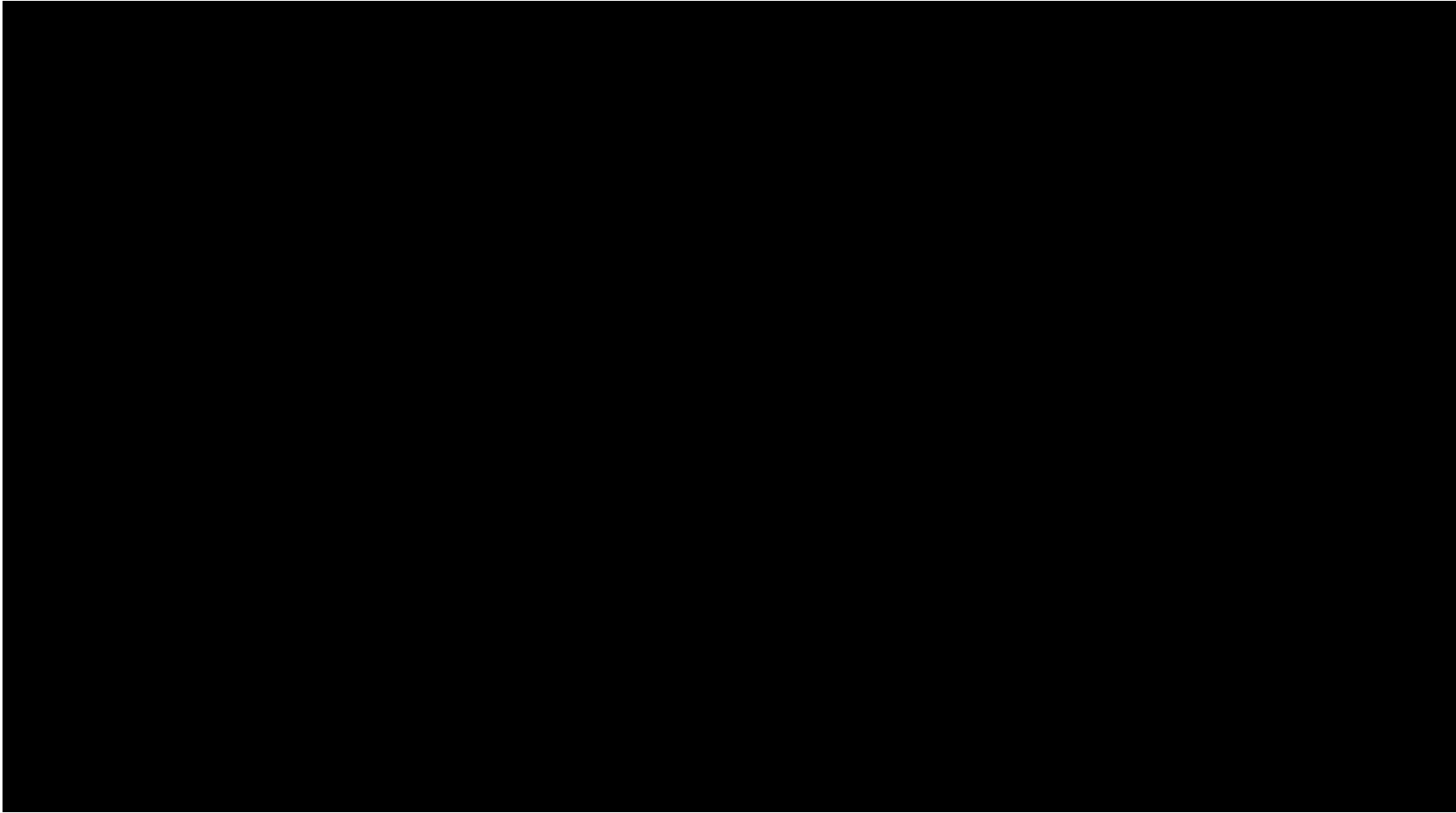
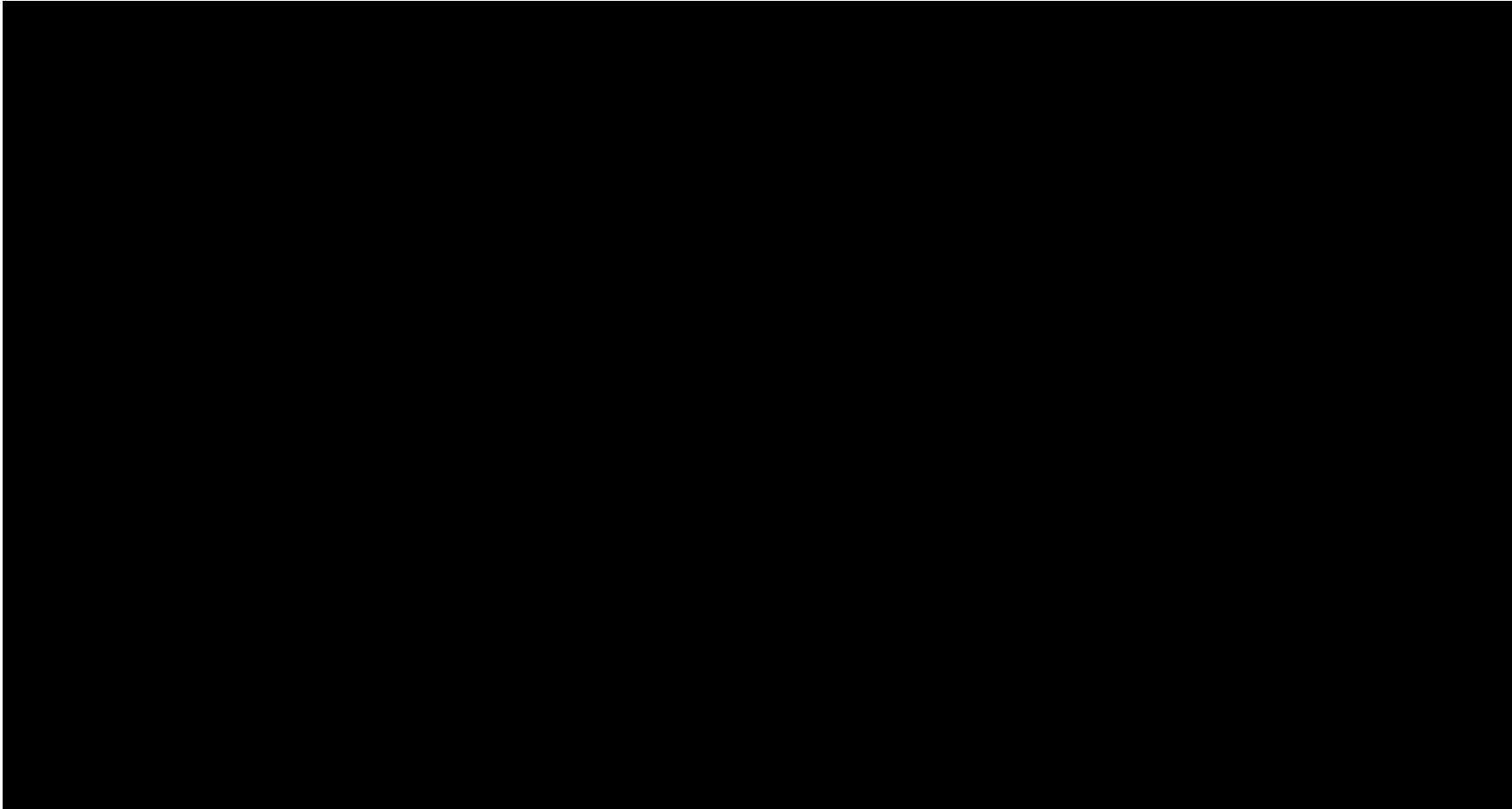| Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	In the example of the inspection of a childcare facility for this question, the inspection may have been generated by an incident report or a complaint. The inspection report would be pre-populated with data from either document that generated the inspection along with a copy of the form, any documentation, and a history of the childcare facility available for the Inspector's review. The history may include previous inspections and is available with a single click of a tab which may be accomplished on a mobile device in the field or the office.				
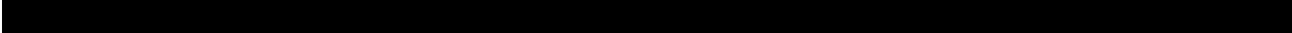
Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party

The Inspector will be able to select the violation, which immediately populates the statute violation and may also include some common language applicable to the violation. The idea is to allow the Inspector time to engage with the Licensee to understand and correct the violation (high-value goal of making a safer environment) instead of doing data entry of statutes. They may also use text boxes for details to add further clarity as required.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	These text boxes may be labeled for internal use, which will preclude public viewing based on security permissions. Or they may be open for the public, the decision is based on DHHS business rules and may vary for different license types. The DHHS LIS will be connected to the State website, so the data, documentation, and reports available to the public may be researched as required. The security system will automatically manage the content and data available to the public to support Nebraska's requirements. All information is available to the NE DHHS team based on security permissions on a real-time basis. The data collected on Offline forms will be available once the Inspector re-connects the internet, and the data, as well as documentation, is automatically synced up.				
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 scheduling of an inspection may be generated in a few different ways. The DHHS LIS supports these conventional processes, which are typically identified during the Discovery phase.

A New License Application - This is a typical business that generates an initial inspection depending on most license types. In this case, the data which the Licensee submits with the application into the DHHS LIS will automatically populate the correlating fields of the inspection report saving the Inspector data entry time and accuracy of the data. The scheduling may be selected from available calendar dates derived from the Inspector's calendar of allocated available slots. Alternatively, the applicant may be sent to the designated Inspector's work queue (based on license type and geography as an example) for the Inspector to set the time and date. The DHHS LIS's business rules for how Inspectors are assigned by license types may be inserted into the system to assign the correct Inspector without DHHS team intervention. Manual overrides for the assignment are common for supervisors to balance workload or manage other events. It is also possible if desired by DHHS that all inspection requests be sent via workflow to a DHHS team member for assignment to the Inspectors, the decision is yours. Automated notifications may be generated by the LIS to notify the Licensee and Inspectors of confirmed appointments.

Annual Inspections - Based on the DHHS business rules, yearly inspections are system generated based on the timing of the generation of the original license. Notifications of upcoming inspections may be sent to the Licensee (unless an unscheduled inspection is mandated), and the Inspectors may be granted the right to adjust their schedules as required to accommodate vacations, emergencies, geographic coordination, or other allowed situations. If the inspection is re-scheduled, notifications will automatically be generated to the Licensee by the system. Notifications may be scheduled in a series to provide multiple touchpoints, as DHHS deems appropriate.

Re-Inspections - Based on a corrective action plan, the DHHS LIS will support the automatic scheduling of a re-inspection. Based on the corrective action required, the system will align with Nebraska and Federal laws to dictate the time allowed for the correction and automatically schedule an available time based on the Inspector's schedule. Scheduling is based on the applicable business rules. Notifications are automatically sent to the Licensees and the Inspector's work queue upon submission of the inspection into the system. Inspectors often are granted permission to adjust the schedule staying within the statutory requirements. If changed, notifications are sent.

Complaints and Incidents - These usually require Inspectors to respond quickly and receive a priority for scheduling in the LIS. Notifications for these, if necessary, to send, are generated by the Inspector, or they arrive unannounced. The Inspector has access to data and Licensee history in the office and the field on mobile devices. The complaint or incident report data pre-populates the correlating fields of the inspection form.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Through the integration with Nebraska's GIS, the ability to incorporate DHHS business rules for the assignment and scheduling inspections, as stated previously, can result in an automated Route Planning map for each Inspector. These route maps are downloadable to the Inspector's mobile device. When the cursor hovers over the pins, additional information for the inspection site becomes available at a glance, as you see in the next screenshot. These are configurable based on the need of each license type. Inspection checklists will be created using iForms for each license type. These checklists will be dynamic to show the applicable fields based on what an Inspector finds during the inspection. For example, if a deficiency is noted, another series or drop-down list may appear to specify the deficiency, as shown in the following screenshot.				

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

In the next screenshot, the checklist is conveniently tabbed to break down logical sections of the inspection. The tabs are entirely configurable and a discussion topic during the Discovery phase.

The violations automatically populate in the field and allow for a photo or documentation to be associated with the violations. Notifications, which may be emails or printed letters on DHHS letterhead, automatically pull specific data, including the code violation, gathered from the inspection report to support a configurable template the DHHS requires, including the attachment of supporting photos and documentation. There is no need for the Inspector to type letters or emails and cut and paste.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	The DHHS LIS uses Nebraska-specific business rules to automate this process. The notification will also include any fees due and the date for re-inspection (which the system will schedule based on statutes (within XX days) Inspector's schedule and any other criteria required. All iForms support eSignatures, which is a part of the VisualVault Content Services System. Therefore, signatures may be captured in the field using mobile devices as desired. All signatures are automatically dated and time stamped by the system.				

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

The DHHS LIS will associate all inspections, applications, complaints, and correspondence with the Licensees and make that data and documentation securely available to the Community of Users based on user roles. Inspectors will have complete access to all historical data and documentation that the State of Nebraska determines their user roles should have. Our clients have found access to historical information, especially in the field, helps them perform with increased levels of efficiencies. Data may also be shared with other systems as determined by DHHS, including referrals to third-party servicers.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
MOB-3	Describe how the system will maintain all inspection information, link it to all related establishment and individual license records, and display the findings for required inspections, self-reports, and complaints associated with each establishment's physical location. Inspection information marked as public, such as summary and public information inspection reports, monitoring reports, complaints, etc. that are designated as public must be available to the public online. Examples of related establishment and individual licenses include pharmacy/pharmacist, nursing home/nursing home administrator/physical location, and childcare provisional/operating licenses.	X	X		

Response: The VisualVault system's robust Content Services Suite supports multiple hierarchical relationships, including DHHS requirements to use business rules to link all related establishments and individual license records, inspections, self-reports, complaints, and related content.
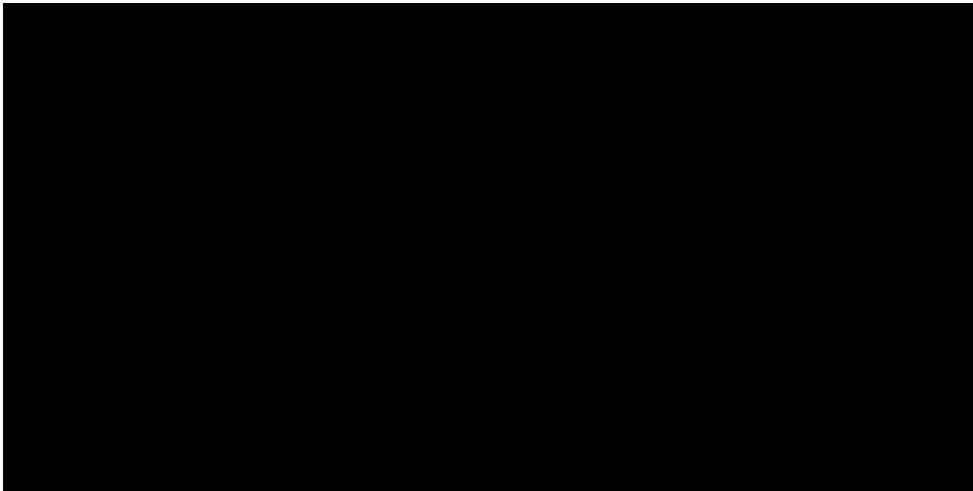
In the previous examples, inspections for a Nursing Home will automatically be uploaded and attached to Shady Rest Nursing Home and associated with the Nursing Home administrator. The intelligence may be applied across multiple license types (no limit) and are based on DHHS specific business rules identify roles who are responsible for inspection results by license type such as one or more pharmacists for a pharmacy. The inspection may be linked to as many responsible parties as required as well as the establishment itself. Inspections may have as many linked associations as required. There is no need to add additional content to the system to have multiple associations with a single inspection. Alerts and notifications may also be sent to as many DHHS team members or those impacted by the inspection.

██. Therefore, when the pharmacist or nursing home administrator views the inspection or opens the notification, the LIS will know and track all actions. Inspection reports, self-reporting, and complaints may be searched by the individual (pharmacist's name) or the pharmacy itself (pharmacy name or address), and the available information will appear based on the user's role requesting the data. Therefore, the DHHS LIS will be able to meet all public disclosure requirements for the citizens of Nebraska or other compact states. Data and documentation available to the public are determined during Discovery and secured through DHHS LIS by the user role.

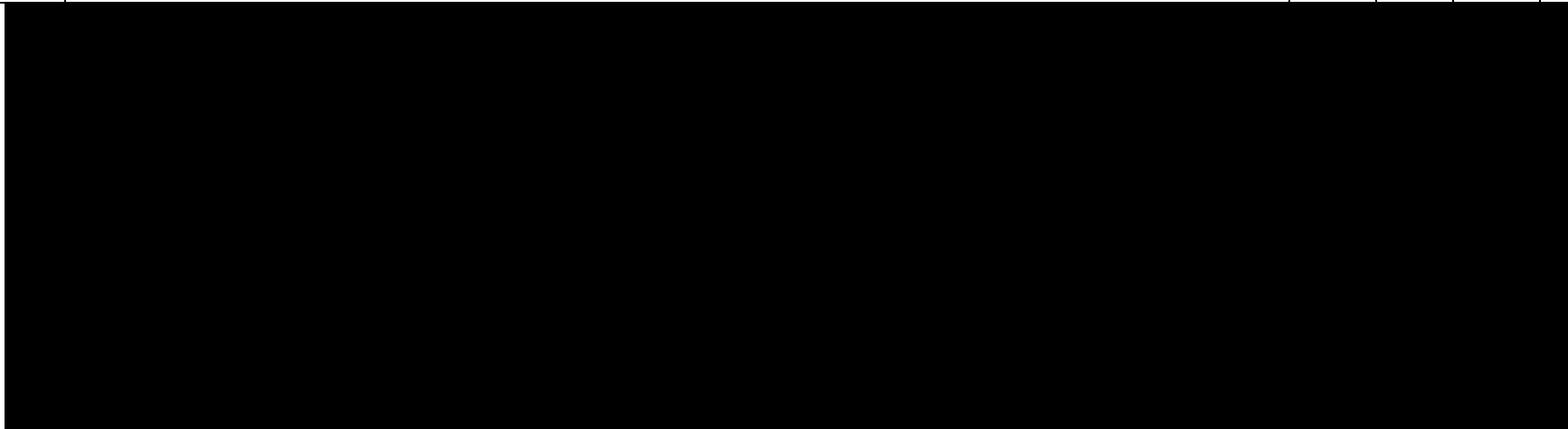| Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
MOB-4	Describe how the system will generate ad-hoc reports on mobile devices, such as by staff name, establishment name, physical location, related Licensee name, geographic area, and supervisory area.	X	X		

Response: VisualVault is designed and built using responsive design. All functionality available in the system is available on a mobile device. Screen size, when working with reports, is a consideration. Our reporting functionality is available for mobile devices as desired by users.

