

## Supplement One – EH DSI Requirements

This supplement describes the **EH DSI Program, Common Supportive & Technical Requirements** for the Ohio Department of Health's Environmental Health Data System Integration (EH DSI) solution.

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## Instructions for the Offeror

**EH DSI Program, Common Supportive and Technical Requirements (Supplement One)** is being provided as a Microsoft Word (.docx) document through the State's Procurement Website as a convenience for responding to the RFP. **The Supplement format and content must not be modified.** If the requirements are modified, reformatted or omitted, the offeror's response may be disqualified.

Offerors must complete the "Capability Assessment" column for each requirement, and provide comments to further qualify the response. Simply checking a specific box for an answer is not considered sufficient enough to distinguish one offeror from another. For each requirement documented in the RFP the offeror must provide a narrative description of its solution. Please be robust in your response to how your solution meets each requirement. The offeror must also provide a summary of any proposed COTS products and other tools that will be used to meet the requirements.

For each requirement identified, the offeror must indicate how the requirement (functional or technical) is delivered by checking one of the following boxes provided within the Supplement:

**Out of the Box:** Requirement will be fully met with out-of-the-box functionality that can be presented for business use with minimal effort beyond tuning a feature "on" or "off" (e.g., built in processes, rules or reports).

**Configuration Required:** Requirement will be met with functionality that can be presented for business use after modifications utilizing the proposed software configuration tools. This would include managing or creating new business rules or process flows via tools provided as part of the proposed COTS software.

**Customization Required:** Requirement will be met with functionality that can be presented for business use only after a new module or plug-in is developed. Modules or plug-ins would be created in a programming or scripting language and leverage low level application infrastructure such as API's, messaging, integration technologies, or services to exchange data or execute logic within the COTS solution. This would also include any updates the software offeror would make to the core code as part of a future release or service pack.

**Not Available:** Requirement will not be met as part of the offeror's proposed solution.

**Offeror Comments / Narrative:** The offeror should use this column for narrative and/or additional comments as applicable.

**Priority:** On a relative scale, this represents how critical the requirement is deemed to be in meeting key objectives of the EH DSI project by the Ohio Department of Health stakeholders.

- "1" = Low
- "2" = Medium
- "3" = High
- "4" = Most Critical

All the specifications given in this RFP for equipment and other system elements are minimum system requirements. The offeror may recommend features or other elements in excess of the minimum but must clearly identify them as such, provide the rationale behind the recommendations, and explain how they will benefit the State. The recommendations may not result in additional evaluation credit being given.

# 1. EH DSI Program Requirements

1.1 Plan Review				
Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
These functions describe how an internal user (regulator) or an external user (customer) will submit a Plan Review and how the regulatory user will process it.				
1.1.1	The hosted solution will enable customer or regulator to enter and submit application for Plan Review via EH public portal which will include the ability to upload required documents (e.g., data sheet, vicinity map, site map etc.) in multiple electronic formats including graphic software.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.1.2	The hosted solution will enable regulator to customize (add, delete, modify) information on standardized plan review application form, including which data fields are and attachments are required to be deemed acceptable for submittal.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.1.3	The hosted solution will enable regulator to accept, or ask for more information, for the plan review; thus, assuring that the plan review is complete (i.e., holds adequate and necessary information) before the system will assign a 30-day review timeline.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.1.4	The hosted solution will automatically generate a receipt notification with a system-generated tracking number to the customer when the plan review application and/or an amendment to an application are submitted for review. The hosted solution generated 30-day tracking number should be in sequence order, unique and never be repeated	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.1.5	The hosted solution will enable customer to enter, amendment and access screens that are designed to capture the plan review drawings and supporting information as defined by regulator.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.1.6	The hosted solution will enable regulators to add, change or delete applicable plan review data in the system contingent on role-based criteria defined by regulator.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

## 1.1 Plan Review

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
1.1.7	The hosted solution will capture and maintain all information specified by regulators for plan reviews with minimum of data collected on regulatory-approved plan review form. Note: Date and time stamp will be based on complete application received for tracking of approval process (ex: 30 days approval).	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.1.8	The hosted solution will maintain updatable list of pre-defined missing document list based on regulator approved criteria.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.1.9	The hosted solution will restrict data elements that customers can change on-line, as defined by ODH/LHD. Other data element changes will require approval by ODH/LHD staff before the amendments are saved.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.1.10	The hosted solution will display Plan Review data in the other modules (e.g., certification/registration, survey) and be available to other appropriate modules in a near real-time manner.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

## 1.2 License / Permit

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
These functions describe how an internal user (regulator) or an external user (customer) will submit a License or Permit application and how the regulatory user will process it.				
1.2.1	The hosted solution will enable a regulator to enter and submit application and amendments to all types of licenses/permits via EH public portal which will include the ability to upload required documents in multiple electronic formats (e.g., Word, PDF, jpg, Excel).	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.2.2	The hosted solution will enable a customer to enter and submit license/permit application and/or amendments to limited to those fields which are covered by ODH's EH policy for all types of licenses/permits via EH public portal which will include the ability to upload required documents in multiple electronic formats (e.g., Word, PDF, jpg, Excel).	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.2.3	The hosted solution will generate an automatic reminder e-mail or a standardized letter (for those customers lacking email ability) to facility/owner/operator up for license/permit renewal, including generating attachments of appropriate license/permit materials based on regulator (e.g., ODH, specific LHD) specified schedules and jurisdictions. These license/permit materials are required to be sent along with the customer's renewal reminder and other supplemental documents as attachments which are based on: type of license/permit, the last two year's active license/permit population, and expiration dates.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.2.4	The hosted solution will enable regulators to scan paper license/permit requests and documents and attach them to the license/permit record entered into the system; make them available for retrieval, viewing and printing out as necessary (e.g., paper application, email, facsimiles)	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

## 1.2 License / Permit

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
1.2.5	The hosted solution will enable authorized regulator to view, retrieve and edit all license/permit information (data fields) based on license/permit type (e.g. initial, renewal etc.) and EH Program area.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.2.6	The hosted solution will enable the system to pre-populate data on license/permit renewal application forms based on information provided in the current license/permit record. If the customer is a new owner, as defined by State rules, the customer must go through the "new license/permit process" with a new account.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.2.7	The hosted solution will use a separate license/permit application form for each program area with required fields driven by facility type/owner/operator as specified by the regulator.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.2.8	The hosted solution will assign the customer an audit number and enable a tracking mechanism from submittal to completion which will be used throughout the approval process.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.2.9	The hosted solution will capture and store all information specified by regulator for the license/permit record.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.2.10	For applications submitted on-line, the hosted solution will automatically generate a receipt notification to the submitter with an ID (i.e., a pre-license) number whenever the application, or an amendment of the license/permit, is submitted for review.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.2.11	The hosted solution will have defined status markers for license/permit records in order to identify the different stages for processing of licenses and permits, as specified by ODH.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

## 1.2 License / Permit

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
1.2.12	Enable regulator to approve license/permit only after the Ohio business rules are satisfied (i.e., after successful completion of facility inspection, sampling, etc. as required), or designate another status (e.g., Pending, Deny, etc.).	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.2.13	The solution will automatically generate new unique license/permit numbers in sequence order as established by regulator. For renewals the ID number assigned to the license/permit is maintained for the life of the record.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.2.14	The hosted solution will assign an audit number when license/permit has been approved. A customer will get a new audit number each license/permit year.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.2.15	Enable regulators to choose and/or modify letter for print (e.g., letter for approval, missing document etc.) and save the edited letter in the record as it is finalized and generated to send to the customer.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.2.16	The hosted solution will send an automatic e-mail confirmation of the license/permit issued or renewed to facility owner and other specified contacts on file (e.g. corporate office). If no e-mail information is available for the customer, the hosted solution will prompt and enable the regulator to generate a letter instead.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.2.17	Enable the regulator to print license/permit before final approval.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.2.18	Enable the regulator to generate duplicate license/permit when the original is lost/misplaced by the customer; the hosted solution will automatically record history of the date/time/user who generated the duplicate license/permit.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

## 1.2 License / Permit

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
1.2.19	Enable regulators to write and save Notes (i.e., text) in the license/permit record for the regulators' reference only; will record at a minimum: user name, date and time stamp, and note text.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.2.20	As defined by regulators, the hosted solution will restrict data elements that a customer can change on-line after it has been submitted to the regulator. However, the solution will enable automatic changes to an approved license/permit as the regulator authorizes.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

### 1.3 Inspection

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
These functions describe how a regulator (internal user) and customer (external user) will schedule and conduct inspections				
1.3.1	The hosted solution will enable customers to request an inspection.	1	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.3.2	Enable regulators to assign, cancel, or reschedule inspection requests to an inspector, based on internal user's role access.	2	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.3.3	The hosted solution will enable the regulator to access and display all information contained within the related license/permit/registration/certification, etc. record information, including its uploaded documents.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.3.4	The hosted solution will enable the regulator/customer to access all related inspection data within any related customer record.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.3.5	The hosted solution will capture and maintain inspection data as specified by the regulator based on the criteria standardized on the inspection form, plus provide collection of inspection Notes in a free form text section as a part of the data collection.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.3.6	The hosted solution should enable the regulator to establish single inspection forms with required fields being driven by inspection type as identified by the regulator (e.g., construction inspection, pre-licensing inspection, regular annual inspection, complaint investigation inspection, etc.).	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