Reporting is a strength of the VisualVault Licensing System as all data elements are available to be reported on several degrees of depth, including standard reports, presentation quality, analytic dashboards, and ad-hoc reporting. We use a user-friendly wizard to build, preview and deliver ad-hoc reports for our clients- ease of use being the key emphasis. Ad-hoc reports are created using the Report Wizard, which features the step-by-step drag-and-drop capability to enable any authorized user to create reports on-demand.
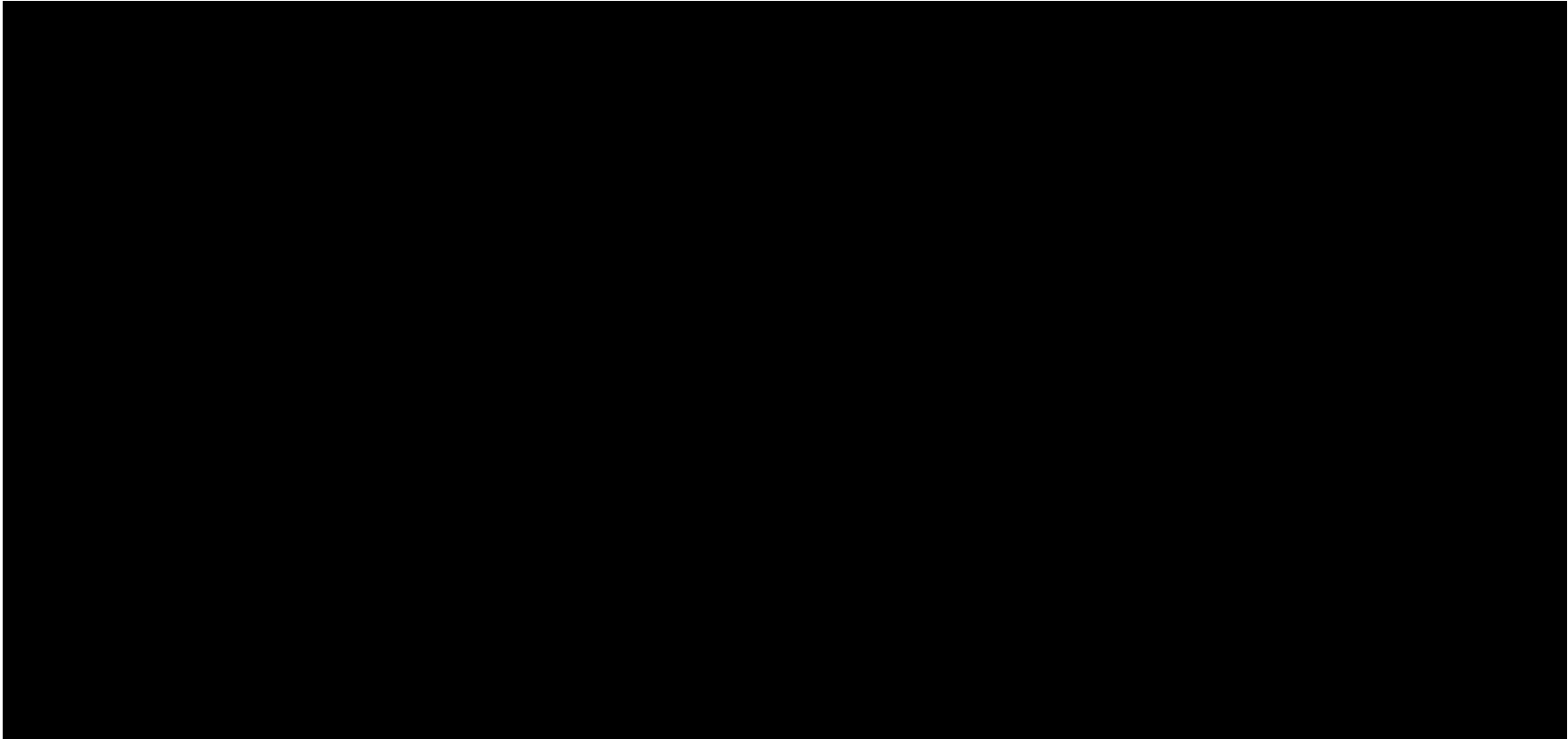
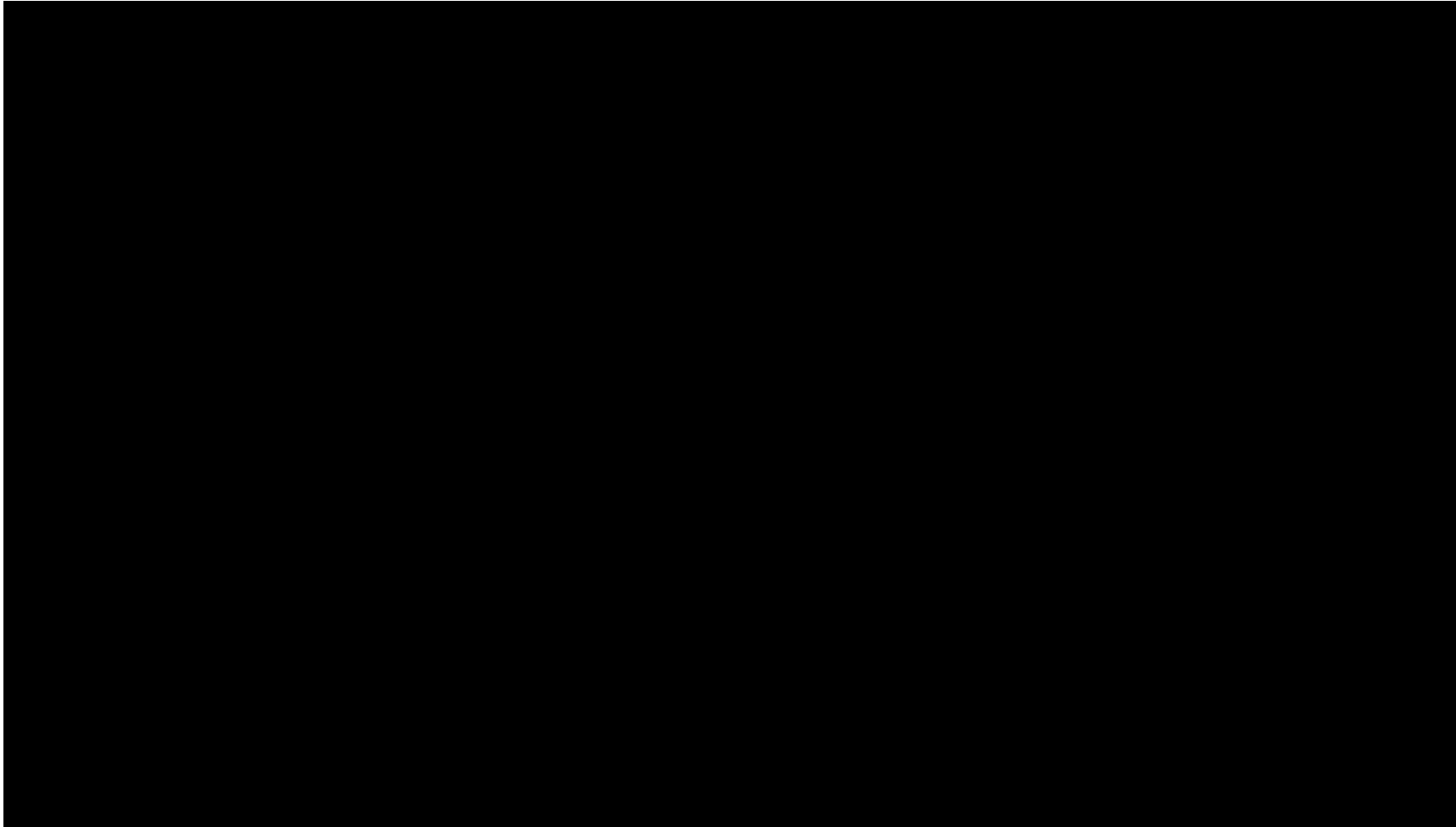| Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	VisualVault reports pull data from our database as well as third-party applications that are connected to the DHHS LIS. One of the strengths of our architecture is that as DHHS makes changes to the LIS, such as adding a field or data element collected on an application or inspection form, it becomes immediately reportable without any database intervention by IT staff. The system is designed to anticipate change, and the data becomes immediately available for ad-hoc reporting. Reports can be used to continually reconfigure any report to keep it aligned with evolving policy requirements. The following screenshot shows the ability to modify easily and then preview a report from the VisualVault Report Designer. There are no limits to the number of reports or configuration of the existing reports to meet new requirements.				

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	███				
MOB-5	Describe how the system will assign onsite inspections in accordance with license-type-specific requirements for periodic physical inspections of an establishment, including random inspections. The system must support reassignment of partial or entire caseloads in an efficient manner. The system must identify inspection compliance dates that are coming due or are past due for a particular establishment or staff member, generate inspection forms/checklists, and put them into the appropriate staff work queue.	X	X		

Response: The VisualVault LIS has a robust and flexible rules engine at its core that supports the ability for DHHS to use their business logic to assign inspections by license type. During the discovery process, the DHHS Subject Matter Experts (SMEs) and our team will discuss the rules and logic surrounding automated assignment, including how the inspections are generated and prioritized based on the license type, statues associated with each license type, geographic location, and Inspector workloads.

All these factors, plus others, may determine how licenses are automatically assigned and when they are scheduled. ███████████████████ ██ ██████████████████. All citizen reported complaints and incidents would be submitted directly into the system. The critical data and logic to create an inspection will be immediately classified, the business logic by license type applied, and the inspections scheduled automatically based on the execution and priorities of the Nebraska business rules. The system, using iForms, workflow, and the business rules engine will automatically understand which inspection team, and Inspector within the team, to assign incoming work. Supervisors may maintain the ability to override assignments as desired by DHHS.
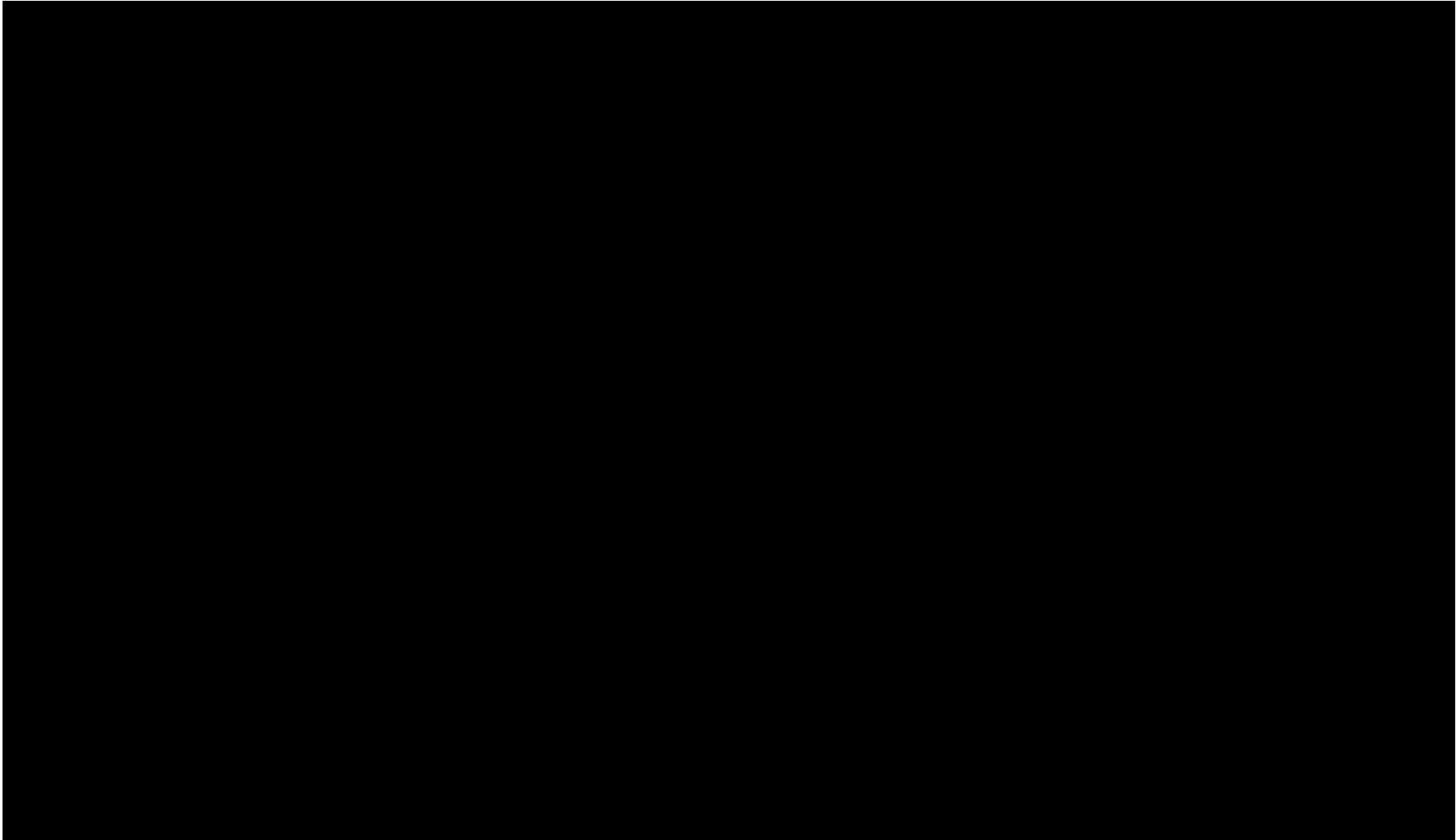
Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party

Examples of priorities may include an inspection generated as a result of a complaint or a submitted incident report receiving a higher priority and requiring an inspection within 24 hours. While this will vary by license type and severity, it can consistently take precedence over new or renewal inspections with no history of issues. Priorities will logically align with the mission of the DHHS LIS to ensure the safety of the citizens of Nebraska.

The business rules engine will also support managing inspection caseloads. DHHS leadership will gain visibility into workload analytics workloads, inspection data, and Statewide workloads that may be reassigned as criteria for achieving inspection goals are jeopardized by unanticipated workloads caused by any number of reasons. Based on user roles and security permissions, DHHS can have local leaders act within the LIS to transfer cases, literally with point and click functionality, to smooth out workloads to meet key performance objectives for critical inspections.

Based on each license type, the DHHS LIS will keep track of the business rules regarding scheduled renewal, follow-up, and random inspections. The system will automatically assign these inspections to field Inspector's work queues, which open upon login to the system. Alerts and notifications may be configured to send the Licensees pending inspection schedules (except the random unannounced inspections) with the detailed information of what the inspection will mean to them, if fees are assessed, how to prepare, and if and how they can reschedule and how.

The DHHS Licensure team will have complete visibility as to inspections schedules, workloads, as they relate to specific teams, regions, Statewide, or individual Inspectors. The Licensure dashboards provide these views based on the user roles as shown in the following screenshots, the work queue for a supervisor, in this case, is displaying past due inspections across their team. In the next screenshot of an Inspector's work queue, they may view only the inspections assigned to them. These work queues are configurable based on user roles and each license type. The goal of the Discovery sessions is to determine the key information that each Inspector needs to have an immediate view when they log into the DHHS LIS to start their day.

Manager View – Can see the workload for the entire team.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Inspector View – Only sees their workload for the day.				
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: The Inspections will be accomplished using VisualVault's iForms, and all data is automatically classified and related to the Licensee upon submission of the inspection into the DHHS LIS. License-specific report templates will be created and available to marry specific inspection data for each Licensee to the inspection report template, including photos, statute violations, fees, and a re-inspection date. The next required schedule date may be calculated by license type and may include business rules regarding concerns during the initial inspection. It is important to note that we have seen cities and states request the ability for the Inspectors or leadership to override inspection dates that follow the normal business rules as determined by license type SMEs during Discovery.
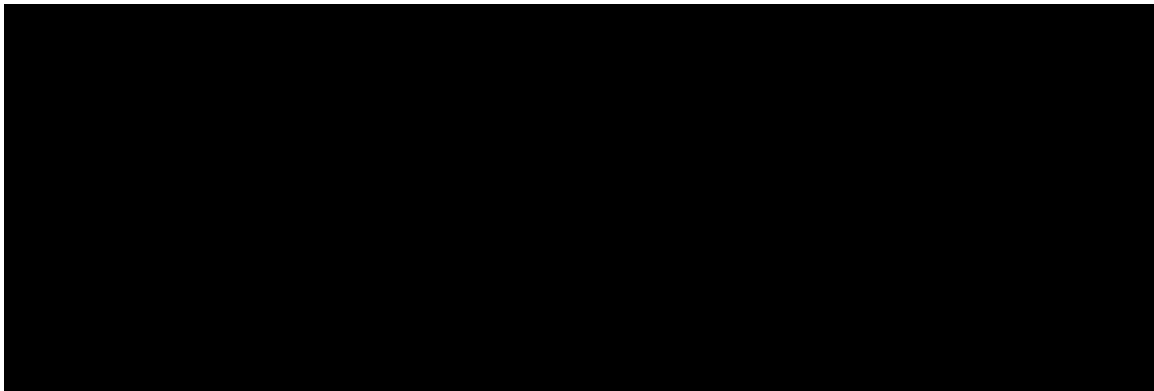
Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party

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

The reports may be sent automatically to the Licensee by email or printed and mailed via USPS, it is up to the DHHS Licensure team and may vary by 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, childcare facilities, salons, health care facilities/services, etc. | X | X | | |

Response: The VisualVault iForms provide the DHHS LIS team complete flexibility to create as many inspection forms, checklists, and relate statutes to each violation based on each license type. The following screenshots show samples of iForms that have been used as inspection forms for various types of licenses. There are no limits to the number, breadth of the forms, or business rules that may be applied to each form. All fields may be secured, and data validated to be correct prior to submission, which is a big time-saver for the DHHS team in many aspects. The first screenshot shows the ability to add or modify a drop-down list of states in an inspection form easily; in this case, it is a drop-down menu selection.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	The next screenshot demonstrates the dynamic nature of the inspection forms, using VisualVault's iForms, making the Inspector's tasks clear cut based on how questions are answered. In this case, a YES response will display fields to the Inspector to supply the additional required information about the barber school. If NO had been the answer, then no additional fields would appear. These dynamic forms present a clearer picture for the Inspector in the field of the information required. The designer screenshot shows that it has the business rules to manage the dynamic portion and is easy to configure and re-configure as required.				

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	The following screenshot demonstrates the ability of the designer's ability to preview the iForm during the creation or modification process.				

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
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: This is exactly the approach that the VisualVault Team proposes for the DHHS LIS to make your field Inspectors more efficient and let them focus on the work in the field with the Licensee instead of performing data entry and memorizing violation statutes. There are several ways to create efficiencies for field Inspectors.

1) Taking long checklists of items that need to be inspected and grouping them into logical tabs, which makes the inspection flow naturally by category of each tab grouping.

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

2) Creating checklists of items to be inspected with an approved or violation checkboxes. If the violation box is checked, then a list of causes specific to that violation appears. Once that is checked, the appropriate statute appears dynamically to be checked. If the violation only has one possible statute, then that automatically fills the field.

3) Checking a violation can present automatically provide a drop-down list of the associated statute that the Inspector will select. The options are configurable and displayed in the most efficient way for the Inspector in the field. Why is this important? We have found that, depending on the license type, there may be a couple of levels of options for the Inspector to get the violation correctly associated with the specific statute, which is critical. These should be easy to check options, which would then automatically and dynamically respond to the Inspector's findings and present the correct statute with no data entry required.

Our team can also easily configure comment fields for the inspection forms as needed and cited during the Discovery session for each license type. The inspection forms can designate each comment field and its level of security, including confidential information. These fields may also be easily re-configured by the DHHS Licensure Administrator, assuming permissions are granted, after the initial deployment if the State or Federal regulations change or if the field Inspectors or other users offer valid improvements to create additional efficiencies.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
MOB-9	Describe how the system will allow for multiple status dates for reports/ citations/deficiencies/disciplinary actions. Reports must not be made public until after a date designated by staff, to allow for appeals, corrective actions, etc. before results are made public.	X	X		

Response: The DHHS LIS, using VisualVault's configurable business rules engine, will enable each inspection report, citation, deficiency, disciplinary action, and any other key document to contain multiple status state and associated dates with each state. These rules include the enforcement notifications and alerts identifying any delays in meeting status criteria to move the status forward to the next level. Given all DHHS team members and Licensees are working within the DHHS LIS (Community Licensing), these statuses may also appear in each user's dashboard or work queue upon logging in to the system.

The key to a successful LIS is providing a secure system that grants visibility and, thus, accountability, based on role and permissions, to all users in the program. ███. This achievement is key to VisualVault's commitment to a true digital transformation for our Public Sector clients with an inclusive licensing model for all stakeholders. We stand behind our words with financial commitment and a team dedicated to making each program successful for the citizens you serve.

During the Discovery process, these status dates will be cited by your SMEs for each license type. Our business rules engine supports multiple statuses that secure this data and documentation for each type. Workflow automation may also be engaged to add a final review, when and if required, for more sensitive corrective action plans, appeals, or disciplinary actions as examples. Following is a screenshot that enables a manager to review and update the status of a Corrective Action Plan using a dropdown feature. These are configurable and may be human decisions or incorporate business logic to update statuses automatically.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
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: Integration of the State's GPS for enhanced searches by Nebraska citizens, Inspectors, or other DHHS team members may be accomplished for use in the office or the field with a mobile device. The most common uses of GPS for Inspectors is scheduling by geographic area and criteria as described and shown in the following screenshot. VisualVault uses responsive design so the browser screens will adapt to the device it detects being used for positive user experiences on mobile devices or in the office.

Routing of inspections to the correct Inspector is a combination of license type, Inspector qualifications, schedule, workload, and geography. The DHHS LIS will automatically route all the different types of inspections listed to the correct Inspector work queue based on these criteria, automatically weighing the priority factors. These factors will be driven by the DHHS-specific business rules to set priorities, such as a serious injury report taking precedence over a scheduled inspection for license renewal. The DHHS management team will have a dashboard view of the inspections with detailed views as to workloads based on inspection types and due dates to track and potentially shift workload as required.

The DHHS LIS will have the ability to integrate with a GPS and use the scheduling criteria to plan efficient routes and schedules. The Inspector will be able to send the route to their mobile device and advance the route as inspections are completed. By clicking on the destination, additional information is readily available to the Inspector to help them in the field. The following is a sample of a GPS route planning schedule used for Child Care inspections.

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: It is clear that the new DHHS LIS requires the new platform solution have a solid, modern design and architecture to support the demands of today and tomorrow's community of users. Mobility for today and tomorrow also means that an effective LIS requires visibility for all stakeholders who use the system and are dependent on the outcomes. The demands of constituents for on-demand answers in this environment are only growing, applying pressure on our public sector teams, while budgets remain static. There are a couple of key facts that must be considered for any software provider to meet these requirements, which must be core to the design and architecture of the solution:

1) The software must be scalable and designed to manage high volumes of data and content as a true SaaS solution.

2) The architecture must be forward-looking and incorporate Responsive Design to accommodate the interface to respond to the device. No limited apps or limitations that are device-dependent.

The VisualVault content services platform has been cited by market-leading analysts for its scalable ability to manage large volumes of data and documentation as a leading cloud provider. The following quote is from Forrester's Wave 2019 of leading Content Service Systems and documents their research and discussions with our clients.

VisualVault is a scalable, secure, cloud platform well suited for high-volume, structured content processes, including those that serve external users.