### 1.3 Inspection

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
1.3.7	The hosted solution should enable the regulator use of an automatic check list of data required in-order to complete the inspection.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.3.8	The hosted solution will enable the regulator to minimize typing during inspection by having most of the inspection data as quick selection (e.g., dropdown menu) selections which can be customized by the regulator.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.3.9	The hosted solution will capture all inspection data (i.e., notes, text selections, electronic signatures with date and time stamp as it is saved.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.3.10	The hosted solution should enable internal user to view historic inspection data for that facility/entity during the inspection process.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.3.11	The hosted solution should enable the internal user to draw electronic version of plan/layout (scale layout drawing).	2	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.3.12	The hosted solution should enable a regulator (i.e., sanitarian inspector) to upload all inspection data and other collected electronic attachments into the hosted EH DSI solution (accept in multiple formats, e.g., Word, PDF, jpg, etc.).	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.3.13	The hosted solution will enable a regulator (i.e., sanitarian inspector) to access the EH DSI solution and use information via a mobile device (e.g., laptop, tablet, smart phone with or without broadband) at site location.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

### 1.3 Inspection

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
1.3.14	The hosted solution will enable regulator to “flag” the inspection status during different stages, as specified by the regulator.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.3.15	The hosted solution will automatically alert internal user (i.e., inspector) if there are other inspections on file for that particular site at the start of inspection process based on ODH business rules.	3	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.3.16	The hosted solution will enable regulators to add, change or delete all license/permit data on-line, contingent on role-based criteria defined by the regulator.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.3.17	The hosted solution will enable the internal user (inspector) to re-schedule inspection on site during the inspection based on regulator’s business rule.	3	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.3.18	The hosted solution will enable the regulator to notify on-site facility owner/operator of violations (i.e., generate Inspection Report during the inspection).	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.3.19	The hosted solution will enable the regulator to email the inspection report to multiple addresses (e.g., internal & external users, public).	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.3.20	Enable the regulator to automatically notify (email and/or generate letter) to customer, that inspection has been completed and triggered based on status change.	1	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

### 1.3 Inspection

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
1.3.21	Enable regulator to generate and print letter and inspection report created in PDF file format as specified by the regulator.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

## 1.4 Sampling

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
These functions describe how the regulatory (internal user) will process, track and report the sampling data.				
1.4.1	The hosted solution will capture and maintain sampling information collected during any type of inspection.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.4.2	The hosted solution will enable regulator to input sampling data into a non-license record when the sample is not tied to a license/permit application (i.e., stand-alone sample).	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.4.3	The hosted solution will use "address" as the common link between different program modules.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.4.4	The hosted solution must enable information hierarchy and facilitate drill down from the "address" field.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

## 1.5 Survey

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
These functions describe how the regulator (ODH users are the only internal users) will conduct and process the Survey.				
1.5.1	The hosted solution will automatically send email reminder to appropriate ODH regulator about survey dues to be scheduled.	2	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.5.2	The hosted solution will enable the regulator to develop and generate customizable survey letter and summary sheet as specified by the regulator.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.5.3	The hosted solution will capture and maintain survey schedule and assign staff survey work as determined by the authorized internal user, including cancelling and rescheduling based on user role.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.5.4	The hosted solution will capture all data as specified by ODH for survey (e.g., program survey forms, status of compliance, evaluation of inspecting personnel, performance standard).	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.5.5	The hosted solution will enable the internal user to minimize typing during survey by having most of the survey data as quick selection or dropdown menu.	3	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.5.6	Enable the ODH internal user to view and compare survey reports from past several years, including drill-down for one or more section of survey report.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.5.7	The hosted solution will send automatic email survey report when completed based on trigger point (e.g. status change). The email list will be as specified by ODH and be updatable.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

## 1.5 Survey

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
1.5.8	Enable the ODH internal user to mark status of the survey process at different stages as specified.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.5.9	The hosted solution will notify specific ODH internal users (e.g., manager, inspector) about next survey or re-survey via email, or have the ability to generate a hard copy letter for those facilities that do not have a working email address in the system.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.5.10	The hosted solution will have an option to overlay past year data (limited data as specified by ODH) on the new survey and be able to make amendments when required.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.5.11	The hosted solution will retain a minimum of 6-7 years of survey data, and will give the ability to authorized user to purge or archive the survey data.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.5.12	The hosted solution will automatically check that the required fields are entered before the survey can be completed, and will alert users with missing steps in-order to complete survey successfully.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.5.13	Enable ODH to write personal note/text for internal reference which, when required, can be copied onto a customized letter.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

## 1.6 Complaints

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
These functions describe how the public (external users) will submit complaints and how the regulator (internal user) will process, track and report on the complaints.				
1.6.1	The hosted solution will accept electronic and paper complaints from the public which at a minimum must include fields specified by the regulator and a free-form text "Notes" section to explain the complaint.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.6.2	The hosted solution provides a status for each complaint to be marked during the process as specified by the regulators (ODH/LHD).	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.6.3	The hosted solution will assign a unique number for each complaint logged to enable tracking.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.6.4	The hosted solution will enable regulator to search and display the location of the complaint investigation, and the internal user assigned the complaint.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.6.5	The hosted solution will enable the regulatory user to enter all complaint information related to the complaint from date of receipt through resolution process	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.6.6	When the email address was provided by the complainant, the hosted solution will automatically follow-up with an email response to the complainant with a tracking number. The response will include standard text in the body of the letter which can be customized if necessary. However, if complaint was received via telephone or in a written document, the regulator will enter the complaint manually and be able to generate a response letter with a tracking number.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

## 1.6 Complaints

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
1.6.7	Enable the regulator to select enforcement action via dropdown choice menu (e.g. Administrative Hearing, Appeal, etc.) specified by the regulator, and capture free-form text in a Notes section.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

1.7 Certification				
Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
These functions describe how an internal user (regulator) or an external user (customer) will submit a Certification application to approve “providers” and how the regulatory user will process and manage the training course (class) information. Only for this EH program area, regarding Level 1 & level 2 Training Applications, the LHD users may be a “customer” (i.e., provider) and a “regulator.”				
1.7.1	For Level 1 and Level 2 certifications, the hosted solution should enable potential providers (i.e., customers) to submit registration application forms for certification training classes with required fields specified by ODH.	2	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.7.2	For Level 1 and Level 2 certifications, the hosted solution should enable each regulator/customer to display and update the dates and times for the available training classes.	2	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.7.3	For Level 1 and Level 2 certifications, the hosted solution should capture the data necessary for training classes as specified by the regulator such as Name, Title, Date, Training Results (e.g., recorded score, pass/fail, etc.).	2	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.7.4	For Level 1 and Level 2 certifications, the hosted solution should be able to generate a receipt notification and provide it to the customer when the registration application form is submitted and payment received.	2	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.7.5	For Level 1 and Level 2 certifications, the hosted solution should capture and maintain appropriate course information (i.e., class roster) as designated by the regulator.	2	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.7.6	The hosted solution must enable ODH to receive and maintain an electronic listing of individuals who have taken and passed any Level 1 or Level 2 certification course.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

1.7 Certification				
Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
1.7.7	The hosted solution must enable regulators to issue certifications for individuals who have taken and passed any Level 1 certification course.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.7.8	The hosted solution must capture, and maintain a list of providers (with course and exam information) approved by ODH for selecting and viewing by the customers (i.e., the applicants who may be internal users, external users, or public entities).	2	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.7.9	The hosted solution should enable the regulator to print customer's Level 1 certificate in PDF format as specified by ODH for viewing, issuing, and future printing.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.7.10	The hosted solution should enable the regulator to send an email to a customer with confirmation notice of successful completion of a Level 1 certification course with the certificate attached to enable the customer to print it out.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.7.11	The hosted solution will enable regulators to cross-reference License/Permit application information to identify how many Level 1 and Level 2 certified individuals are at a given facility.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.7.12	The hosted solution will enable regulators to enter a free-form text in a "Notes" section for internal reference.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.7.13	The hosted solution will generate a unique Level 2 Certification number and assign it to an individual Customer once the Level 2 course has been completed.	2	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

## 1.7 Certification

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
1.7.14	The hosted solution shall enable ODH to generate a Level 2 certification card to send to individuals who have completed and passed a Level 2 certification course.	2	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

1.8 Recall				
Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
These functions describe how an internal user (regulator) will process Recall Notices for Public viewing.				
1.8.1	The hosted solution will enable ODH to customize and generate recall notice letter.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.8.2	The hosted solution will enable ODH to send email with customized recall letter to recall distribution.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.8.3	The hosted solution will enable ODH to publish Recall Notices on the Public EH DSI site.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.8.4	The hosted solution will enable ODH to update or replace a specific Recall Notice list when a newer Recall Notice is issued.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.8.5	The hosted solution will enable ODH to collect, upload, store and publish Recall Notice data from federal as formatted and published by the outside entity (e.g., FDA, CDC and USDA, etc.).	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.8.6	The hosted solution will enable the ODH to combine all Recall Notice data collected from all sources to create a master list of Recall Notice over a specified period of time.	3	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
1.8.7	The hosted solution will enable ODH to provide additional detailed information on Recall Notice for the Public viewing site.	3	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

## 2. EH DSI Common Supportive Requirements

2.1 EH Portal (User Interface)				
Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
Common Supportive Functions utilized by all EH Programs (e.g., Pools/Spas, Campgrounds, Agriculture Labor Camps, Food Safety, etc.)				
2.1.1	The hosted solution should provide, enable electronic signatures that comply with Ohio law with applications and amendments (e.g., plan review, license/permit, certification/registration).	3	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.1.2	The hosted EH DSI solution should ensure that the EH Portal requires the completion of all designated fields, as defined by the regulator, before a EH Program request (e.g., application, plan review, etc.) is accepted into the EH DSI solution.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.1.3	The hosted solution must use web-based browsers.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.1.4	The hosted solution should not use any proprietary web browsers.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.1.5	The hosted solution should provide standard document sharing tools (e.g. MS Office, Adobe PDF). Note: Offeror's should identify other document sharing tools that are available or have been used by other clients in their response to this requirement..	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.1.6	Use Web Content Accessibility Guidelines of the World Wide Web Consortium (W3C).	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.1.7	The hosted solution user interface compliant with American Disabilities Act (ADA) guidelines.	1	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