FORRESTER®

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

VisualVault uses Responsive Design. Therefore, our system, unlike some applications, is not device-dependent for mobile connectivity. Our system will automatically respond to the mobile phone or tablet being used as a mobile device. ████████████████████████████████ ████████████████████████████████████ The system will fully support the current use of Windows-based devices and android devices today. We also support other devices using various browsers seamlessly, allowing the State of Nebraska not to be hardware or device-dependent.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
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: True digital transformation, to be effective, must be inclusive of all stakeholders to participate. ████████████████████████████████ ████████████████████████████████████ The forms used by the Licensees, Inspectors, DHHS Team members, and other system users are validated and submitted, and the data is available for use in the DHHS LIS. There are no delays. If DHHS decides the submission of certain forms requires a DHHS team member to approve prior to submission, that would be the exception.

Upon submission, data is updated - real-time. That means all data is searchable, usable by decision-makers, may be reported on, and will update dashboards displaying KPIs for immediate use. The number of forms the DHHS LIS can create, store, and use is unlimited. We will train the DHHS Licensure team on how to develop new iForms as well as modify existing ones, and they may create and use as many as required within the scope of this program.
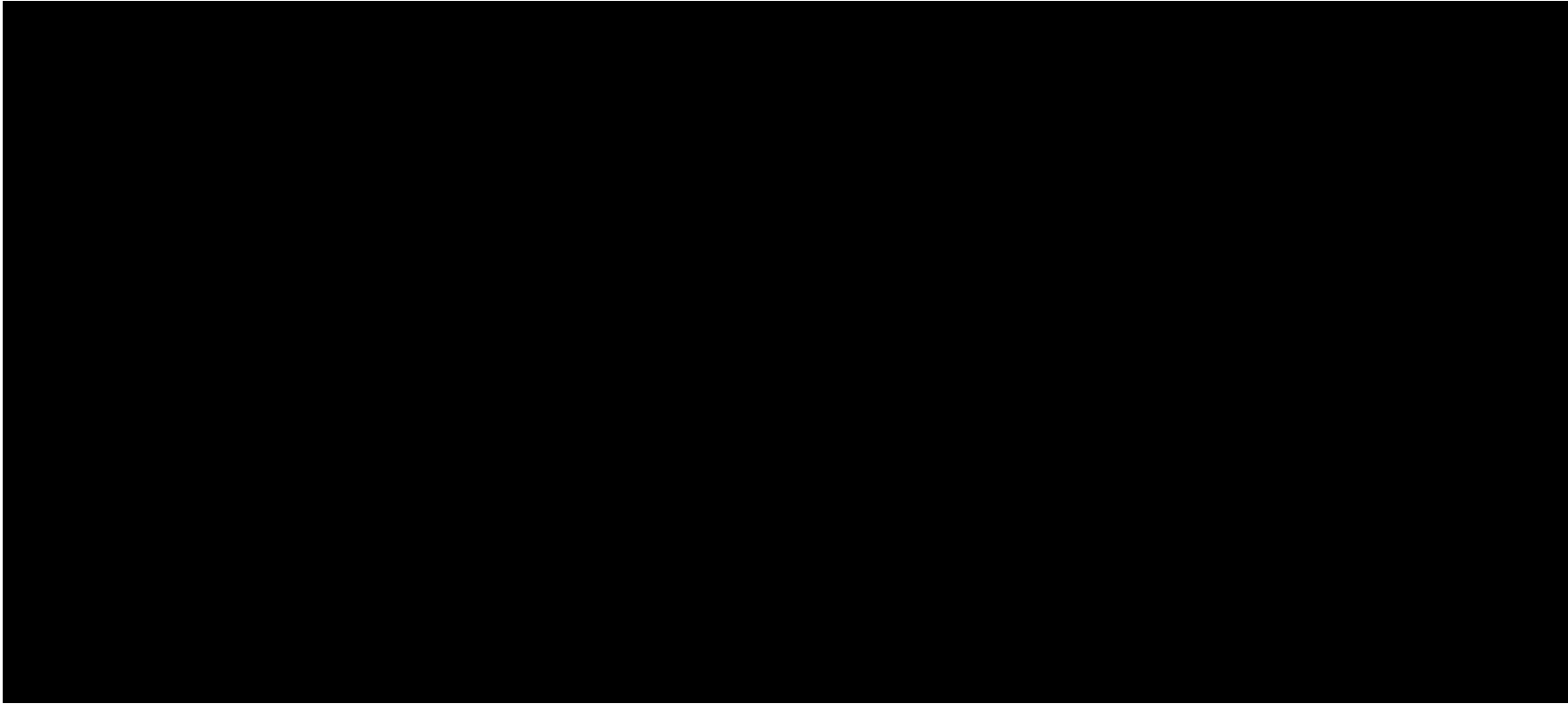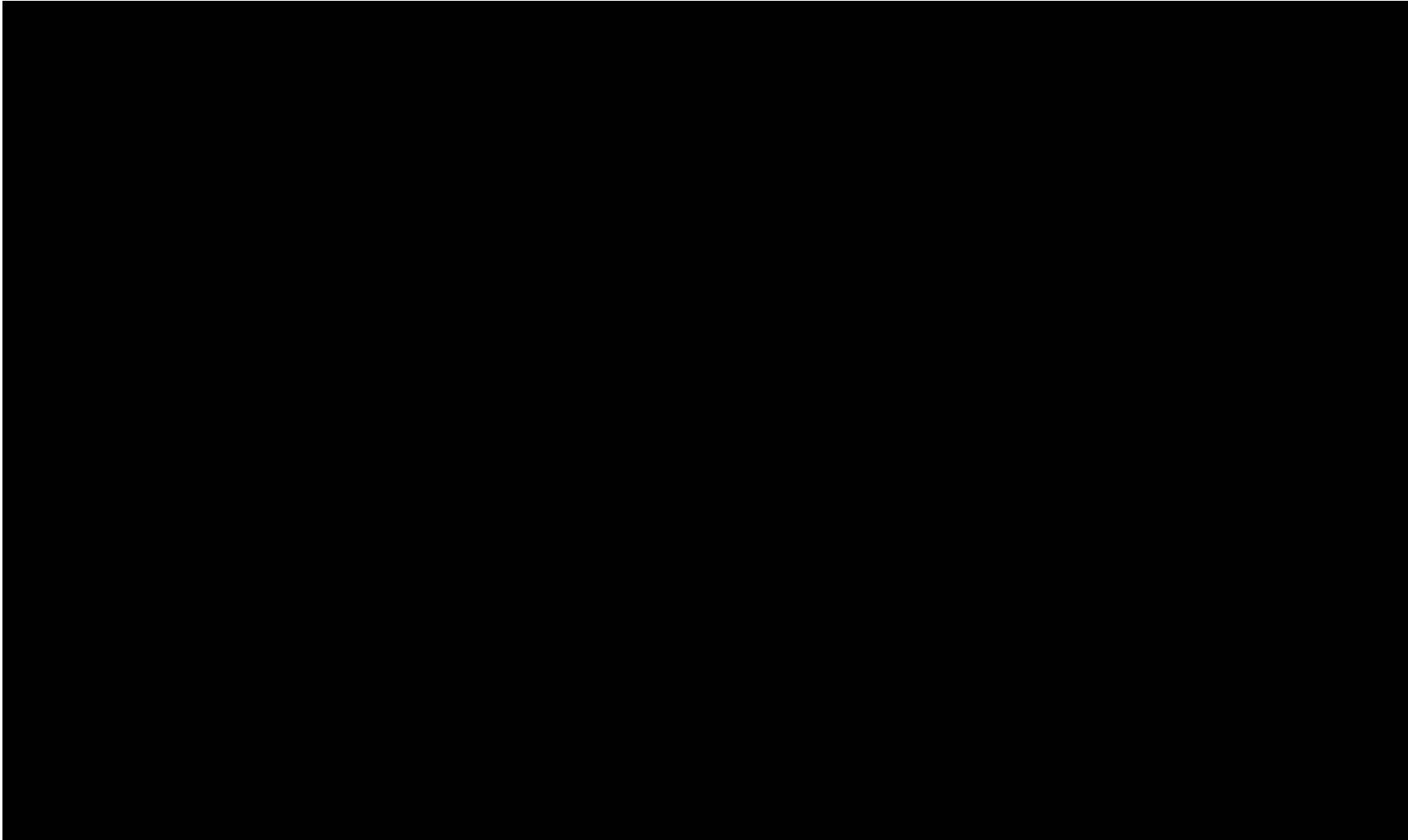
Reporting Requirements

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: Perhaps one of the most critical benefits of the VisualVault system is the level of insight and transparency DHHS Licensure teams gain. Management will have their dashboards configured to show a 360-degree view of all key performance metrics on one screen with live graphics that, when selected, instantly drill down to the details of each performance metric. Our platform records every touch to the system and records the data as it is submitted into the LIS. The improvement in reporting aligns with the key requirements for this project.

Through the integration of your business rules for data and related content required for reporting, our system aggregates the data and understands when contributors have not sent in the required data. The VisualVault LIS will launch our workflow functions that will send notifications and alerts to those Licensees, businesses, Inspectors, or internal DHHS staff of missing items along with reminders at pre-determined times. Another advantage is that all users have a customized dashboard to view the status of tasks and other KPIs that are relevant to perform their job and to keep tasks on schedule.

We will train your team to create customized reports, in addition to the ones we will deliver during the implementation process. The reports vary from simplistic line data to more complex presentation-quality reporting. The VisualVault Licensing System enables you to have access to all data, based on security rights, within the repository and integrated third-party applications to create as many reports as required. Our flexible data model means that your System Administrators, or our team, may add fields as reporting requirements evolve, without additional programming. We can modify reports to include new or changed fields as often as required. The following is an example of a dashboard view of a report, which may be exported if desired or published as a community report available based on security role permissions.
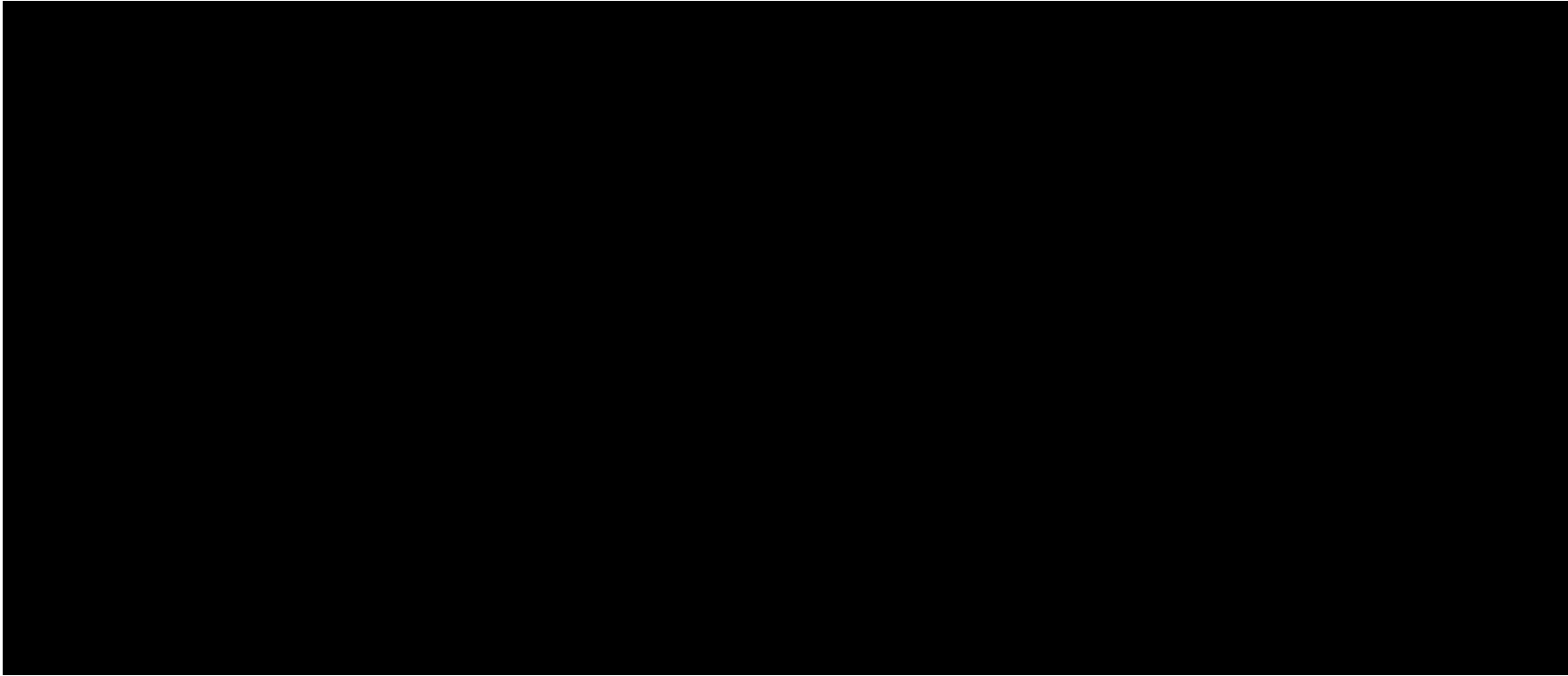
Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party

Our system includes mechanisms to analyze and extract information stored within iForms or document metadata within the DHHS LIS. These tools allow for static and adjustable reports and analytics dashboards where users can interact with charts or data to analyze subsections of data. These dashboards can display data as detailed lists, summary reports, or graphs. Different users and user groups can see a single report. User contextual parameters passed into the reporting tool can control what the different users and user groups see. VisualVault has several means of creating dashboards, reports, and analytics. You will have access to all of them as they are included in the system, and there are no limitations to the number of reports or dashboards you may create and use. We will create all initial reports as part of the implementation.
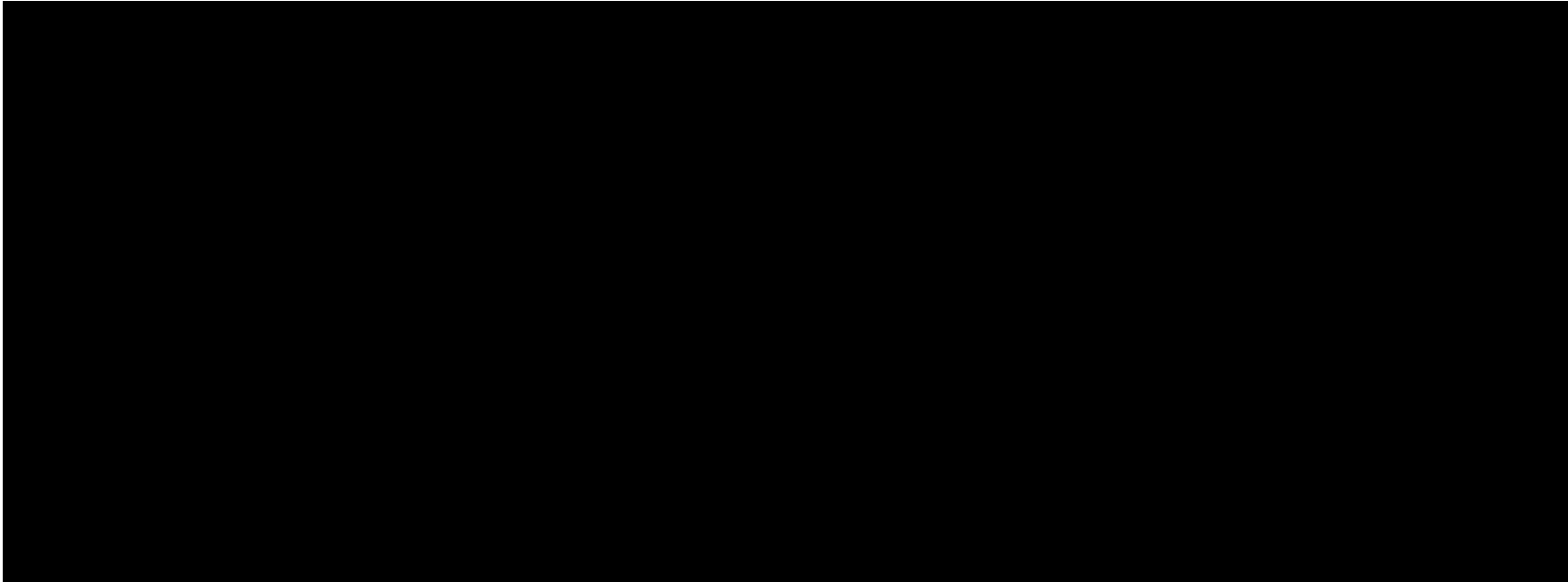
Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party

Since all users will have licenses to work within the system, dashboards representing daily work activity with dynamic drill-down capability and contextual presentation of detail are common on user portals. We will configure your solution to align with your requirements, improve efficiency and visibility into all processes, and ensure it adheres to the LIS's legal requirements.

Reporting is a web-based function which is supported by our responsive design to adapt to the device that is using the DHHS LIS. Technically there are no limitations to the device being used by authorized users. The following is an example of another presentation-quality report configured within the LIS.
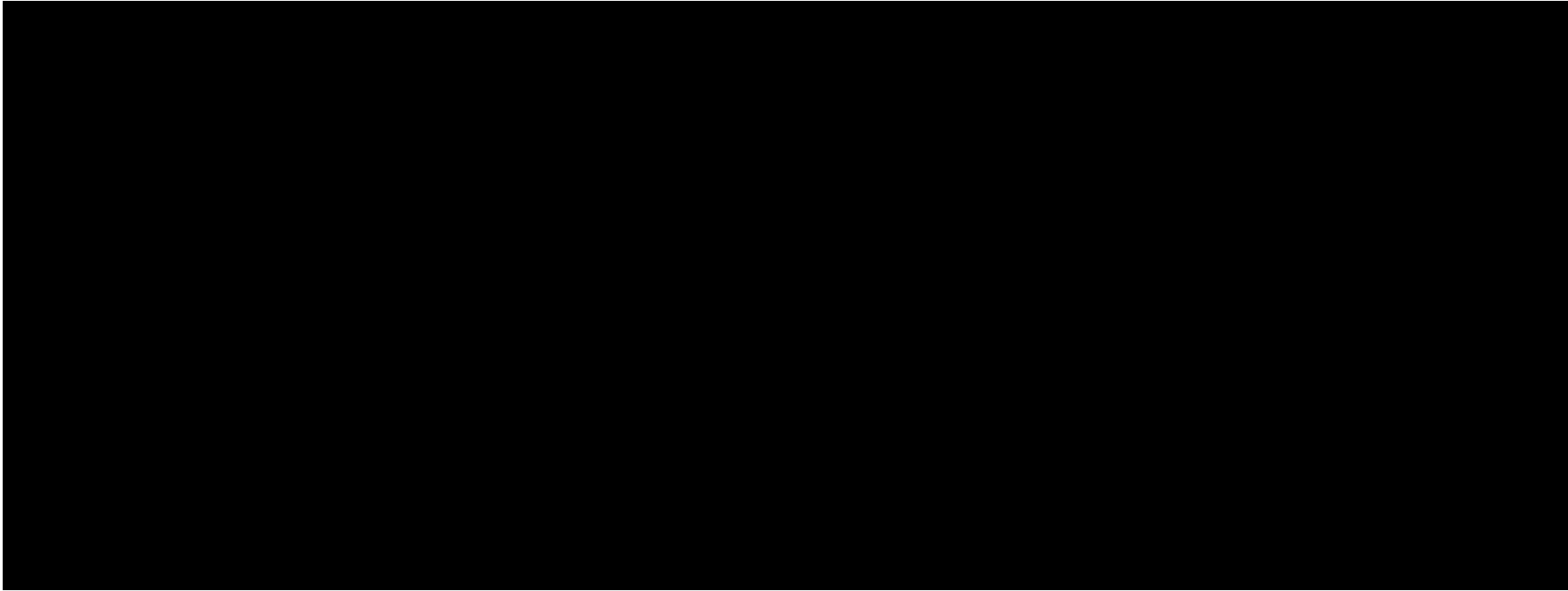
Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
RPT-2	Describe how the system will have an intuitive, dynamic report creation functionality that is user friendly and allows easy creation of ad-hoc reports without Contractor support.	X	X		

Response: VisualVault includes an easy-to-use ad-hoc report wizard. Ad-hoc reports are created using the Report Wizard, which features the step-by-step drag-and-drop capability to enable any authorized user to create reports on-demand.

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

Additionally, our intuitive dashboard enables users to run standard or ad-hoc reports from a drop-down list of reports. Ad-hoc reports are created from data archived within the VisualVault secure repository and from integrated third-party applications. Any report can be viewed on-demand or generated on schedule. Also, notifications can be sent to stakeholders if a new report is published.

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		

Response: Using VisualVault, the DHHS LIS will be able to configure screen and form fields to be completely consistent with those that are generated on reports. Nebraska has identified the ease and flexibility of configuring and re-configuring the system as requirements change as a key requirement. Our Licensing System lends itself to configuring the form design, the workflows, the dashboards, user portal, and reports. DHHS will get a solution that uses your vocabulary, automates your business processes, and makes sense for your internal and external users.