## 2.1 EH Portal (User Interface)

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
2.1.8	The hosted solution compliant with the Older Americans Act development standards for user screens.	1	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.1.9	The hosted solution non-secure site (general public) should have flexible configuration abilities to allow ODH to add, change or delete content information (e.g. policies, bulletins, notifications) and links to the pages (e.g. Reporting Tools, other ODH EH web systems).	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.1.10	The hosted solution must provide access to external (general public) information and services available within the EH DSI solution without requiring user authentication.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.1.11	The hosted solution should provide a single EH DSI portal to both the secure and non-secure (general public) portions of the system.	2	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.1.12	The hosted solution should provide the capability to handle database lockouts, and timeouts and provide user with friendly error messaging with help instruction.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.1.13	The hosted solution should provide the capability to send bulk emails by filters (e.g. individual or group registered users, internal).	3	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.1.14	The hosted solution should provide appropriate help screens for internal, external and general public users including but not limited to page, context and field level help.	2	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

## 2.1 EH Portal (User Interface)

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
2.1.15	The EH DSI solution should allow storage and access to the appropriate users at minimum the following: a) Frequently Asked Questions (FAQs), b) Any manuals (in formats including PDF), and c) Forms (in formats including PDF and MSWord).	2	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
<b>Notifications/Alerts</b>				
2.1.16	Provide the ability to generate individual system generated alerts with user-defined criteria (e.g., time intervals, events).	3	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.1.17	Provide the ability to generate alerts when changes are made to policies and procedures and system tables or functionality.	2	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.1.18	Provide the ability to generate alerts when the anticipated return time on a query or report job exceeds a defined time limit.	3	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.1.19	Provide the ability to generate alerts that assist in monitoring time-sensitive activities.	3	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.1.20	Provide the ability to generate alerts to a user-defined group or individual.	2	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.1.21	Provide the ability to generate alerts to staff based on the status or complaints received.	3	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

2.1 EH Portal (User Interface)				
Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
2.1.22	Provide the ability to generate alerts to notify staff when they need to take action in connection with workflow events.	3	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.1.23	The hosted solution should provide the capability to display confirmation messages for requestor transactions.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.1.24	The hosted solution will notify customer of successful submission and display the appropriate ID number.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.1.25	The hosted solution should be able to incorporate work item routing and queuing to send on-line alerts to identified ODH/LHD staff	2	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
Dashboard Capabilities				
2.1.26	The hosted solution should have a dashboard work list view for various functions (e.g. inspections, plan reviews, surveys) for staff to be able to drill down into the record for edit or view.	3	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.1.27	The hosted solution Dashboard capabilities, and the parameters that OHD/LHD wants to track, should be configurable through rule set engine.	2	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.1.28	The Dashboard should be flexible enough to add Key Performance Indicators (KPI) information and track key relevant information on demand.	1	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

## 2.1 EH Portal (User Interface)

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
2.1.29	The EH DSI solution should have Visual Graphical Flow depiction of any process, and be able to track the progression of a transaction through its work flow and hence make it possible to report against it.	1	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.1.30	The hosted solution should enable specific authorized users to add, change or delete all data fields in any record selected contingent on role-based criteria defined by regulator with a tiered approval and management approach.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
<b>On-Line Application Submission</b>				
2.1.31	The hosted system will accept on-line, real-time entry and amendments of application forms or complaint document records requests through the EH Portal, including initial entry of application requests pending determination.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.1.32	The hosted solution should enable specific authorized regulators to add, change or delete all data fields in any record selected contingent on role-based criteria defined by regulator with a tiered approval and management approach.		<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.1.33	The hosted solution will automatically generate a ID number for license/permit, certification/registration, etc. based on type of application received through the EH Portal application submission process.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.1.34	The hosted solution will use the ID number to link attachments submitted by mail to electronic application request.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.1.35	The hosted solution will automatically notify the submitter of invalid web application entries and which field(s) caused the edit to fail.	3	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

## 2.1 EH Portal (User Interface)

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
2.1.36	The hosted solution will provide an on-line EH Portal tutorial to assist the customer in the completion of all types of application submissions to guide users through the screens they must complete.	2	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.1.37	The hosted solution will allow regulators the ability to view alerts and notifications generated by ODH/LHD staff via EH DSI to include: a) The need for additional information on an already submitted application, b) Reminders of missing information, c) Approval or denial of the application, d) System updates/policy changes, and e) Duplicate or possible duplicate requests.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.1.38	The hosted solution will generate approval or denial notices as soon as the determination has been made by a regulator.	3	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.1.39	The hosted solution will allow any user to save a partially completed application for all programs for a given number of days to be defined by ODH.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

## 2.2 Reporting & Inquiry

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
Common Supportive Functions utilized by all EH Programs (e.g., Pools/Spas, Campgrounds, Agriculture Labor Camps, Food Safety, etc.)				
2.2.1	The hosted solution will provide the ability to print generated reports or inquiry results to compatible networked printers.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.2.2	The hosted solution will enable internal user to check for duplicate records, via address searches, when processing applications and/or amendments.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.2.3	The hosted solution will maintain all letters and notifications issued by ODH/LHD assuring that the individual customer letters and notifications are stored within the EH DSI solution, and can be retrieved by date of issuance or by individual customer.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.2.4	The hosted solution will enable cross-referencing related data (e.g., inspections, surveys, samplings, plan reviews and complaint information) in records after they are saved/approved by the regulators.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.2.5	The hosted solution will maintain all electronic records, including data fields and all letters generated and make viewing and printing available anytime based on role based security access.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.2.6	The hosted solution will provide the ability for regulators to easily share program area information between all LHDs and State agencies based on user role and security access.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.2.7	The hosted solution will allow for search of the EH DSI database on specific and/or combination of various EH Program data elements. Must be able to sort, filter and/or download data	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

## 2.2 Reporting & Inquiry

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
2.2.8	The hosted solution will enable search and report (outputs) of archived data.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.2.9	The hosted solution should provide flexible web based, real time reporting, via the EH DSI solution that meets the internal, external and general public reporting needs and requirements defined by ODH/LHD.	3	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.2.10	The hosted solution will have the ability to generate web based, real time ad hoc reports that a regulator can: set parameters, manipulate fields, customize the report, output the report to a desired format (e.g. csv, tab delimited) ,and save and title the report in the EH DSI hosted solution for future use and/or distribution.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.2.11	The hosted solution will enable the regulators to share ad hoc reports created in the EH DSI solution.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.2.12	Ad hoc reporting/export must be presented via a user friendly interface. The user interface should be tailored specifically for non-technical users, so that there is no need for users to know SQL query language.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.2.13	The hosted solution should be able to generate reports, letters, etc. with the following features at a minimum: a) Letter or legal size paper, b) Landscape or portrait orientation, and c) Single-sided or double-sided print.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

## 2.2 Reporting & Inquiry

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
2.2.14	The hosted solution should be able to generate reports and letters with the following features at a minimum: a) output to common formats (e.g. html, MS Office, PDF), b) User customization of report templates, header, footer, etc., and c) data merge into letter.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.2.15	The hosted solution will enable reporting and search/inquiry for authorized regulators, as determined by ODH and set via the Self-Service System Maintenance functionality.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.2.16	The hosted solution should provide for the automatic electronic distribution of reports to identified destinations (e.g., email address).	3	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.2.17	The hosted solution should provide a user-friendly way to automatically schedule when, and at what frequency, or on what regular days within a month (e.g., the first Wednesday after the last Sunday of a calendar month) that various standardized reports are generated and distributed or made available to the authorized regulator.	3	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.2.18	The hosted solution will provide search/inquiry capabilities at a minimum for the data fields within the EH program areas: a) License/ Permit, b) Inspection, c) Certification/Registration d) Time Tracking /Cost Methodology e) Plan Review, f) Survey, g) Recalls, h) Complaints and i) Sampling.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

2.2 Reporting & Inquiry				
Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
2.2.19	The hosted solution should provide the capability to search/inquire the reports repository by date, time, report title/name, report ID/number, run date, key words, and other characters within the report.	3	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.2.20	The hosted solution should provide the ability to categorize and organize reports by source system, data content, purpose, frequency and other staff selected options.	2	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.2.21	The hosted solution should enable the regulator to search various EH Program data and information based on specific and/or combination of data elements with sort and filter capability.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.2.22	The hosted solution adhoc capabilities must enable the user to generate numeric statistical reports of the data.	1	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.2.23	The hosted solution adhoc capabilities must enable the user to generate statistical graphical representation of the data.	1	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
Geographic Information System (GIS)				
2.2.24	The EH DSI solution must collect longitude and latitude data for all program areas, based on address entered. The solution must store these values in a format conducive for GIS mapping.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.2.25	The GIS functionality must correlate and determine the correct jurisdiction assigned by ODH using the LHD directory data which is an ODH internal application.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