Our configuration eliminates manual workarounds where the software only barely fits your requirements, avoids having to redo your reporting and processes to fit an awkward COTS product, and minimizes training. The VisualVault LIS fits the way you configure each report with as all data fields are available for reporting as they appear on the user screens and forms. The ease of configuring our system reporting also means it is easy to keep in sync with business process changes as State and Federal reporting requirements evolve.
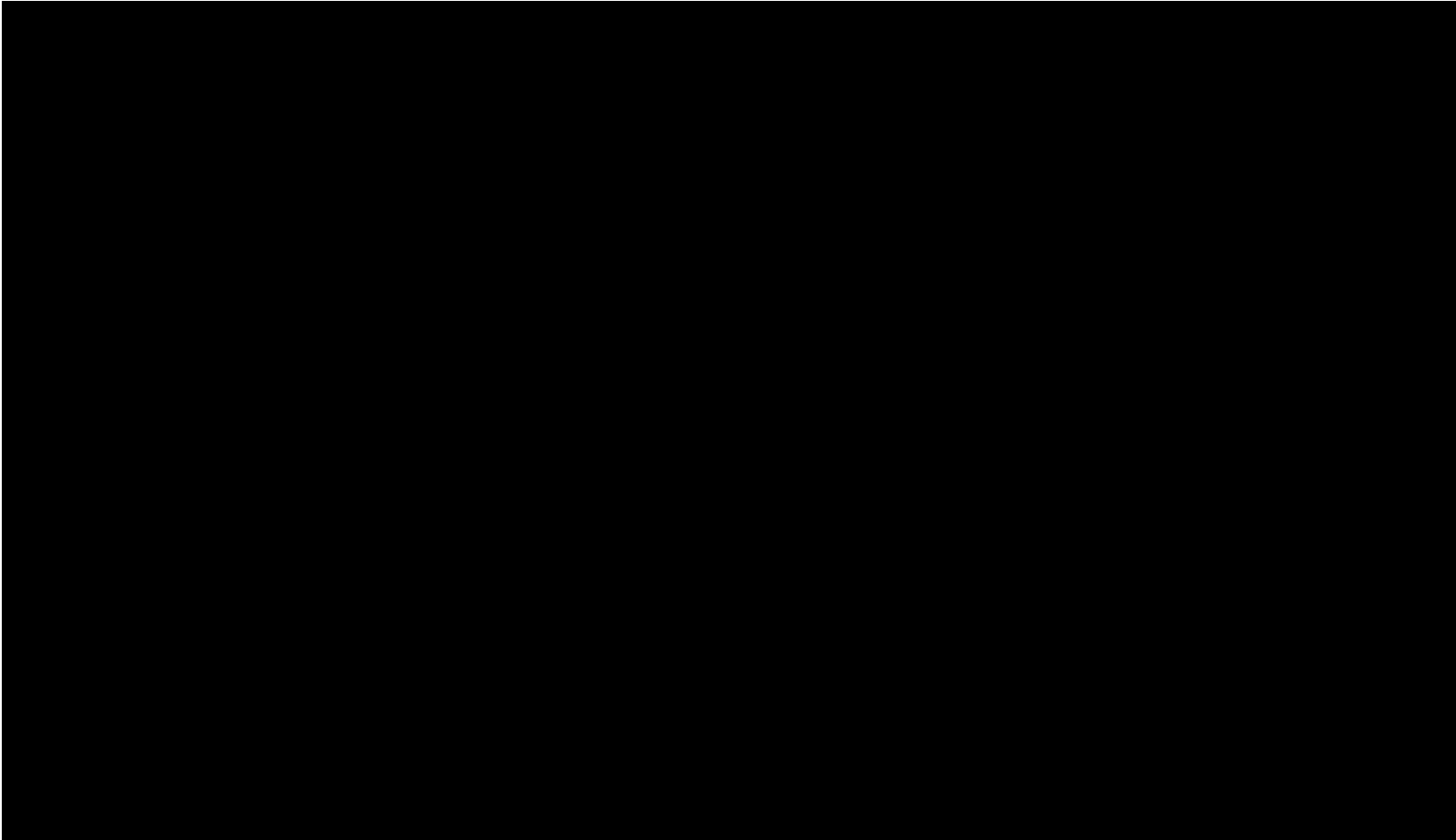
Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party

The following screenshot of our report writer shows how easy it is to 1) drag and drop a label for the report on the location desired and then edit the text in the properties bar to capture the data field from applications or other data sources entering the system.

The ability to edit labels as requirements change for reports is a process that the Nebraska DHHS system administrators will be trained on to be self-sufficient. The next screenshot shows to edit the label 1) click on the label to be edited and then 2)change the text under Actions in the Properties sidebar.

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

The following screenshot is an example of editing a report with a dynamic drill-down capability. The DHHS system administrators will be trained on this as well. The point is that the complete system is designed for modification as required by changing legislation or requirements over time. Nothing is static, and the more the system can be re-configured by our clients, the more cost-effective over time the system becomes. In this example 1) Select the field object to be edited and then 2) Click the three dots next to expression in the Actions section of the Properties sidebar and finally, 3) In the expression editor pop up, select the field to be changed, or create an expression by selecting several fields and typing a formula to relate them.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	███████████████████████████████████				
RPT-4	Describe how the system will import and export information for data analysis.	X	X		
Response: ██████████████████████████████████████					

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
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RPT-5	Describe how the system will facilitate automatic report generation on a staff-defined schedule, and automatically send the reports to designated internal and/or external customers. The system must alert appropriate staff if a report fails.	X	X		

Response: During the Discovery phase, each DHHS Licensure team SME will define for VisualVault the staff-defined reports and the schedule they should be generated and the distribution list. Our reporting services will deliver these reports upon implementation. The system will support an unlimited number of reports, and the administrators will be trained on how to create new reports, modify existing reports, such as adding a field, and how they are distributed securely by user role. Reports are intuitive to generate, and it is common amongst our clients that the system administrators take control over report generation upon training.

Report distribution is part of the core functionality of the VisualVault system. Additionally, since all staff and management will be working within the system, an email can automatically alert the user that their reports have been run and are waiting in their DHHS Licensure account or may be sent as an email attachment. The user simply logs in, and the reports proactively post for them to open and review. Large Licensees, which may own multiple facilities, will be able to log in and download the report in a reusable format, such as CSV or XLS, assuming DHHS wants to grant those rights. Other Nebraska agencies or compact partners may leverage this functionality as well since they will have the right to work within the system.

If a report fails to run, an alert may be sent to the DHHS team administrator, who is responsible for that Licensure group. This alert is typically email and may also appear immediately as a task to resolve in their work queue if desired. Following is a screenshot that shows how to define the user roles that can view and edit a report. From the Report list, an admin selects the security button and can then add certain groups or users as Owner, Editor, or Viewer.

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		

Response: The DHHS LIS, using VisualVault, will have the capacity to use templates to create specific reports on an ad-hoc basis in response to complaints, inspections, and monitoring. These templates will be automatically linked to the license record of the establishment, which also means the templates will be filled with the details of the specific inspection or monitoring reports as well as the establishment data automatically. Our automation is a tremendous time-saver for DHHS field teams, who are already inundated with time-consuming processes and whose valuable time is spent working with Licensees to improve conditions, not manually creating reports.

Ad-hoc reports using these templates can be created anytime by user role with security permissions in the DHHS LIS to do so. The reports can be generated against any category of information that is stored within the DHHS LIS. The ability to create reports at any time by authorized individuals allows flexibility to include specific infractions, cite specific code or statute infractions, and include corrective action plans.

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

Since the data is associated with the establishment in the LIS, documents, and photos supporting findings may be inserted into the reports automatically. Photos taken in the field and supporting documentation are all tied to the establishment's license record and usable as required. These reports will be linked to a specific entity and be automated program steps in the processes for inspections, monitoring tools, or complaints.

Administrators can add a button to the entity that launches the desired report and passes in the ID of the entity as a parameter to the report. Using this configuration, users can open reports that show specific information related to the entity and can make informed decisions for actions they need to take relating to the entity. As an example, a button on an inspection can show a report of past inspections, scores, and issues so that an Inspector can identify trends and past issues. In the following screenshot, the Inspector will generate a report and include specific infractions as part of completing the inspection process. This is more of a notice, and the same process applies to generate data and photos on a report.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
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: Actions performed in the VisualVault LIS, such as submissions of applications, are automatically tracked by date, time, what was submitted, and who submitted it. Each step of the process is tracked and logged within the DHHS LIS and becomes reportable data. In the case of this example, all this information is readily available to report in an analytics dashboard, standard or ad-hoc report, depending on DHHS requirements at the time.

Community Licensing enables all stakeholders to have a license to work within the system, which takes away common variables that always impact performance metrics for public sector team members, in a negative context. VisualVault iForms will support the DHHS-specific business rules as what constitutes a complete application with validated data fields and required attachments. If a field is invalid, data or an attachment is missing, or an eSignature has not been applied, the application may not be submitted. The Licensee applicant is immediately notified of what needs to be corrected to submit.

The key takeaway here is that the DHHS LIS, using VisualVault, will now be gathering accurate KPIs based on submitted applications with validated data fields and required documentation attached. Without this type of control on the front end, DHHS team members may spend extra hours, days, and weeks chasing missing data and documentation from applicants, which is not an accurate measure of the process. If you would like to measure when an applicant starts an application until they successfully submit it, that data is available as well. But that is a different metric, which may address if and how the application itself presents challenges to the Licensee, which we also support, including tracking the errors they experience that prevent submission.

The DHHS LIS will provide real-time dashboard views, reports, and data analytics, which are core strengths of the VisualVault system, from all this available Licensure data. Data analytics provide managers with immediate views and reporting to pinpoint opportunities that directly translate into better outcomes and cost savings. Real-time analytics will enable DHHS to demonstrate the effectiveness of different Licensure programs and the success of the various communication activities to the network of stakeholders.

The core of the VisualVault Licensing System enables DHHS to apply all business rules that apply to build relational calculations from all data residing in the system as well as data from any system it is integrated with to support data access. Our system has mechanisms to analyze and extract information stored within iForms or document metadata within the DHHS LIS. These tools allow for static reports, reports that can be adjusted based on filters, and analytics dashboards where users can interact with charts or data to analyze subsections of data. Data can be displayed as detailed lists, summary reports, or graphical reports to output and analyze information relating to business processes.

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

The DHHS team will also have the ability to identify outliers and send pre-determined alerts to notify the appropriate user of an impending issue. For example, DHHS determines that Nursing applications should reach an approved or denied status within three days of successful submission. After the second day, an alert may be sent, or this may appear in a dashboard view of the DHHS team member with the responsibility to process it with a yellow highlight to give them, as well as management, visibility to the situation. All parties, management, and the team member can understand priorities, ask for assistance, or for management to see that a sudden fluctuation in applications means that additional assistance to meet KPIs is necessary. The key is the visibility allows everyone to be proactive. The alerts may be scheduled as the DHHS team desires. They are configurable.
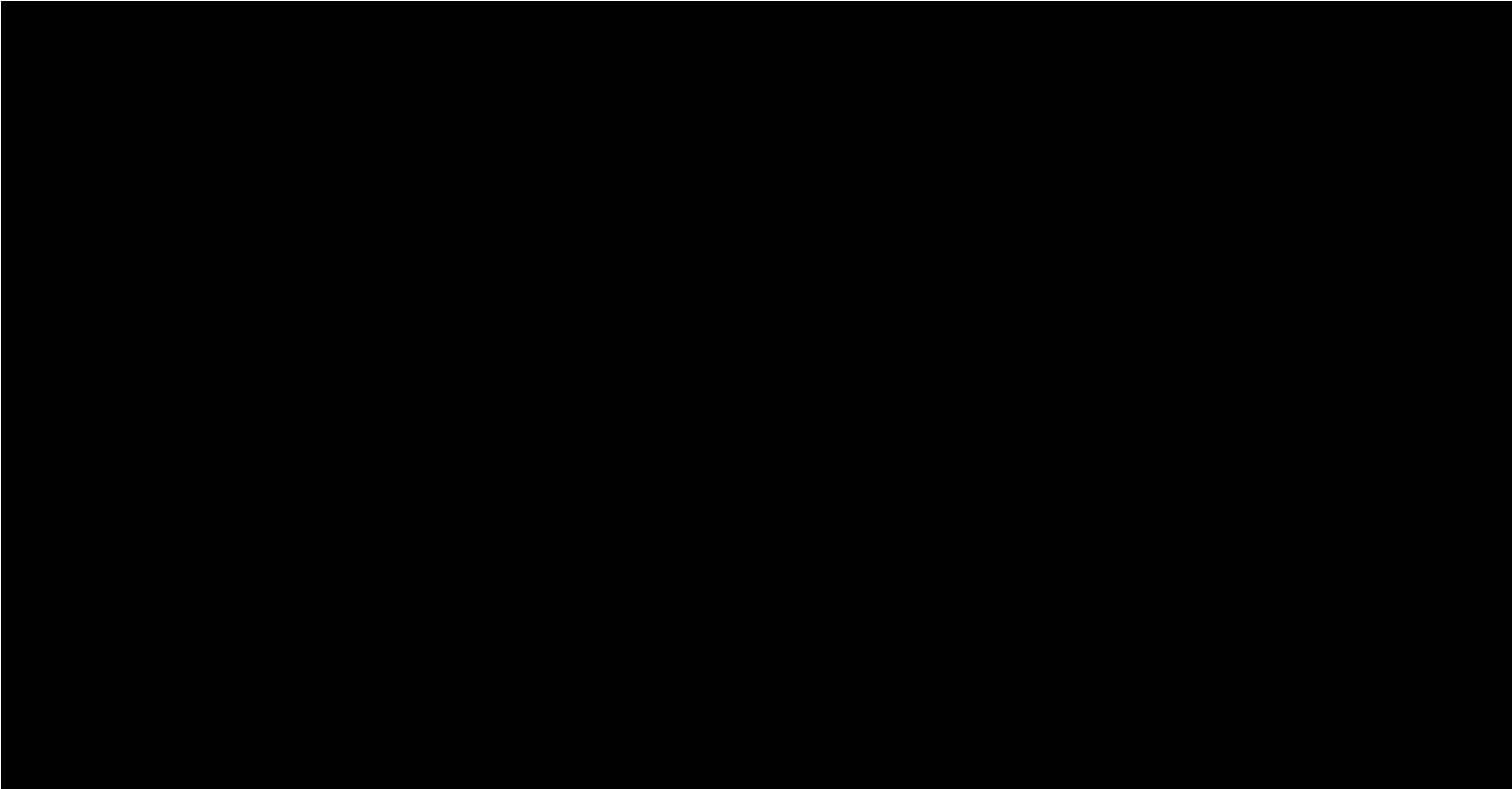
Data Interface Requirements

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:

For example, in a recent project, VisualVault created a case management system with the following interfaces:
- Transmit Medicaid claims to a third-party administrator
- Verify Medicaid eligibility with a third-party administrator
- Verify healthcare provider Medicaid eligibility
- Transmit updates to the State's vital records system.
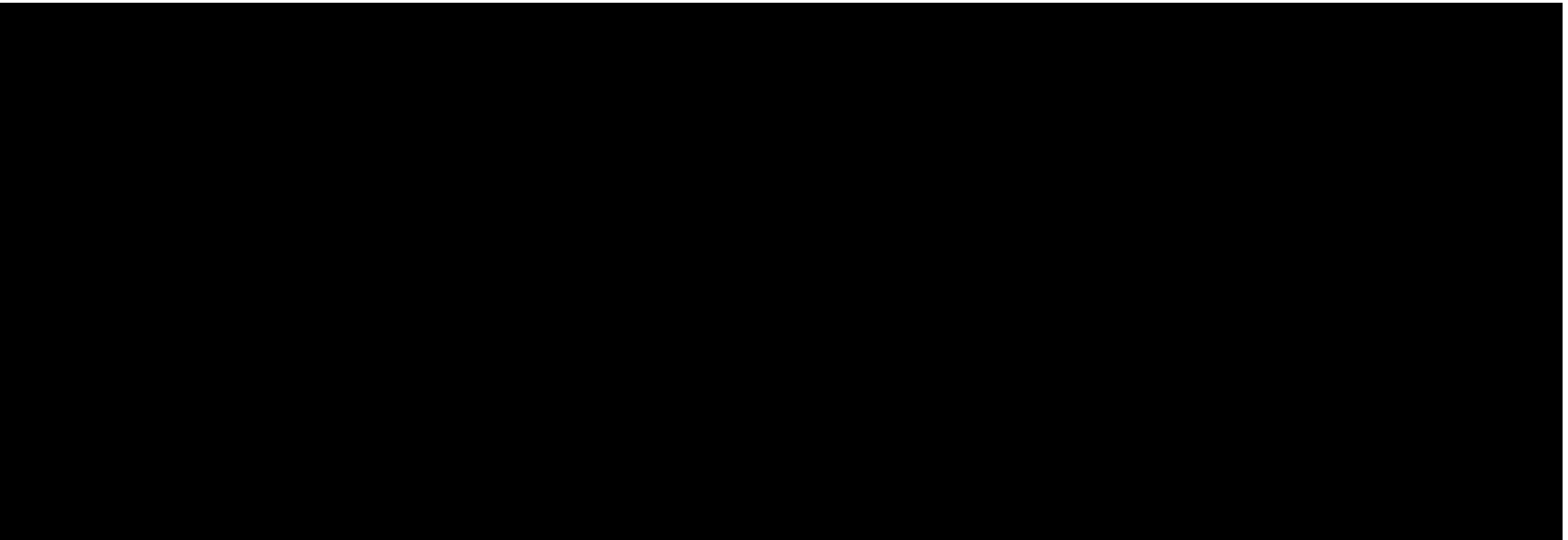- Fetch child data from the State's vital records system

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
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: The core of the VisualVault Licensing System includes a Content Services suite that provides extensive content management functionality, internal scanning capability, direct integration with Kofax, and other twain compliant scanning software. Our Community Licensing model grants the use of our Content Services Suite with scanning, and internal document management functionality with no additional cost.

VisualVault's document and records management functionality will support the requirements set forth for the DHHS LIS to manage all content and data as well as automating the input with intelligence designed to associate content with the correct license file automatically. If DHHS prefers using an existing scanning, or OnBase, for managing content long term (the State approved long term retention system), our system is capable of integrating with OnBase or any other twain compliant, or web-based scanning software. We will establish a two-way link to pass and receive content and data as required. Our web services and APIs will enable our team to interface to pull documents and metadata to our interface and are included in this proposal. During the discovery process, interface requirements will be defined and executed.

A Licensee's file will have multiple documents and data that provide proof of their credentials. These documents can be uploaded by the Licensee by simply dragging and dropping them into the VisualVault Licensee's file. Additional attachments may be uploaded in the same manner. Our suite also provides automation, eliminating, or minimizing data entry required to index the uploaded documents and forms to provide the required context. Every form and document that is uploaded in this manner is automatically linked to the Licensee's file.

In addition to the data and documentation coming into the system using iForms, VisualVault manages incoming forms that are image files such as Tiff or PDF images. Our platform comes with full-text OCR capabilities to parse the data from these images as required. Paper files that are scanned using multi-function devices across DHHS offices may be automatically sent to a network folder, and the VisualVault folder watch will automatically capture the documents, classify, index, and insert them into the correct license folder.