## 2.2 Reporting & Inquiry

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
2.2.26	The EH DSI solution should provide a GIS data browser which at minimum includes pre-configured queries for easy use by the internal and external users.	2	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.2.27	The hosted solution should allow the capability to view any EH DSI solution data on GIS (e.g., facility, site) based on data captured.	2	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.2.28	Enable the EH DSI solution to use GIS application based on data captured (e.g. facility address, adjacent facility, type of facility etc.)	3	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.2.29	The EH DSI solution should provide a GIS data browser that has the ability to display several data layers on the fly, including at a minimum ODH/LHD specific data and base map information, such as; aerial photography, roads, land use, soils, topography, and water bodies.	2	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.2.30	The hosted solution's GIS browser should have the capability to be linked to all EH Programs implemented and accessible through the EH Portal.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.2.31	The hosted solution will enable the use of GIS application based on data captured in file (e.g., address location).	3	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

## 2.3 Electronic Payments and Accounting

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
Common Supportive Requirement functions and features utilized by all EH Programs (e.g., Pools/Spas, Campgrounds, Agriculture Labor Camps, Food Safety, etc.). Financials, including Electronic Payments, Disbursements (split payments), etc.				
2.3.1	The hosted solution should have the ability to integrate with state-approved electronic payments system for the specified fee that the EH hosted solution automatically calculates based on the presiding jurisdiction and application form types including late fees. Note: The financial transaction will be processed outside of the EH DSI solution through a third party system and bank as determined by the state's accounting agreement with that third party.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.3.2	The hosted solution should have the ability to integrate the resulting financial information from ODH/Accounts Receivable (AR) system relating to the payment transactions (including how the revenue was disbursed) and will be maintained in the record's financial history.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.3.3	The hosted solution should receive and record confirmation of success or failure of payment and any pertinent transactional data from the 3 <sup>rd</sup> party electronic payment system.	3	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.3.4	Maintain payment information at a level of detail defined by ODH.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.3.5	Provide on-line access and an ability to generate ad hoc reports that integrate information queried from ODH Revenue System with EH related information.	1	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

## 2.4 Workflow Management

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
Common Supportive Functions utilized by all EH Programs (e.g., Pools/Spas, Campgrounds, Agriculture Labor Camps, Food Safety, etc.)				
2.4.1	The hosted solution should provide automated workflow to transfer documents to ODH/LHD staff for review, editing, and approval, and to communicate back to customers for requesting additional information.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.4.2	The hosted solution should provide "manual" workflow management functionality to route and assign cases to appropriate ODH and LHD users by authorized regulator (e.g. supervisor or above role).	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.4.3	The hosted solution should enable the regulators to use a workflow process which can be customized by each regulator's jurisdiction (e.g., ODH, LHD) and which will include work queues, routing set up by the specific regulator's administrator role.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.4.4	The hosted solution will allow workflow of the electronically submitted applications and documents into the appropriate regulator (i.e., ODH or LHD) workflow queue. The hosted solution enables automatic notification that a new EH application or amendment to an existing record has been submitted on line and placed in the appropriate regulator queue based on jurisdiction.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.4.5	The hosted solution will automatically send email notification to customer with final decision of the regulatory service (e.g., plan review application, license/permit issuance).	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.4.6	The hosted solution will enable regulators to manually route and escalate as needed via bypassing the automated workflow routing path established by the regulator.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

## 2.4 Workflow Management

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
2.4.7	The hosted solution should escalate correspondence and phone contacts which have not been responded to within ODH/LHD defined timeframes to appropriate supervisory staff.	2	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.4.8	The hosted solution will automatically route complaints entered from the public into the system to the appropriate jurisdiction (specific LHD) which should be based on site address of the place where the alleged violation occurred as the public entered on the complaint form.	3	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.4.9	The hosted solution must enable regulators to “re-route” complaints manually to other program areas and/or jurisdictions (LHDs) if necessary.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.4.10	The hosted solution’s Workflow Management component should provide a rules-based workflow engine that is easy to maintain and change. The rules-based workflow engine support workflow access, assignments, and process execution, and provide table-driven, online, near real-time customizable business rules that can be easily configured and adapted to accommodate changing business needs.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.4.11	The proposed Workflow Management solution should provide a user-friendly GUI for workflow process definition, execution, monitoring, and management.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.4.12	The proposed Workflow Management solution should allow for the workflow process definition to be specified in terms of organizations and roles with later linkage to specific participants.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

## 2.4 Workflow Management

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
2.4.13	The proposed Workflow Management solution should be capable of executing multiple simultaneous workflow processes, each with multiple simultaneous instances of execution.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.4.14	The proposed Workflow Management solution should provide the ability to incorporate simple low-level workflow processes into more complex higher-level workflow processes.	3	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.4.15	The proposed Workflow Management solution should be capable of logging all instances of workflows that are executing at given time throughout the EH DSI solution.	3	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.4.16	The proposed Workflow Management solution should provide support for ODH/LHD in mapping all current business processes and sub-processes to the implemented workflow management and in transitioning from manual to automated process execution.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