A few highlights of our Capture and Export Tools:
- ✓ Scan directly to folders from local or remote locations
- ✓ Direct integration with twain compliant scanners
- ✓ Direct integration with Kofax scanning
- ✓ Fax directly to folders and trigger automated processes
- ✓ Email directly to folders and trigger automated processes
- ✓ Folder watching to capture documents (FTP sites, etc.)
- ✓ All capture methods support OCR and PDF conversion
- ✓ Document import/export utility preserves the folder structure

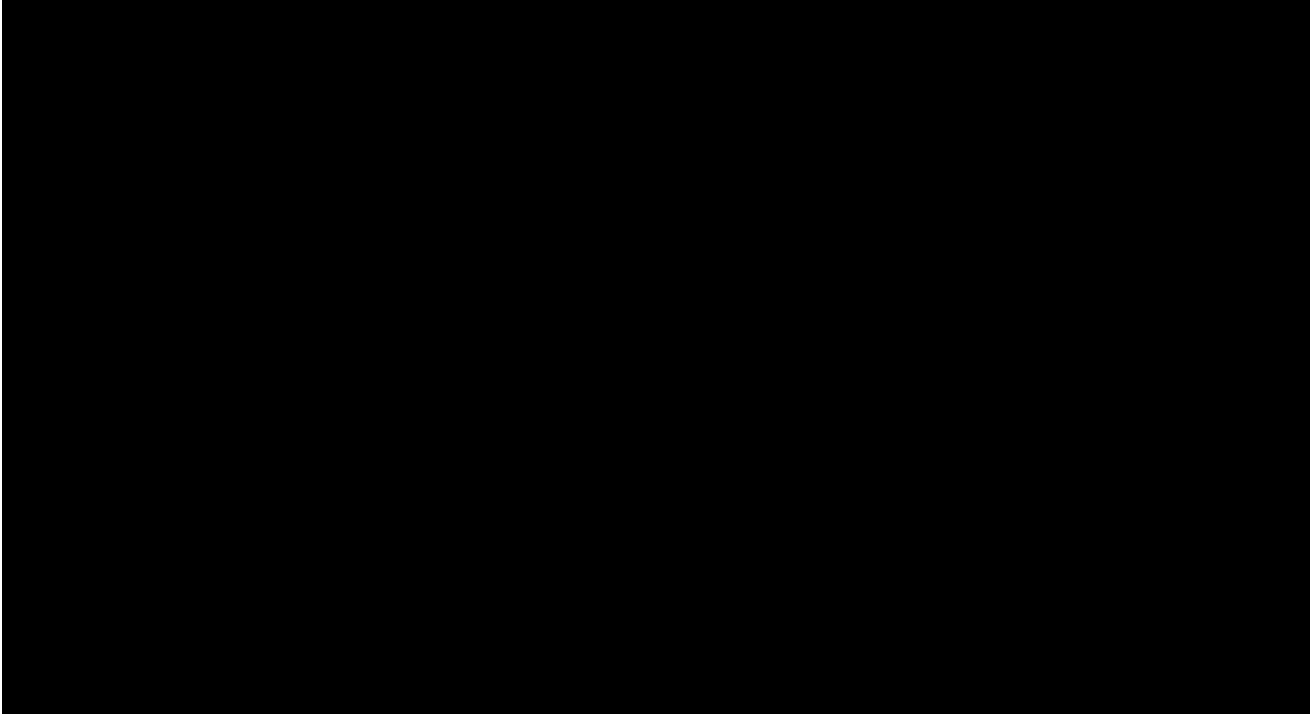| Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
INT-3	Describe how the system will create and store documents using Word/Excel which can be exported for use in accounting systems such as OnBase and SharePoint. For example, a completed refund form produced in Word should be exported to SharePoint for approval and processing. Data reports should be exported to Excel.	X	X		

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

Response: ███
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███████████████████████████

In the listed example, the DHHS System Administrator may create a new refund form using iForms. These forms may be exported out to SharePoint as a PDF or other image format, document to be saved, creating a frozen in time record of the refund as it is now an image. The VisualVault Content Services Suite will also maintain a history of the original iForm template and the original data submitted with it. The document management capabilities include version control as the iForm or data changes over time. Each version is tracked and viewable in the system. At the same time, the data may be exported from the refund form (using iForms) as an excel file. Any data residing in the DHHS LIS as well as the data in systems connected to may be used in a report and exported in excel files for data analysis or modeling. By default, the most current version will be the one reported on at the time.

Online Transaction and Public Interface Requirements

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
ONL-1	Describe how the system will provide a searchable online database of Licensee records and related public documents that is updated in real time, through an intuitive interface. The system must allow multiple data field selection in the search feature. The system must provide "sounds like" and alternative spelling options for identified search fields, with at least 15 results shown per screen, and additional results available by scrolling. The results list must include basic information such as Licensee name, license number, license type, license status, and license expiration date. Search elements, results data, and additional information must be tailored to specific license type needs.	X	X		

Response: The DHHS LIS, using VisualVault, will publish lists or reports that give users visibility into the Licensee records based on the person's permissions and scope of responsibility within the system. Some users may see a subset of the Licensee content and data list while others see the entire list. The list will show the columns that are specific to the needs of the user and the license type. Each list has a search mechanism built into the screen. That list allows the user to search on any combination of criteria that are configured into the list, which includes a wild card search supporting a partial name and alternative spelling searches. As shown in the following screenshot, the number of results shown per screen is a user preference that can be configured per user and may range from 15 to more than 100.

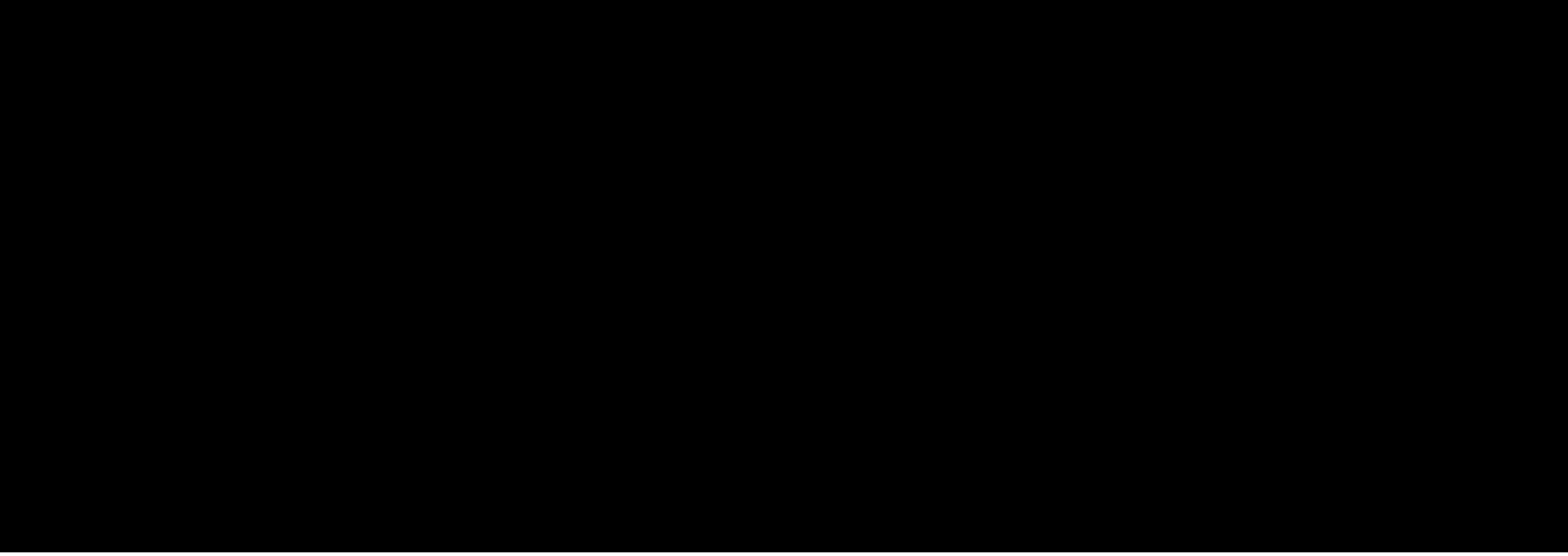| Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Configurations for a public search for each license type will be configured and supported to DHHS specific requirements. These may be changed or modified as the requirements change over time. The public access will be for content marked for public user security permissions to view and only perform the functions DHHS wants them to have, such as print or download. The following is a user interface example of a public interface search screen, which includes drop-down choices to help the user with their searches.				

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	████████████████████████████				
ONL-2	The system's online database must provide an option to search for Licensees within a specified mileage of a zip code through an intuitive interface. For instance, users may select from a list of mileage amounts, such as within 25, 50, 100, or 150 miles of the zip code. Results displayed must be tailored to license type. For example, search fields for childcare establishments must include business hours, ages served, Step Up To Quality rating, and a selected the number of miles from the specified zip code.	X	X		

Response: The VisualVault LIS supports the integration, and the use of a GPS for enhanced searches by Nebraska citizens, Inspectors, or other DHHS team members may be accomplished in the office or using a mobile device. We use responsive design so the browser screens will adapt to the device it detects being used for positive user experiences on mobile devices or in the office.

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VisualVault has seen the need to search for qualified providers directly in licensing systems. The culture behind our company, our team, and our Community Licensing model is to have a positive impact for our public sector clients to improve the delivery of services, improving outcomes for the citizens they serve. For example, the licensed users of the DHHS LIS would include DHHS staff, Licensees, and State staff. Citizens seeking to find qualified, local providers will see a user-friendly map view. The map can further assist the parents by filtering on their requirements and providing them direct links to the required public information of Licensee inspections, quality rating, complaints, etc.

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

Extending the possibilities, Licensees, when applicable such as childcare providers, can be responsible for keeping their profiles up to date, which may also include showing openings for their services. We provide your users with 24/7/365 self-service functionality that enables those seeking these critical services to have immediate visibility to all this information in a user-friendly portal.

These views and automated processes can free up time for DHHS staff to focus on adding additional value to their customers. The following diagram is a representation of a search conducted by a parent seeking a licensed childcare provider and what a parent may see when they hover their cursor over one of several map icons marking the location of providers matching their search criteria. Please note - there is also a link for More Information, which would then display information such as State ratings, incident reports, inspection results, and any other information required by the State or Federal regulations in this case to support CCDF block grants. The screen is completely configurable based on specific requirements for license types.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
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: Experience with Licensure and similar systems, where some Licensees may use the system annually, to pay and renew licenses, the demand for intuitive user experience is very high. It is a positive user experience that will determine the success of a system, and infrequent use creates the need for a flexible interface and some creative aids to navigate the process. The challenge is to present the Licensee with as few clicks as possible to jump into the system where they have a quick view by categories in the language they are accustomed to, guiding them through the process.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
██████████████████████████	It does have a positive impact on many facets of the system, and this is one. By having a license to use the LIS, a Licensee may log in to their account and immediately be taken to a dashboard or work queue, which is configured to show them what needs to be accomplished immediately- no clicks involved. The following screenshot shows a FAQ button and easy to follow ICONs that guide the Licensee through the process.				

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	With one click, they open their pending task and see a renewal form that guides them through the process using the power of VisualVault's iForms to dynamically present them only the fields that are relevant to their license type renewal. Users may start, stop, and leave the system prior to completion with their work saved and ready for them when they log back into the system. We have found that quick (less than one minute) How-To Videos are readily accepted by those users who prefer video over reading FAQs.				
	These, in combination with FAQs, cover a broader spectrum of users to drive for that positive user experience that drives a program's acceptance in the user community. FAQs are available as a visible button on the screen or in the more traditional tab position.				
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: Changing the interface language is as simple as a drop-down menu for each user. The supported languages appear in the drop-down menu, and others may be added upon request.				

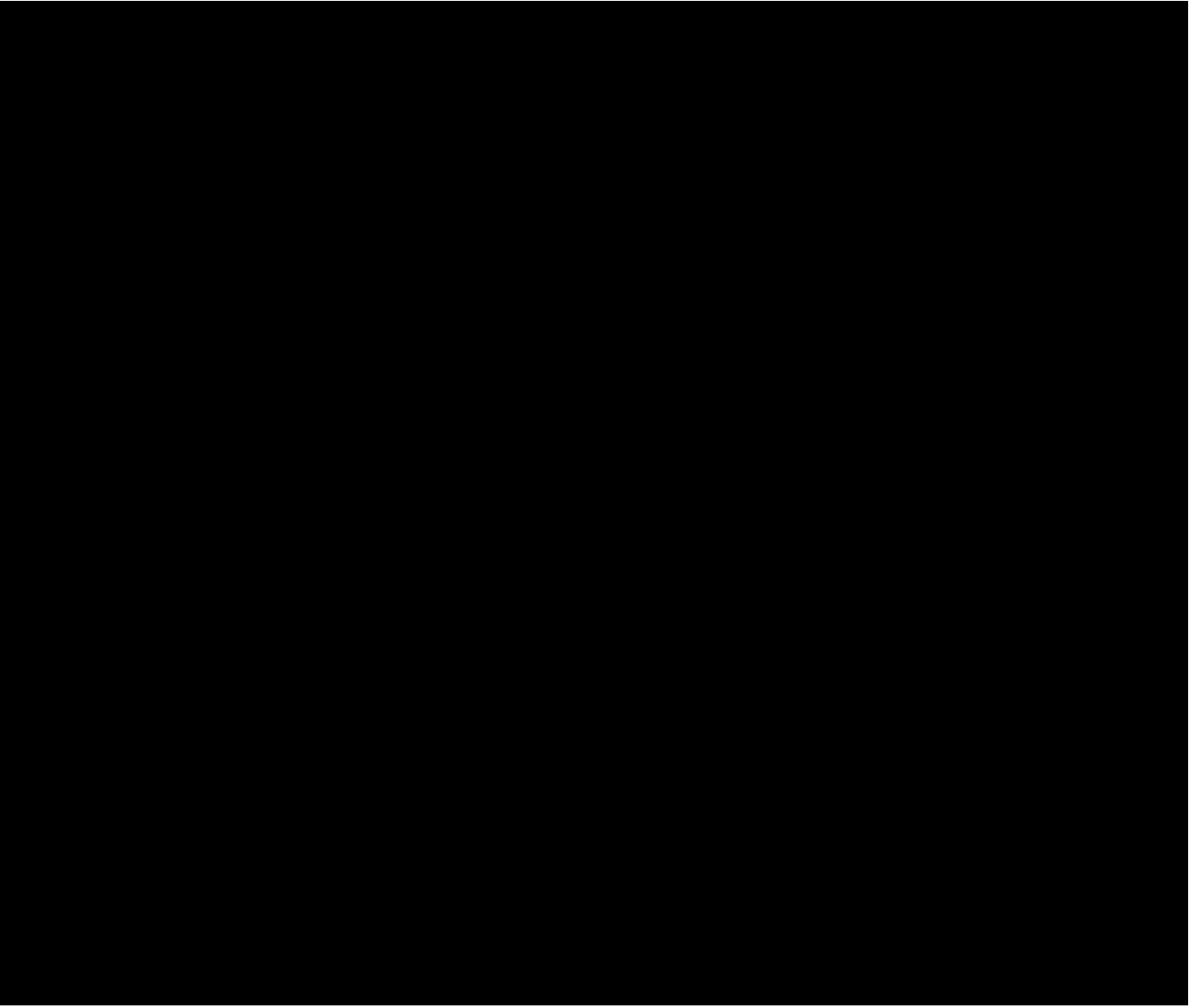| Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
ONL-5	Describe how the system will display license-type-specific information when a license is selected, with a list of related public documents such as disciplinary action, inspection reports, ownership documentation, construction project information, etc. Documents must be displayed upon selection. For childcare establishments, describe how the system will indicate the establishment's Step Up to Quality rating, whether or not the childcare is currently in compliance, and display all citations online without any identifying names displayed to the public.	X	X		

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

Response: The VisualVault Licensing System supports the display of content and data as deemed per user role-based security settings for each specific license type in the DHHS LIS, as shown in the following screenshots. It will be determined during the Discovery sessions for particular license types the documents and data that will be collected during the Licensure process and which ones should be displayed based on user roles.

In the case of a childcare establishment, the Step Up to Quality rating may be automatically calculated by the system by using the DHHS business rules to derive it from the criteria set by the State of Nebraska such as the Rating Readiness Tool self-assessment and the observations and assessment from the DHHS team member sent to the childcare facility. The information such as the ratings, citations, and any other required data or documentation that DHHS wants to make available to the public will be displayed and accessible. The Step Up to Quality Program website also supplies some of this data to the public. If DHHS intends to maintain both sites, which makes sense, the integration to pass data and content from the LIS to this site would also make sense in two ways:

1) Reduce any duplicate efforts to support reporting data in each system

2) Consistency between data and documentation between the two sites

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		

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

Response: ███████████████████████████. For digital transformation to be effective, which is one of the key objectives of the new LIS, licensing for the use of the system must be inclusive. All Licensees will have a license to log in and can download and print a license, which contains graphics, seals, signatures, and anything else required for a wall-mountable certificate or a wallet-sized license with appropriate license information may be printed on demand. The image elements are completely configurable by DHHS and may vary by license type.

It is also possible if desired by the DHHS Licensure team to send notifications, which may contain information to log in and print licenses and links to click on to download and print the certificates from the account once they have logged in. These are options that may vary by license type and are discussed during the Discovery phase. Templates for these licenses are easily configured and may be changed by the system administrator or other DHHS personnel with user roles that have permissions to make the changes.

Other key advantages of having Licensees with account logins:
- ✓ Security, all actions within the secure DHHS LIS, you do not have to rely on external email systems for printing the actual license.
- ✓ Notifications may be sent for those who have not printed their licenses as a reminder
- ✓ All actions taking place within the system are auditable and reportable. DHHS will have the ability to know who has printed licenses.

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: ███
███████████████████████████████████████ Interfaces are completely configurable based on user roles and will be configured to present each user role the information, tasks, and dashboards that are directly related to their role. By focusing the user only on the tasks, data, and information that is relevant to their role, extraneous content and information are eliminated from the interface. The flexibility to simplify the design is a major step to making the interfaces intuitive.

During the Discovery phase, the user interfaces based on user roles are discussed in great detail, and the system will be delivered with the interfaces based on user requirements from those Discovery sessions. Once delivered, these interfaces and dashboards are flexible to be easily modified as conditions change. These changing requirements also include user feedback, which we have found spawns some great ideas to enhance the ease of use further. The VisualVault Licensing System can accommodate change, typically by the System Administrator or other internal DHHS designated resource, and the supporting architecture ensures these capabilities are inherent in the system.

Each license type will have multiple processes associated with it, and the LIS will support DHHS business rules for each license type. These processes include the initial, renewal, reinstatement, exams, as well as other applications to support each license type. The DHHS LIS will use Nebraska-specific business rules to associate each application, exam, renewal with each license type, and the user interface will reflect the processes intuitively as to guide the Licensee through the process, step by step.

Any automated communication that originates from the DHHS LIS will be recorded in a communication log. The communication log can also be used to record human interactions like phone calls, voice mails, and other non-system communications, creating a traceable record of interactions that occur between the various parties associated with the system. When a request needs to be routed to a specific group of individuals due to the type of question, the system can allow the user to select a specific person via a drop-down list, or they can select a category that automatically routes the question to a group of SMEs.

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		

Response: There are two reporting processes highlighted in this question that the DHHS LIS using VisualVault will enable the public to create the rosters and lists for printing or exporting files in various supported formats. ███████████████████████████
███████████████████████████████

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	The first part of the answer addresses standard reports. Standard reports that are public-facing will be reviewed during the discovery process and delivered during implementation for each license group by type. These reports are configurable and may be modified by the System Administrator who will be trained on how to do this. Additional reports may also be added to be public-facing as requirements change over time. The public-facing reports will also be secured based on permissions attached to the data fields. Therefore, data fields which are secured not to be viewed by the public, will not be able to be viewed. The second part of the answer is the ability of the public to configure their ad-hoc report using a wizard. The VisualVault ad-hoc reporting functionality includes an intuitive wizard-driven process to create reports. It is important to note here that only the data fields that are granted security permissions for public access will be options to create a report. Zip-code search criteria are readily available, including other qualifying criteria, as demonstrated when integrating with GPS for the convenience of the public. The reports may be exported in the following formats Excel, Word, Rich Text Format, PDF, CSV, HTML, giving the public requesting the lists a variety of options, including mobile devices. If the DHHS wishes to collect any applicable fees related to this process, this can be automated using intelligent forms and workflow to make it a seamless process. Fees will be automatically calculated based on the DHHS business rules for each specific license type.				
ONL-9	Describe how the system will provide an online shopping-cart-type payment system, document all transactions and payments for each online account and corresponding license record, display a list of all fees due, and allow partial or full payment of designated fee(s) through an intuitive interface. The system must allow payment of ad-hoc fees assessed by staff against a Licensee's record. Notification of transactions must be sent to the license-type-specific staff work queue. For example, fees required to be paid in full may include roster/list fees, application fees, renewal fees, reinstatement fees, late fees, etc. Fees that allow partial payment may include compliance costs, administrative and civil penalties, administrative fees, etc. Licensees may need to pay an additional license fee due to fee proration.	X	X		

Response: The DHHS LIS will use VisualVault's iForms and business rules engine to configure and support this requirement across license types. Each payment transaction is stored as a unique record within the file. iForms support the ability to calculate fees based on DHHS rules automatically. Our iForms will follow your business rules to automatically calculate the amount due and validate that the correct amount is paid before submission. Fees may be accumulated in a shopping cart like structure and presented as a total invoice to the Licensee, detailing the line items. The invoice/shopping cart may give the Licensee to select items and process a partial payment. If a partial payment is processed, based on DHHS business (by license type), the Licensee may receive a notification of if their license is valid and what payment terms would be required to validate the license. DHHS team members will see the user role permissions to assess ad-hoc fees that support the State of Nebraska statutes.

As an example, The FL DCF, Substance Abuse, and Mental Health program include the licensing of Service Providers using iForms to capture data one time and then instantly validating the information to improve data quality. Workflow and the use of business rules to automate redundant manual tasks throughout the process reduces the work involved with the issuance of licenses, calculation, and collection of payments.

The VisualVault Licensing System adds State-specific business rules to iForms at the field level to pre-populate fields with data that exists within our repository or any integrated database. Business rules will also calculate fees automatically. We use a configured iForm to act as the payment gateway for the collection of payment information to complete the transaction with the financial institution. Payment information received through our platform can be used in reports and may be used to trigger a variety of notifications based on the result of the payment, for example, successful payment, please print your license renewal, credit card rejected, etc.

A little different than your requirement but inserted here to describe further the power and configurability of VisualVault, The State of California Office of Problem Gambling (OPG) uses iForms for all Provider encounters.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Providers are required to complete Encounter Forms. The Encounter iForm incorporates OPG business rules to automate work, validate data, and to ensure all fields are completed before it can be submitted. Once the iForm is complete, the Provider selects submit, and the iForm automatically calculates the payment. The DHHS LIS will report on all transactions that are run through it. Refund requests should be processed through the DHHS LIS, for example, to track the activity and report on it. The VisualVault system interfaces with online portals to enable external entities and individuals to submit forms and payments. A log will automatically track what has been submitted, by whom, when, and where it was directed to establish a complete chain of custody from receipt. Our platform can automatically generate an email informing the submitting party of the payment receipt.				

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

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
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: VisualVault is flexible and allows Nebraska to choose the payment processor of their choice, including US Bank, as required. ███████████ ██ All data will be stored within tables in our relational databases, and access will be restricted per DHHS requirements. We meet all data handling and reporting standards within this section.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
ONL-11	The system must meet Payment Card Industry (PCI) data security standards. Quarterly PCI audits must be provided to DHHS that verify compliance with PCI standards. Annual proof of compliance is also required, either by providing certification on the VISA website (https://www.visa.com/splisting/searchGrsp.do) or by providing a PCI Data Security Standard Self-Assessment Questionnaire and Attestations of Compliance signed by a qualified security assessor. All components of the system provided by the Contractor must mitigate level 3, 4, and 5 vulnerabilities as quickly as possible.	X	X		

Response: VisualVault meets PCI data security standards and will provide quarterly PCI audits and an annual attestation of PCI compliance by a third-party security assessor.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
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: The VisualVault Implementation Team will walk through the options to successfully implement this process during the Discovery phase, there are several options, given the flexibility of the system. Here is an example we have implemented for existing clients to demonstrate that our system supports this requirement.

All applicants will be asked to register for the DHHS LIS. The registration is a straightforward process that can be initiated by a link on the DHHS website, which will include a FAQ to explain the basics to the applicant. The registration form is very straightforward, and the data is validated before the submission is successful. If, for any reason, the validation shows invalid or incomplete data trying to be submitted, the applicant will receive a message with details of what needs to be completed or corrected immediately.

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

Upon successful submission of the validated and complete registration form, the applicant will receive a temporary password automatically from the system and will be able to commence the application process with the permission rights of an applicant. Upon submission, if the applicant is a potential match against the existing database when the application is submitted, the previous license will be related to the applicant's registration.

When the applicant logs in, they will be asked about the potential license that appeared to match their name and address. If they confirm that a currently inactive license is the license they once held with a checkbox, and this is the license type they are now seeking (another checkbox) will now be presented with reinstatement application form with pre-populated with as much prepopulated data that is available and matches the new application. They will also be presented with options for other license types at the top of the form in case they want a different license than the inactive one, which may be a couple of drop-down field choices to narrow the type of license or checklist options, whichever make the most sense for ease of use. Once the new type of license is defined, the correct forms will be presented to the applicant to complete with instructions.

During the application process, the form will let the applicant know if documentation is required. It will provide a clear space on the form to drag and drop the documentation, or if on a mobile device, take a photo of the documentation. The intelligent form will automatically load the documentation into the LIS upon submission and ensure that documentation has been attached to submit it. The DHHS LIS, using VisualVault's Content Services Suite, will automatically classify and relate the uploaded documentation to the correct license application, and the workflow will route it to the correct DHHS team for review. The license application will appear in the correct DHHS team member's work queue under tasks - New License applications.

All this happens without the need for DHHS team member intervention.
- ✓ The DHHS LIS automatically follows the business rules using intelligence built into the system to register
- ✓ The system cross-checks the existing database for past licenses
- ✓ The form dynamically helps the applicant identify the specific license they are now applying for
- ✓ The system dynamically follows DHHS business rules and provides the applicant with the specific license application required for the license
- ✓ Prior to successful submission, the system ensures the data is valid, documentation is attached, and the form completed
- ✓ Then workflow automatically sends the completed data and documentation to the correct team for review

In the following screenshot, an automated message appears with a link to an inactive license that already exists for Licensee applying. Once they go to that inactive license, the LIS will guide them to reactivate the license and supply them with the specific forms for that process.

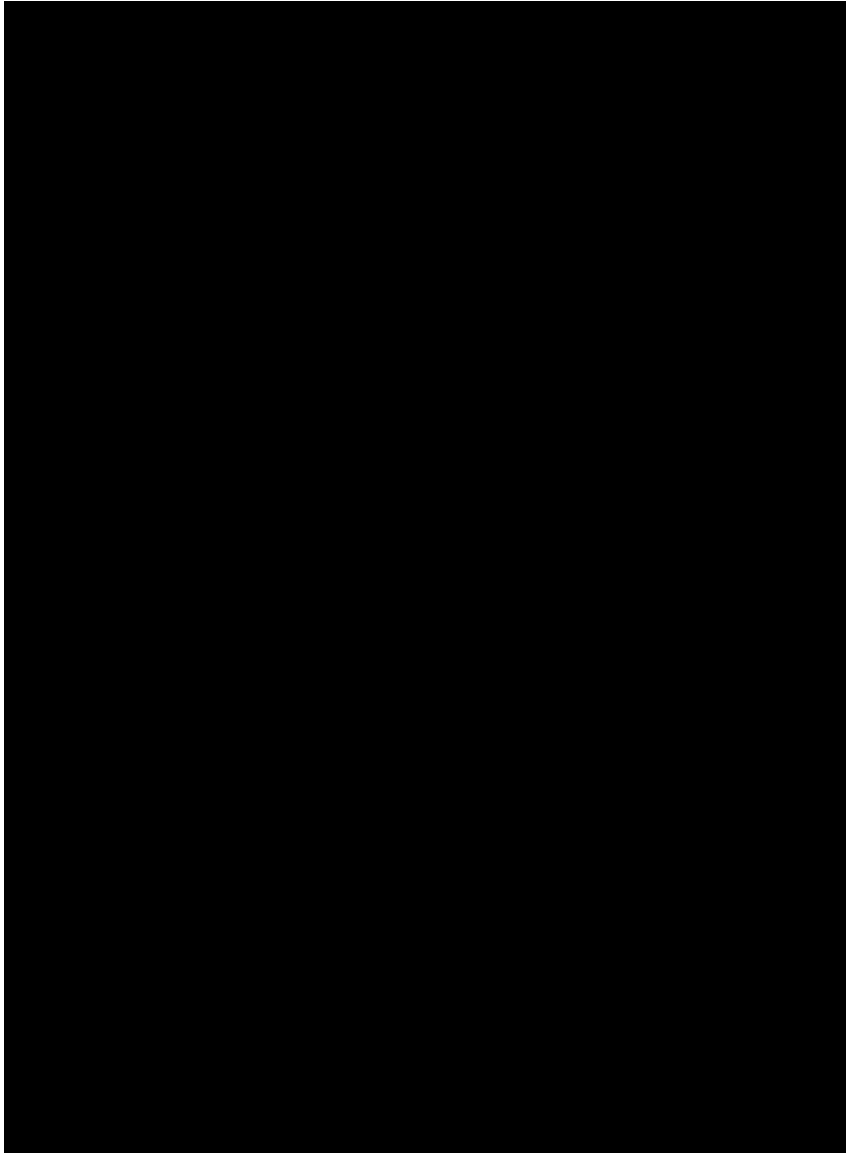| Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party

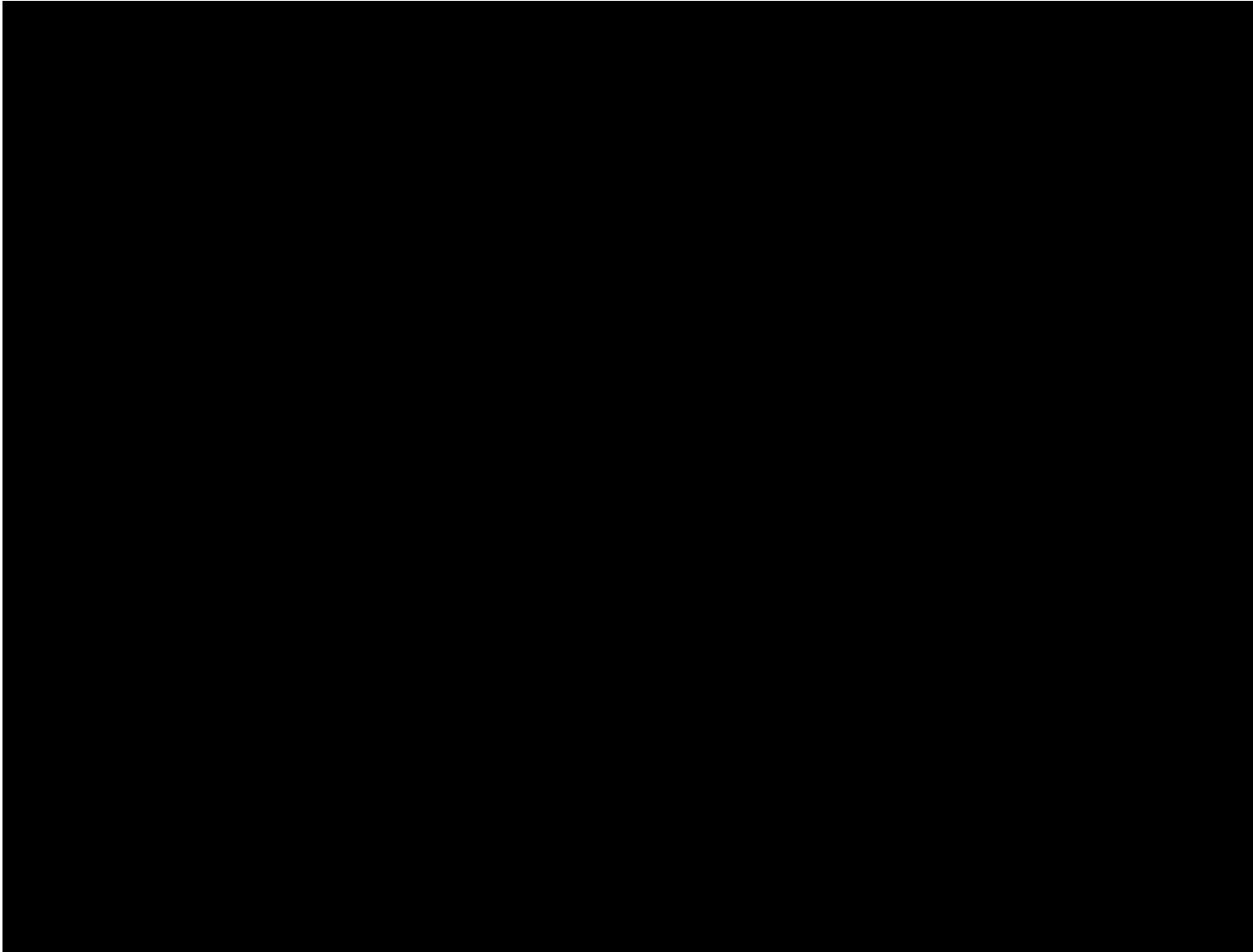| Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
ONL-13	Describe how the system will allow Licensees to generate, complete, and submit renewal forms online; submit other renewal documentation; make payments; and receive receipts through an intuitive interface. Notification must be sent to the license-type-specific staff work queue. DHHS currently has approximately 378 license types. Approximately 83 of the 378 license types do not renew. There are five (5) categories of renewal processes: 1. Individuals 2. Businesses 3. Child Care 4. Community-Based Services 5. Health Care Facilities and Services See Attachment One, Type and Number of Licensees.	X	X		

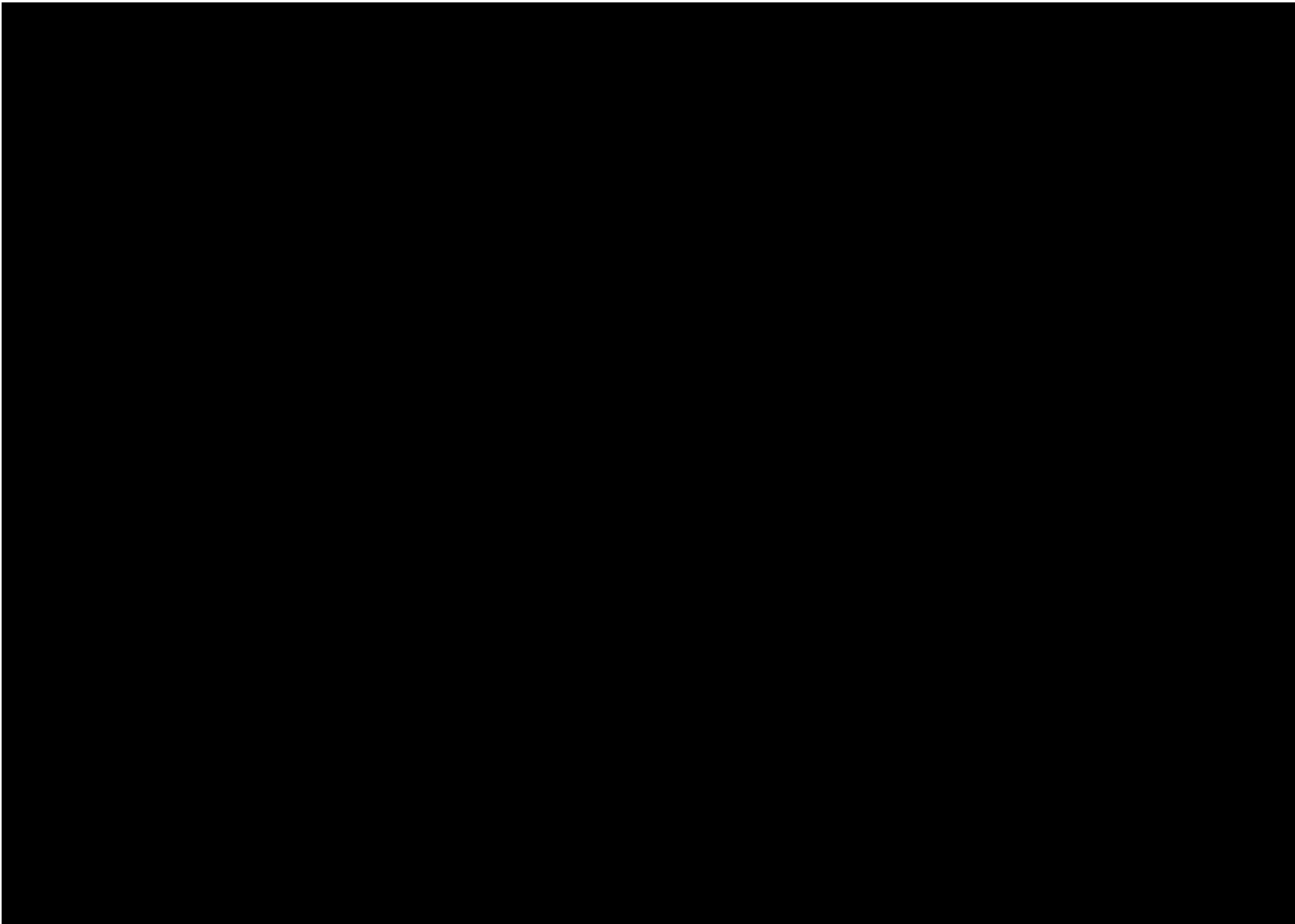Response: ██

████ What does that mean in relation to this question? The Licensees for the State of Nebraska will have their license to work within the LIS, which will use the intelligence to support DHHS business rules for each license type renewal and automate the processes. DHHS should expect no less than a system that no longer requires DHHS team members to receive reminders to perform tasks that the system should be performing. DHHS staff will have time to support the Licensees with higher-level support and oversight to achieve their goal of serving the people of Nebraska.
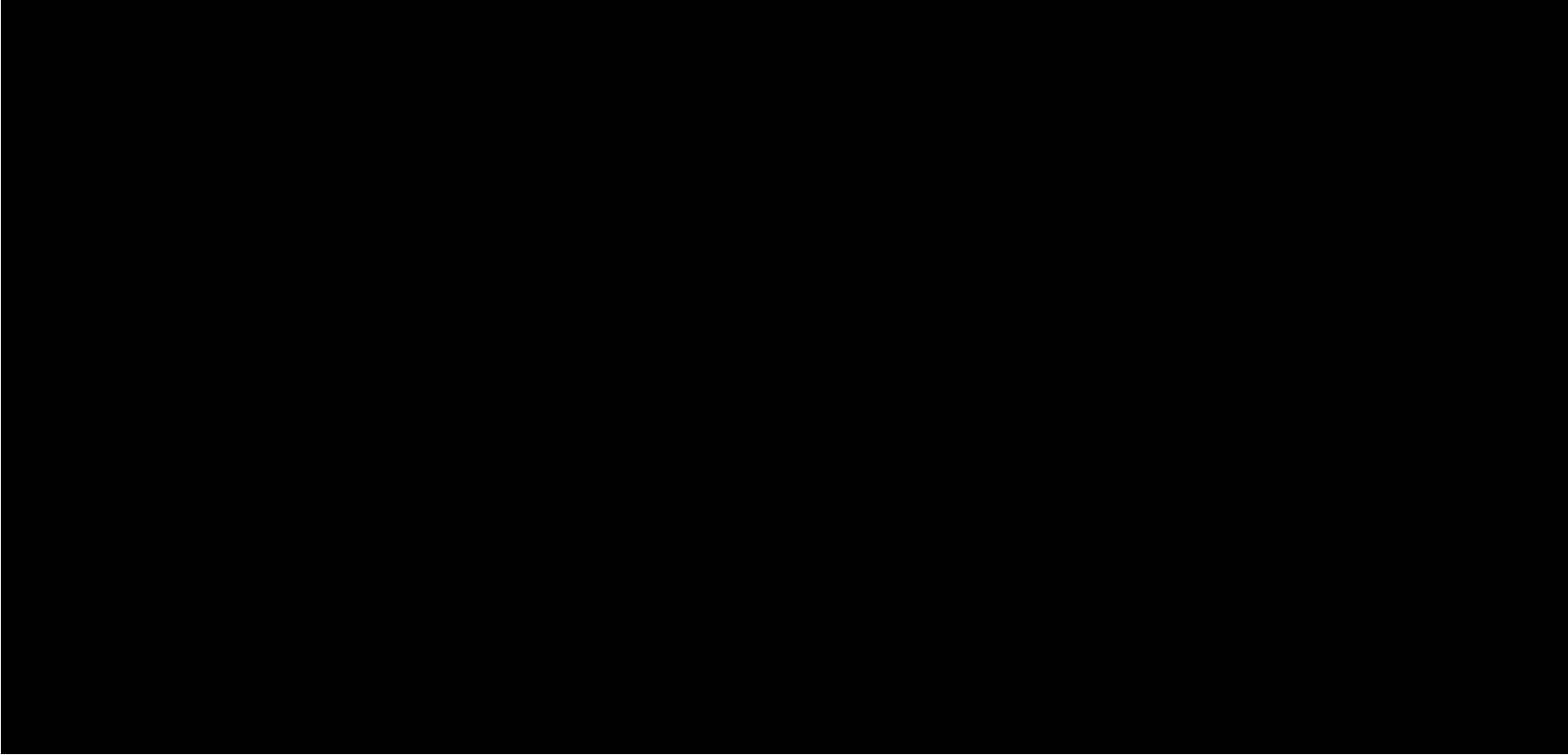
During the Discovery phase for each license type, the DHHS business rules for renewals will be discussed and detailed into mutually agreed-on requirements and, ultimately, the final design document. The DHHS LIS will be delivered with the renewal business rules configured within the system to support complete automation of the process for each license type that requires renewals. For example, if an individual Nursing license is coming up for renewal, the Licensee will receive a notification 30 days in advance (timeframes and the number of notifications in this example are configurable and flexible) of the renewal date.

The notification is a template with language DHHS would normally use, and the specific details filled in from the LIS data. These details may include license #, specific dates of the license, renewal date, any changes in the license, applicable fees and if it is an email a link to log into the LIS to renew or if a printed letter, instructions how to log into the LIS to complete the renewal. Notifications may be sent as often and at as many intervals that make sense with associated unique messaging for each one and instructions as appropriate. These templates are configurable by the system administrator and easily modified as required. The following screenshot is an example of a notification template that will be inserted with specific Licensee data and emailed or printed and sent via USPS to the Licensee at intervals set by DHHS.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	When the Licensee logs in to renew their Nursing license, they will automatically be taken to their configured work queue, which with one click, will open their renewal form. The form will be pre-populated with data that is already in the LIS, and they may update the data as required. Once all data is completed, validated, and any required documentation is attached, they will be asked for payment information.				

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Based on their selected payment method, a payment form will display to complete the process and submit. Upon successful submission, the Licensee can print a receipt or download a PDF copy of it for their records.				

Once a successful submission has occurred, the renewal application will automatically be sent via workflow to the correct DHHS team for review. The LIS understands the type of renewal the DHHS team relationships are built into the logic of the system. The DHHS team member may request additional information through the LIS, clarification, or conclude the process with an approval or denial. Each time an event occurs in the process, the LIS may send notifications, or the Licensee may log in to gain visibility into the stage of the process.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Increased visibility is not limited to the Licensee. The DHHS Licensure team may have a dashboard view of pending license renewals by license type. Based on security permissions, the view may be a single license type or across multiple license types. Dashboards will provide visibility as to the workload distribution across DHHS teams and can drill down to individual team members. Also, KPIs measuring turnaround time are available.				
	To Summarize - The VisualVault Team's goal is the total digital automation of the DHHS LIS to reduce the tasks dependent on the DHHS teams and put the responsibility of the rote tasks in the hands of the Licensees and the system itself, leaving more time for the DHHS team to review and work with Licensees that require assistance and guidance.				
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: Since all licenses will have their secure account, they will have the ability to log into the system and manage their profile. Once you provide the Licensees and applicants a system which enables them to have their account, they now become responsible for managing their information instead of the DHHS team taking time to oversee the system in this process. ███ ████████████ They will do this to manage their license requests and renewals properly and receive communications through email and printed USPS mail as required.

They will have complete visibility into their history of transactions, fees, work history, exam history, and be able to sort by license type. If you would like your team to be notified when a change is made to a Licensee's profile account, then that will be configured. The system will understand the license types held by the Licensee and send notifications to the proper DHHS team's work queue based on the DHHS business rules in place.

Licensure Software Business Requirements
Nebraska Department of Health and Human Services – Public Health Division

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
ONL-15	Describe how the system will allow Licensees to securely complete and submit self-inspection documents, plans of improvement, written verification of correction, and other documentation/ correspondence online. Describe how the system will also track online submissions, and associate them with the Licensee record, as well as generate and track staff response/denial/approval correspondence regarding the documents submitted.	X	X		

Response: The Licensees will have secure registered accounts within the DHHS LIS. The system's intelligence will understand the type of license the Licensee holds and will associate the required forms, such as self-inspection, plans of improvement, and other documentation related to the specific license type. During the Discovery process, the documents associated with each license type will be identified along with the business rules associated with the specific licenses, which include events and timing that associated with some and others that need to be available to the Licensee on an ad-hoc basis.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	As an example, certain documentation such as self-inspection may have a specific timeframe for annual or semi-annual submission. The DHHS LIS will be able to track these enforcement requirements and move the self-inspection forms into the Licensee's work queue of tasks to be completed and alert them 30 days in advance. Upon login to the system, the Licensee will be able to click on the self-inspection form and start the process. Since all work is being completed within the security of the LIS, upon submission of a completed and data validated form, the workflow will automatically route the self-inspection form to the correct DHHS team for review. Notifications may be sent, and the form will be placed in the appropriate work queue automatically. The system tracks all actions, including submissions, which may be reported on as desired by DHHS. DHHS team leaders may have a dashboard view of the workload of submission by license types broken down by submission type, depending on the granularity desired. The dashboards are easily configured to add or change data elements as required and may be further configured to drill down to see underlying data dynamically. Likewise, responses by DHHS team members to Licensees will happen within the system, and notifications may be sent when submissions are responded. Approval emails or printed approvals on DHHS letterhead may be automatically generated by the system as well as correspondences of denials or requests for additional information. The DHHS LIS will now be automated to the point where these tasks will be performed by the system and also immediately documented and tracked as each action occurs.				
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: DHHS Board Members will have licenses and be a user group with designated permissions in the DHHS LIS. The Board information will have the business rules associated with the documentation, such as board meeting minutes, agenda, and other documentation confidential and public-facing. Based on the permissions granted to the documentation and data surrounding the board members that information will be available to the public or secured for viewing by users with appropriate permissions.

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

Integration with a website to post the public-facing information will be accomplished during implementation. Links the information may be pushed to the State website for viewing of data and documentation so that when a citizen wants to see an agenda, it will automatically be pulled from the DHHS LIS, and a PDF image of the agenda will be on the screen. Our team will determine this process during Discovery.

| ONL-17 | Public meeting and hearing information, such as notices, agendas, minutes, proposed regulations, 407 reviews, etc. must be available to the public via the public-facing website. The public must be able to subscribe to information of interest to them, and automatically be notified when such information is made available or updated on the website. Information on upcoming events must be posted as it arises, and public access to past event information must be maintained. | X | X | | |

Response: All records relating to public meetings would be stored in the DHHS LIS as a record or electronic document. Citizens can access a DHHS web page where they can search for relevant information. Records and electronic documents will be shown on the page so that users can view, print a PDF, or download the document. When on this page, users can key in their email address and subscribe to a category of information. When new information is added that meets the subscribed to a category, VisualVault will send an email notifying the subscriber that new documentation is available. A link may be included within the email.

| 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: ███
███████████████████████████████████████. Therefore, based on the security rights assigned, the data and documentation within the DHHS LIS will protect confidential information through strict adherence to DHHS security policies and the business rules that enforce those policies. Those with access to confidential information, such as investigators, legal staff, and other stakeholders in the program and will have the ability to register for an account and receive a password for access to the confidential information they require.

This information may be pushed directly to their work queue upon creation. Automated notifications can be configured to be sent on the availability of the content, and the users may search the content. Best practices would dictate that confidential information remains within the secure structure of the LIS. With Community Licensing, these security practices are enabled as there are no additional license costs to include these important groups of users while protecting confidential assets of Nebraska.

| 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: All actions are taking place within the DHHS LIS or systems connected (integrated) with the system. Therefore, the workflow will automatically update rosters by specific license types as they are approved. The data and if DHHS would want, associated documentation, will be available based on security business rules. The LIS is supported by the robust database architecture of the VisualVault Licensing System, which enables the immediate updating as data and documentation are submitted and classified within the LIS. These rosters will be updated as the system receives updated statuses of licenses. With all actions taking place within the system, the intelligence of the LIS will automatically classify the correct data by license type for the rosters to be accurate. Based on DHHS Licensure business rules, these rosters may be exposed and updated on the State website automatically as they occur or in a scheduled batch process as required. Or they may be accessed on a search basis by the public requesting to view a specific license type list on demand. Either process is available and dependent on DHHS requirements, which are reviewed during Discovery.

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: To support administrator training, we provide two sets of documents. The first is the Technical Training Guide for VisualVault, which is an overall guide for everything VisualVault. Our team updates this manual as new features are added to the platform and is immediately available to all clients upon updates being loaded.

The second document is an administrative user guide specific to the Nebraska DHHS LIS. This guide will be created to support the use and administration of the DHHS LIS before going into UAT. This second document is updated as the DHHS LIS changes during UAT, and as the system is enhanced after going into production as part of our standard procedures. A preliminary Data Dictionary is created per the RFP requirements. It will be updated to reflect the final configuration going into UAT and then again when the solution goes into production. Other updates will occur as major changes in the database schema occur to support enhancements over time. The following screenshot is an example of how these manuals may be quickly accessed and a glimpse of a Table of Contents that shows a Client Specific Admin Guide.

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

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

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
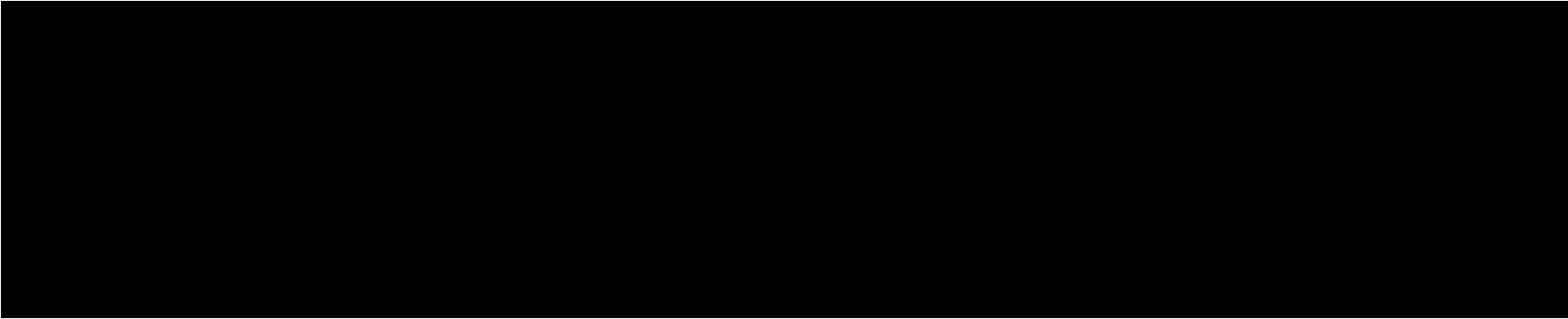
Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
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Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
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TRN-3	Describe how the system provides help and training functions, which must be built into the software.	X	X		

Response: Standard to all VisualVault implementations is the creation of User Guides by specific roles. Our guides are available in the application itself for users to quickly and easily accessible when required. The user dashboards often include How-To videos, which are quick 30-60 second training refreshers on tasks specific Users commonly encounter. In the following screenshot, the ICONS on the left includes a "How to Apply Video" readily available for the user on their work queue view upon logging into the Licensing System. The Help function is available on the blue ribbon across the top.
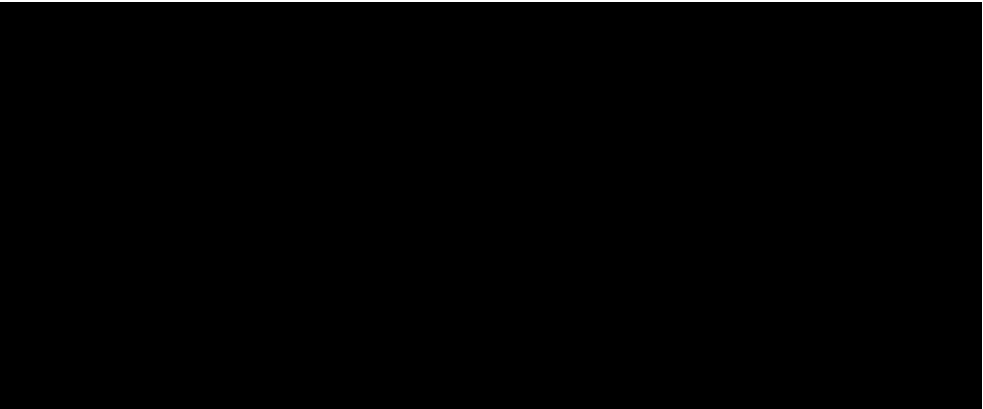
Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party

VisualVault's iForms

As VisualVault approaches implementations, we lead users through a business process using various techniques. We start by configuring each screen to prompt users for the required information using vocabulary that is currently used when interacting with the State departments. The ability to configure intuitive client-facing forms with only the information they need to interact creates a logical, data-driven intuitive experience that is easy to navigate.

Configurability and self-enablement will be especially important in the context of a Statewide LIS for Nebraska DHHS, which has diverse and unique requirements. VisualVault's iForms and the iForm Template Builder create our platform's front-end to capture required data and supporting documentation intelligently. The LIS only shows questions or fields that need to be entered because previous questions have been answered in a certain way. The system, therefore, guides the user through the process and automatically presents them with only the required forms to complete and pre-populates forms with data when available from the system to minimize data entry errors.

The DHHS LIS will also validate data input in real-time and provide specific error messages to the users upon occurrence. This includes field-level validation, completeness of the submission, e-signature when required, and the attachment of supporting documentation when required. When a user takes action on the screen that changes the process, we prompt the user with instructions on what they are doing and what will occur if they take the selected action. When actions are taken, emails are sent to involved users to communicate the status of their request within the process. When these techniques struggle to create an intuitive process, help links are placed on the screen strategically to explain what is occurring. The links can also launch videos to help users resolve concerns about what they are doing.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
TRN-4	Describe how the system provides interactive communication such as user groups for staff questions and support.	X	X		

Response: Screens are configured into the solution to support user group discussions and support. The user group discussion record will contain fields to capture questions submitted by any user. Comments can be submitted and moderated to provide the right information. Official answers can also be entered by subject matter experts. For the support requests, workflow routes the request to the appropriate team of users. As users interact with the support ticket, users can view status and provide additional answers through the system.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
TRN-5	Describe how the system provides libraries of available reports, including instructions on modifying the reports.	X	X		

Response: During the Discovery process for each License type, reporting requirements will be discussed, and this set of reports will be delivered to DHHS as part of the implementation phase of the project. VisualVault delivers reports as detailed lists, analytic dashboards, and structured reports. Our Technical Manual identifies how authorized users can change the configuration of these items. Additionally, we will include instructions on how to modify each of these reports in solution specific documentation. Reports can be created so that users consuming the reports can search within the reported data to produce reports that analyze subsets of the published data.
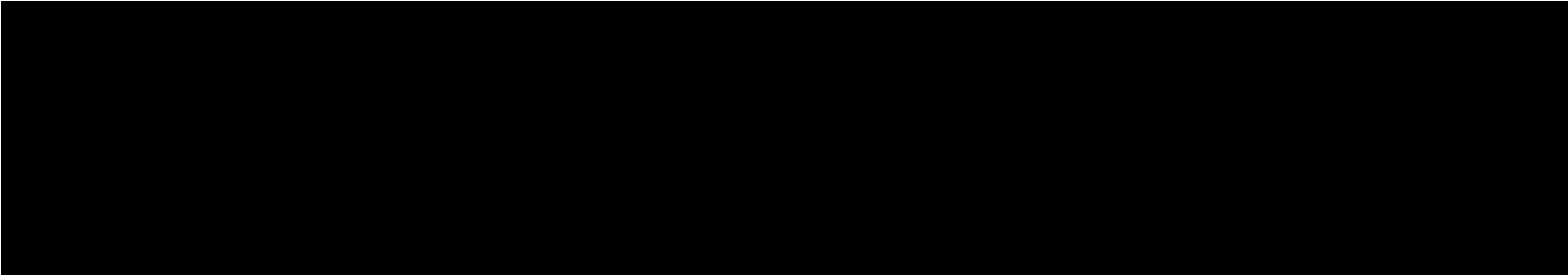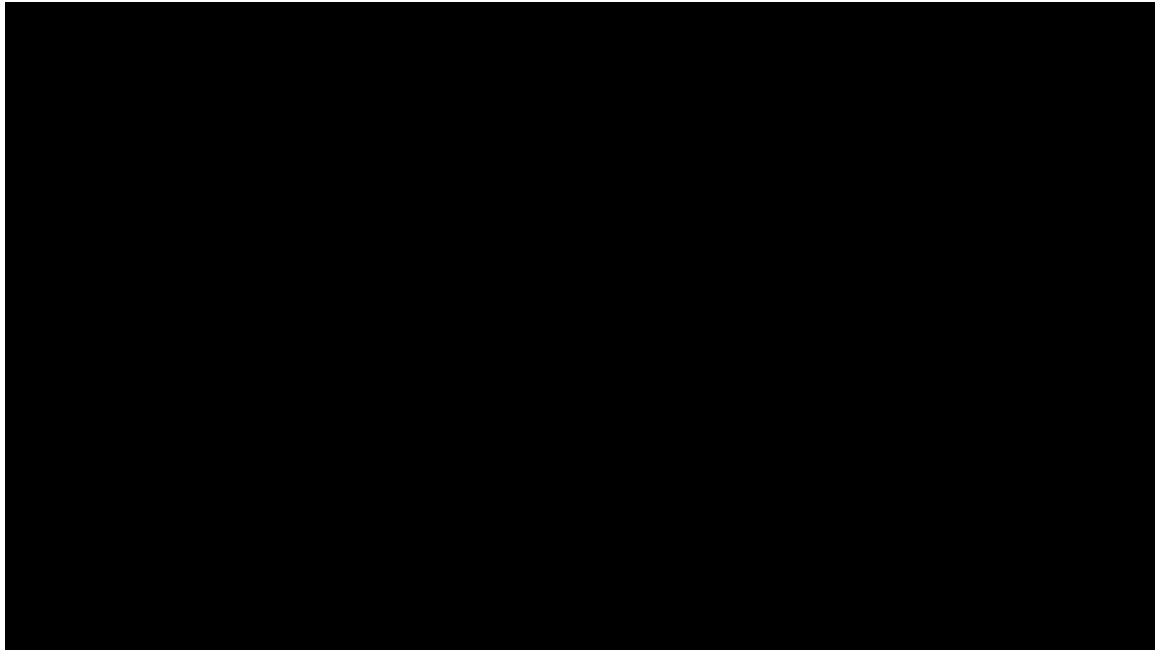
Public Health Investigations Module Requirements

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: VisualVault enables all interactions to be accessed through the internet in a secure DHHS LIS. There are a couple of channels to interact with our LIS.

First, let's address the technical part of the question – internet-based access, the VisualVault Licensing System is a true cloud-based, SaaS solution. Therefore, interactions through the internet are the norm. Our iForms support inspections and other field tasks to be conducted off-line when necessary, and the system automatically syncs when the field team reconnects to the system. We use responsive design, so the interactions are not device-dependent, and therefore mobile is an option based on DHHS security rules from the outset of the program. Another channel option is that citizens may search for Licensee information, file incidents, or complaints through a Nebraska website portal if desired, which is connected directly to the DHHS LIS.

From a licensing perspective, Community Licensing means that all those who need to use the system are granted a secure full use license. All software that is available on our system is available for use in this program. There are no hidden fees or additional software licenses. This cost transparency reflects our customer-first culture, we believe in long term partnerships where our clients thrive and successfully meet their objectives. This culture creates the Way Forward that DHHS seeks as a result of this response, which will be a structured DHHS LIS that enables all team members, Licensees, and program stakeholders across the State to perform work easier, faster, with complete transparency by working directly within the system.

Community Subscription Licensing opens new thinking to leverage all the functionality now available to enact automation enabling the capture and validation of accurate data across the State, creating efficiencies across the State of Nebraska that will become the New Normal. The Nebraska DHHS LIS has the flexibility to determine the best use of licensing for secured access into the system over the internet. There are no technical or licensing limitations, i.e., use the system to deliver the best outcomes possible for the citizens you serve.

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: The best way to speak to this requirement is to describe how our current clients, including the City of Lincoln, enable users to register via the internet. Connectivity via the internet for access and daily use by all stakeholders, including Licensees, is a fundamental functionality and an integral part of the VisualVault Licensing System. ███. Our flexible and configurable iForms and business rules enable the secure online registration of DHHS LIS Licensees and other agencies who have a role in the program. Based on the Nebraska DHHS business and security rules as users register, they will be automatically assigned a user role and have access to required documentation based on the license type they are applying to receive.

An example of the ease of registration is on the City of Lincoln's Building and Safety website for the registration of Construction Trade Professionals. Once they go to the City's website, the process starts as simply as this.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	With a single click, the registrant is taken to an iForm that starts the simple process managed seamlessly by the VisualVault Licensing System. Once they receive their system-generated password, the Licensee may determine the license type required, and the iForm will dynamically lead them through the process and request the information that is relevant only to that license type as follows in this example.				

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		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Response: The VisualVault Licensing System was designed for a System Administrator to configure changes to workflows, iForms, and roles, including system use and automated management within the system. Typically, and consistent with what we interpret as a goal for the new DHHS LIS, our clients prefer to manage as much of the system as possible without having to acquire assistance from the vendor. This self-reliance is in alignment with our design and approach of a configurable system, which is a key objective of this project. The automated logging off users based on inactivity is a configurable setting that may have an overall policy to adhere to DHHS's overall governance and business and security rules. The DHHS System Administrator will be able to manage these rules on a global basis, or if desired, these rules may be assigned to license type administrators. This rule is put into place based on findings during the Discovery session with the DHHS team. As with all security, DHHS business rules will align by user roles for logging an inactive user off the system. The next screenshot is the System Administrator's screen to set inactivity timeouts and other key performance settings. It is also important to remember that many clients use this to manage the financial aspect of several available licenses. ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮.				
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 VisualVault Licensing System is configured on a robust Content Services Suite with extensive search capabilities that support full or partial searches as defined for each user role based on the permissions granted based on DHHS security rules. Included in the core functionality of the VisualVault Licensing System is the ability to search contents of electronic documents and records by full or partial name, contact information, health care professional, medical condition, license number, county, date of birth, etc. Our search capability is extensive and includes an almost unlimited number of search criteria. The flexible data model supports adding data fields to applications, inspections, incidents, or other iForms that will be automatically updated to the database and searchable criteria without the need for IT or a database administrator to intervene. The system also supports wildcard searches, with the "contains" criteria selected.				

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

The VisualVault system provides the ability to allow for wild card searches of relevant data fields. For example, a user may enter a partial license number and perform a wild card search to find the complete material code. We use the data lookup and scripting capabilities of our iForms to facilitate this common need. In many cases, we also build customer-specific micro-services that enforce the established business logic rules. These microservices can also communicate with external systems. Our iForms feature is designed to seamlessly integrate with our micro-services library to extend the base platform for customer-specific functionality.

VisualVault offers an extensive array of search methods that are configured based on the needs of our clients. For example, frequent everyday users may require a search capability that requires more complex searches to confirm documents across several folders (Licensee files) or license types. These complex searches may be saved if they are used regularly to reduce work and increase retrieval speed. Simple searches may also be configured for every day on-demand use based on defined roles.

Content within the system will be secured by role, and DHHS may restrict searches based on these roles. On-demand searches may include license numbers, names, or any identifying information. There is no limit to the number of searches available. When required, VisualVault also supports full-text searches across any set of folders or documents you select that have been through OCR or are text, which is a common search when legal actions are taken.

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: The DHHS LIS, using VisualVault, will be able to use a business rule to randomly generate complaint numbers, which includes the rules to make them unique. Our system may also make the complaint numbers to be unique by license type. The system is configurable to support these rules and will generate the numbers to support alpha, numeric, or a combination by license, complaint, or incident number, there are no limitations. During Discovery, these details are defined, and the DHHS LIS will be delivered with these rules in place. If another document or license type requires modification, addition or deletion is required in the future. This is a configurable change.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
PHI-6	The system must include configurable logic or business rules on data entry that trigger customizable responses, distributions, alerts, workflows, and or handling. Please describe how the system meets these requirements.	X	X		

Response: An example of the VisualVault Licensing System's ability to support this requirement is an incident form. iForms may include a drop-down list of incidents for the Licensee to report. The iForm will contain DHHS specific business rules that determine the severity of the incident and the response criteria based on the severity level, all occurring seamlessly.
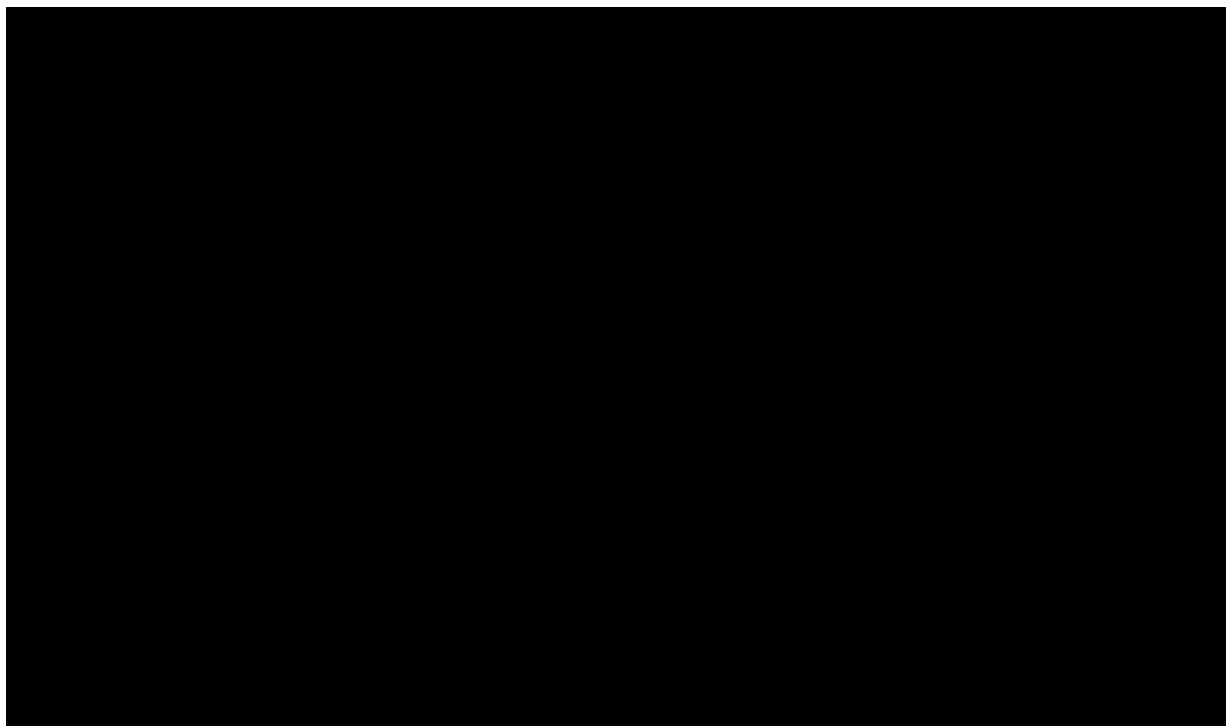
Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party

The first level is that on the selection of an incident type, the iForm will dynamically change to request the exact information required to understand that specific incident and may be used to require the uploading of specific documentation or photos to support the incident. These are configured based on specific DHHS rules regarding this type of incident. The DHHS LIS will validate the data fields that are required, and that documentation or photos have been uploaded as business rules require. The system will also check for an eSignature as required. Upon successful submission of this incident report, based on the configurable rules by incident type, the report will be routed to the correct DHHS team member's work queue.

The severity level also determines the response criteria for the incident- immediate alerts and notifications may be sent to the DHHS team that this has appeared, and the time frame KPI for this response is (X) hour or (x) days. Automated responses to the submission may be sent as appropriate by email or print and mail. These responses may include specific data from the DHHS LIS as required, along with dynamically calculated response dates and times (based on actual submission time). Continued alerts may be configured to be sent until the incident report reaches a new status that has addressed the issue per DHHS business rules.

The VisualVault business rules engine in concert with workflow automation, automated notifications, alerts, and iForms combine to ensure that these incidents contain validated data, documentation and are properly configured to select the urgency level of the response criteria in an automated process. At any point, based on DHHS business rules, a team member may validate the incident, make decisions to speed up or slow down the response or request additional data or documentation. These rules are completely configurable and assume that change will occur over time. The changes may occur as DHHS team members understand the capabilities of the system and see improvements that make sense or by Federal or State legislative change. The forms themselves are dynamic to provide your constituents with the best possible user experience and will ask for details based on the user's response, as shown in the next screenshot. The easier the system is to use, the higher likelihood of success.
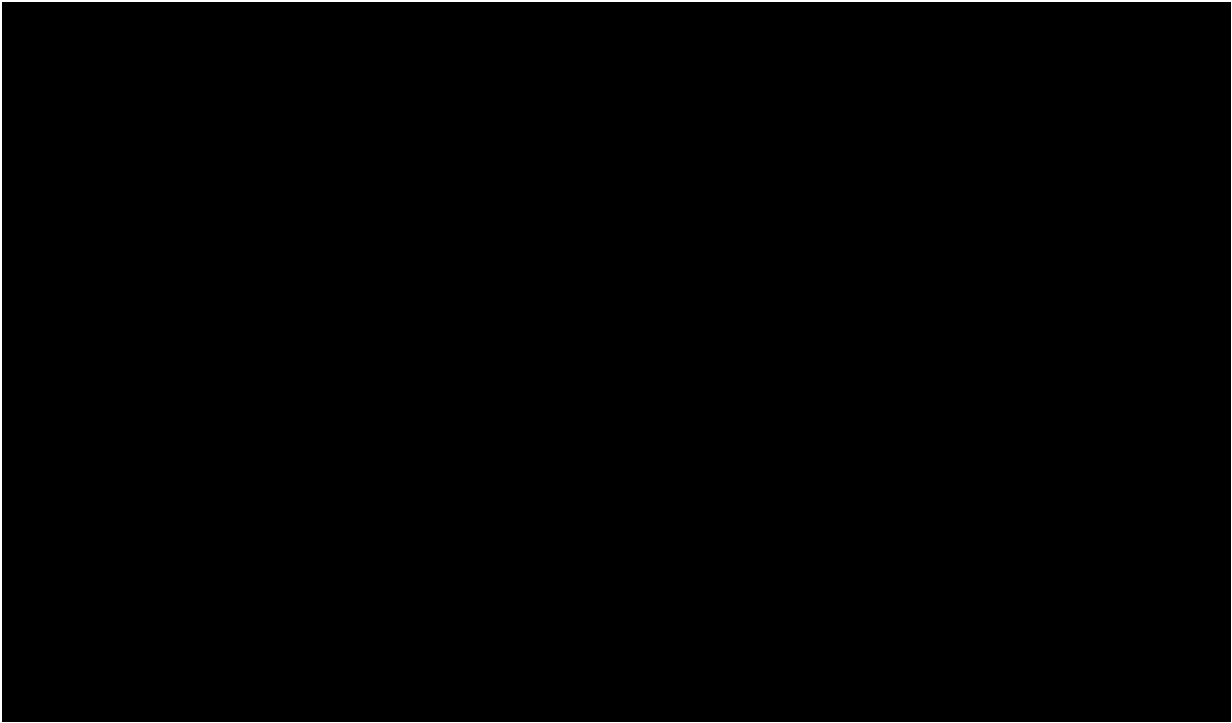
Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
PHI-7	The system must allow for extensive screen, form, field, widget, radio button- and drop-down list configurability. Please describe how the system meets these requirements.	X	X		

Response: The DHHS team has identified the ease and flexibility of configuring and re-configuring the system as requirements change as a key requirement. The VisualVault Licensing System lends itself to configuring the form design, workflows, dashboards, user portal, work queues, and reports. **DHHS gets a solution that uses your vocabulary, automates your business processes, and makes sense for your internal and external users**. Our system eliminates manual workarounds where the software only barely fits your requirements, avoids having to redo your procedure manuals and processes to fit an awkward COTS product, and minimizes training needed because our solution fits the way you run each program and process. The ease of configuring our system also means it is easy to keep in sync with business process changes as State and Federal requirements evolve.

As an example, the key to the capturing of data, requests for service, and numerous other communications will be the configuration of forms. In the following diagrams, the VisualVault Team has used an Accident Report in our Form Designer. We have highlighted how these forms may easily be re-configured to change the language in a label or add another choice to a drop-down menu item. This screenshot is an example of easy it can be to change the naming of a label on this form. It is as easy as:

1) Clicking on the label that you want to change

2) Selecting the edit button and typing in the new label

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

The following screenshot takes place within the VisualVault Form Builder.

Item #1 shows a drop-down menu selected to add a choice.

Item #2 shows the command to edit is selected.

Item #3 shows how easily you can add, edit, or delete another choice to the drop-down menu by simply typing it in and selecting your action item.

The VisualVault Form Builder comes with our library of actions that may be included in a form with a simple drag-and-drop process. The DHHS team will be trained on how to use our Form Builder effectively and may create as many forms as required for the DHHS LIS. The Form Builder demonstrates our ease of configurability. Workflow, reports, and user screens also follow this pattern. Our modern, SaaS-based architecture and extensive functionality are well aligned for DHHS to meet ALL objectives with no issues or deviations for the initial implementation and when reconfigurations are required due to changes over time.

In addition to our Form Builder, DHHS will have the ability to use VisualVault dynamic reporting dashboards and configure those as required. The user work queue and dashboards may also be configured by user roles and specific license types to present the most logical no click amount of information to each DHHS team member upon login. Next is an example of a Trade Professional's work queue, which is specifically configured for the ease of navigation. With a single click on an icon, they may start a process that is used for their specific license type and have the forms presented to them for that program.

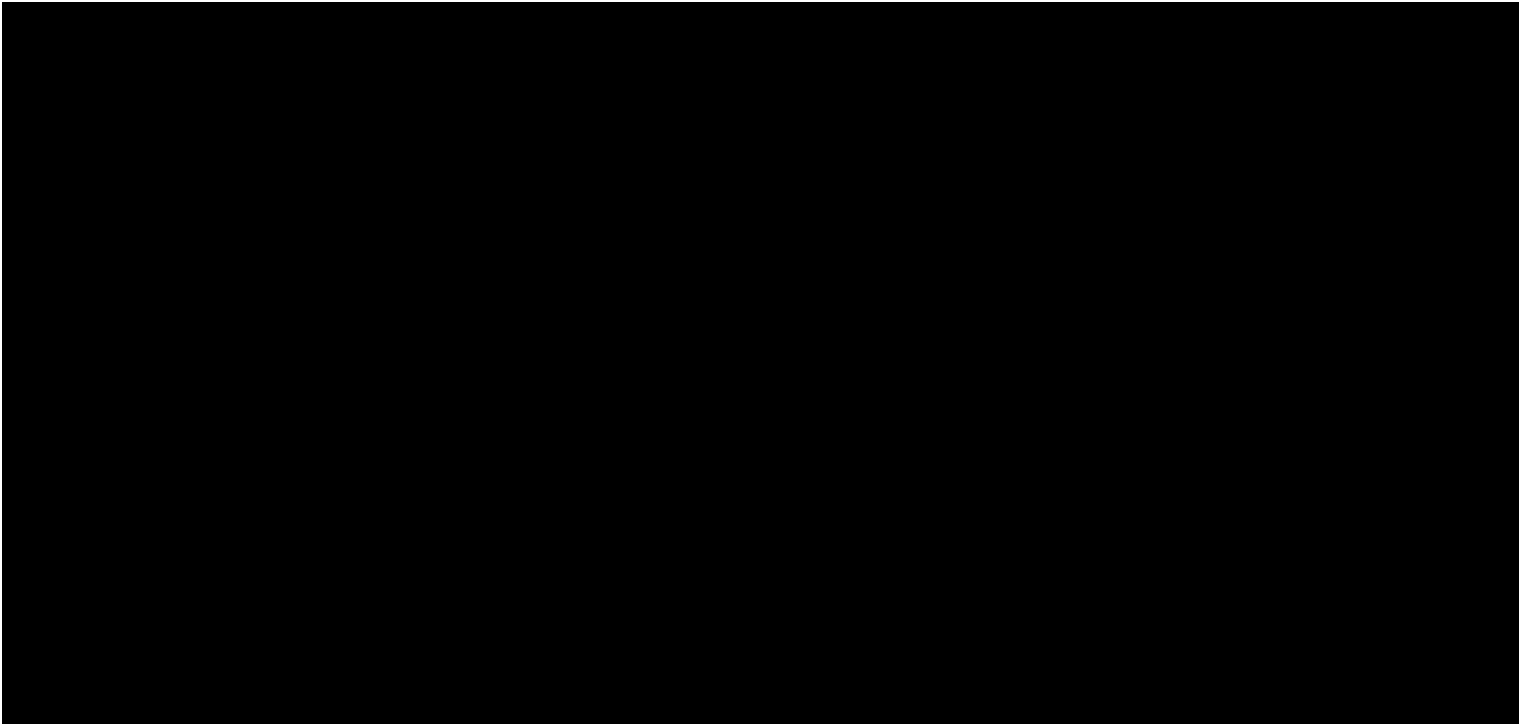| PHI-8 | The system must perform duplicate checks on data entry. Please describe how the system meets this requirement. | X | X | | |

Response: The collection and submission of validated data one key building block for a successful DHHS LIS. The automated validation of data before a submission is a core functionality of VisualVault's iForms and goes beyond the requirement of duplicated data. It can use business logic down to the field level to ensure that data is valid or passes high-level automated checkpoints for accuracy and completeness.
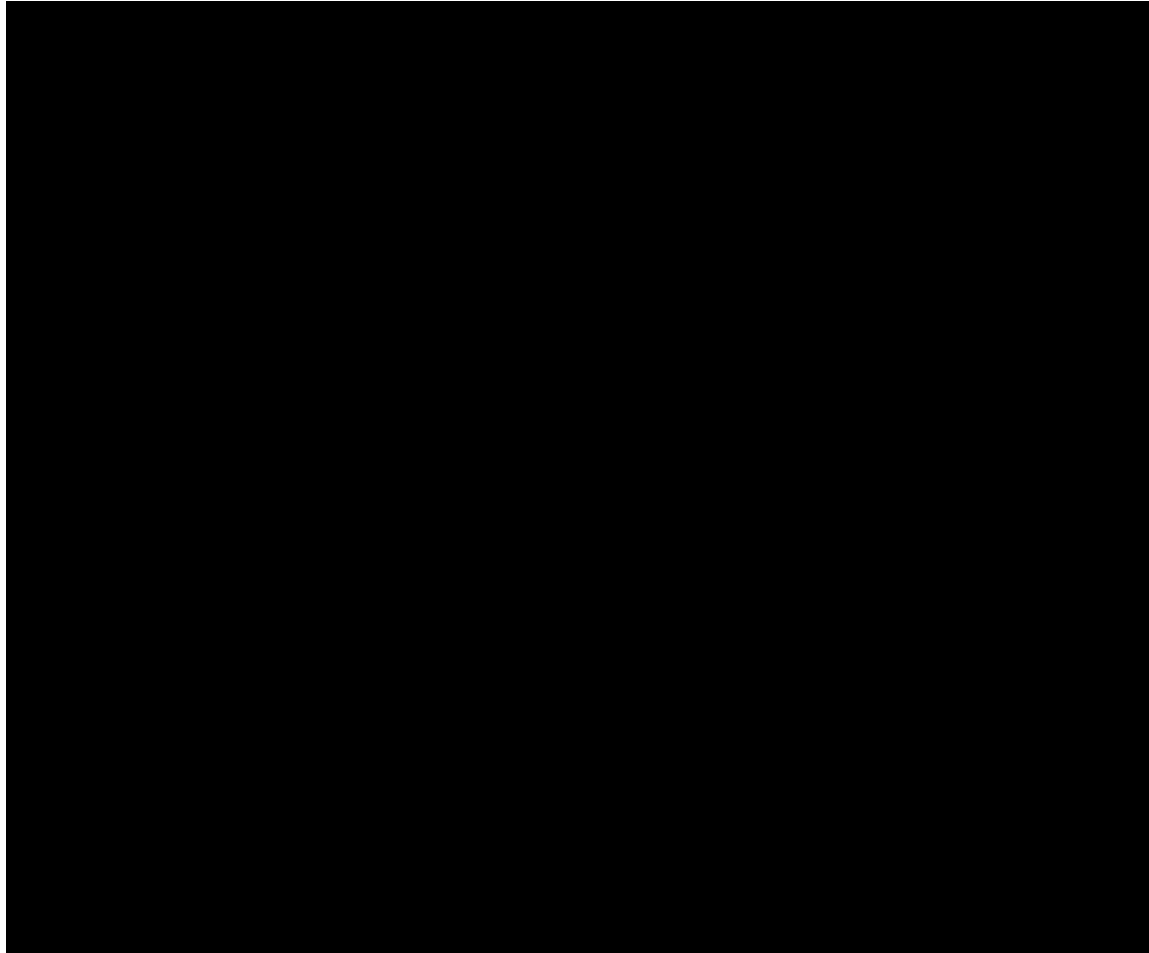
The iForms Builder tool supports configurable business rules and even more complex business logic to ensure the validity of data entering the DHHS system. **Why is this important to the DHHS team?** The amount of time a DHHS team member needs to spend to chase required data and documentation for an application, renewal, or incident takes away from that team member's ability to perform higher-level functions to help an applicant through a licensing process. Instead, they are stuck in a clerical paper or data chase, impacting KPIs, and ultimately, the service level target goals.

If they try to submit a field or series of fields that do not follow the business rules for that license, they will be informed of what needs to be corrected immediately.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	The system will monitor this level of accuracy. It does not require the time and energies of the DHHS team. Also, the DHHS LIS, using VisualVault, will track the successful submission date and time to start the clock to accurately track key KPIs, not rely on Licensees partial submissions to add inaccuracies to the measurements.				
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: During the Discovery phase of the project, each license type will contain correspondence templates that may be directed to internal or external users of the DHHS LIS. The VisualVault Licensing System enables the building of correspondence templates that may be configured and adjusted (based on user role permissions) as applicable with the addition of specific date, documentation or photos attached to the correspondence automatically.

It is important to be clear that the required data to make these correspondences specific to the Licensee automatically pull data from the LIS for accuracy and provide the critical details required to make the correspondence effective. An example of this in a failed inspection report correspondence which may include the data of why the inspection failed and the exact statutes that were cited, a re-inspection date, fees associated, outstanding balance, and any other relevant data that is in the LIS or on a database connected to the system. The correspondence is automatically triggered based on an event, such as the submission of the failed inspection report, or the filing of a complaint about a Licensee. Templates may be created, stored in the system to support both email or print and mail notifications.

It is also possible for a DHHS team member, based on user role permissions, to create a correspondence to send to one or a selected group of Licensees based on a one time or repeatable event. The automation of processes is typically limited to System Administrators, based on best practices and the training. However, one-off correspondence to send as required are configurable, based on user role permissions.

| PHI-10 | The system must include user configurable, automated workflow management for tasks (assignment, review, etc.…). Please describe how the system meets these requirements. | X | X | | |

Response: The VisualVault LIS was designed for a System Administrator to configure changes to workflows, iForms, and roles within the system. Consistent with what we interpret as a goal for the DHHS LIS, our clients prefer to manage as much of the system as possible by adjusting configurations with the help of an ongoing support team when questions arise. This self-reliance is in alignment with our design and approach of a configurable system, which is a key objective of this project.

We will work with your team to provide the training and comfort level for this to happen. Our support is always available to help your System Administrators through any issues. It is important to keep in mind that the training manuals specific to the DHHS LIS will be created for each user role, including the System Administrator. Creating workflows begins with a simple process of setting up a workflow template of tasks and steps. As each step is configured, functionality such as notifications, status updates, and escalation reviews (as examples) can be easily added to enable the workflow to increase its value as it conducts tasks at machine speed while reducing manual work. VisualVault workflow supports the fixed assignment of groups or users to each task, which will support tasks by license types as well.

VisualVault also supports the configuration of business rules to dynamically assign tasks based on information that is present in the business process. Configuring business rules is as simple as selecting the fields and entering the conditions that need to be present for the task to be assigned. Workflows can also be updated by the DHHS LIS Administrators to ensure the system evolves as requirements change. The following is an example of our easy to configure workflow.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
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: The VisualVault Licensing System has in-depth data validation and error messaging capabilities. ██ The error-messaging, whether internal for investigations or external for Licensees or applicants this is completely configurable. Our system can be configured for a positive user experience. We recognize the success of any software solution is based on it speaking to and guiding the users in a language and terms they understand.

The VisualVault Form Builder contains support logic that understands the structure and requirements for fields such as phone, social security, address fields, and other key fields and enables security to protect these fields based on user role permissions. DHHS Licensure teams may have different error messaging based on various license types that help guide a Licensee, Inspector, or investigator through a successful form completion. We support the ability to make messages unique based on the license type requirements.

Attachment 1 - Draft Project Management Plan

The Project Management Plan shows a going-in position for the schedule and estimate for each of the four phases of delivery. We will work with your leadership to refine the scope of each of these phases.