## 2.5 Time Tracking/Cost Methodology

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
Common Supportive Functions utilized by all EH Programs (e.g., Pools/Spas, Campgrounds, Agriculture Labor Camps, Food Safety, etc.)				
2.5.1	The hosted solution will enable the regulator to input multiple dates and amounts of time spend during all program processes of EH hosted solution (e.g. License, Permit, Inspection, Plan Review, Complaints etc.) .	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.5.2	Allow to auto populate time captured in each EH program module into Cost Methodology section by each user ID.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.5.3	The hosted solution will enable regulators to amendment time tracking data based on user role access.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.5.4	Provide options of dropdown and quick selection to minimize typing, including at a minimum date and time standard.	3	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.5.5	Generate an automatic notification with report (e.g. monthly time tracking report by staff) to the appropriate staff as specified by ODH/LHD generated.	3	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.5.6	Identify conflicting data and edit as specified by LHD/ODH to track time and date.	3	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.5.7	The hosted solution should enable the system to capture and maintain the time-tracking data regulators entered for processing regulatory items or complaints.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

## 2.5 Time Tracking/Cost Methodology

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
2.5.8	<p>The hosted solution should have the ability to integrate with state-approved electronic payments system for the specified fee that the EH hosted solution automatically calculates based on the presiding jurisdiction and application form types including late fees.</p> <p>Note: The financial transaction will be processed outside of the EH DSI solution through a third party system and bank as determined by the state's accounting agreement with that third party.</p>	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.5.9	<p>The hosted solution will allow the regulators' data to automatically populate cost methodology worksheet, and allow printing on demand (as well as have standardized reports on a prescribed schedule)</p>	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

## 2.6 Library of Regulations

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
Common Supportive Functions utilized by all EH Programs (e.g., Pools/Spas, Campgrounds, Agriculture Labor Camps, Food Safety, etc.)				
2.6.1	The hosted solution will enable regulator to create and maintain a reference list (i.e., library) of regulatory violations based on the current laws and rules.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.6.2	The hosted solution will enable the regulator to select a violation to be cited (i.e., inserted) into a letter or inspection report via a minimal key word/number selection.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.6.3	The hosted solution will enable the regulator to link to the current Ohio administrative rules and program information from the ODH website to create the library of regulations.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.6.4	The hosted solution will enable regulator to search and report on violations cited from various selection possibilities (i.e., by any specific inspection record or group of records within the system, by jurisdiction, or by aggregate data collected).	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.6.5	The hosted solution will enable the regulator to replace and archive violations from the Library as newer rules that become promulgated replace a previous rule number without losing any previous rule numbers cited in the inspection/survey cases still in progress.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.6.6	The hosted solution will enable the regulator to group certain similar violations to enable inquiry and reports for specific public health related violations.	3	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

## 2.7 Self-Service Management

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
Common Supportive Functions utilized by all EH Programs (e.g., Pools/Spas, Campgrounds, Agriculture Labor Camps, Food Safety, etc.)				
2.7.1	Enable ODH authorized users to customize selections for dropdown lists.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.7.2	The hosted solution will enable ODH to customize (add, delete, modify) information on standardized license/permit application/renewal forms. Additionally, the solution should allow each LHD to customize templates for their additional associated documents (e.g., letters, supplemental information, e-mail notices).	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.7.3	The hosted solution should enable ODH to have a system administrator user role to purge, transfer, and archive records to storage as identified by ODH.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.7.4	The hosted solution should maintain standard letter templates as prescribed by ODH, and have the ability for the regulator to add supplemental free form text in individualized responses for unique or more complex issues.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.7.5	The hosted solution will enable ODH/LHD to customize letter templates for print and capture and will store the finalized/modified letter in the record.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.7.6	The hosted solution will enable regulator to customize standard letter notification contents as needed on a case-by-case basis, or for a mass issuance of a special short-term situation.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

## 2.7 Self-Service Management

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
2.7.7	The hosted solution will enable authorized regulators (i.e., administrator roles) to add internal users and set security access level for their jurisdiction (i.e., ODH/LHDs) which will correlate to the Alert function.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
2.7.8	The hosted solution will have the ability to generate and send mass email notices.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

### 3. EH DSI Technical Requirements

3.1 Architecture / Infrastructure				
Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
The offeror's hosted solution and should align with the State's architecture and should be compatible with Service Oriented Architecture concepts.				
3.1.1	The hosted solution's infrastructure should be expandable and scalable incrementally as use of the solution by ODH grows and additional EH programs (e.g. Pools, Food Safety etc.), functions (e.g. Plan Review, Inspections etc.) and supportive functions (e.g. Workflow, Reporting etc.) are implemented. In addition, the infrastructure should be designed and implemented so that is horizontally and vertically scalable, allowing for future capacity growth.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
3.1.2	The hosted solution should provide the ability to maintain all history records of amendments.	3	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
3.1.3	The hosted solution will provide the capability for ODH to specify and modify auto archive, purging rules and schedules as it pertains to data (e.g., licenses/permits/plan review/certification) and documents (e.g. letters, reports) within the EH solution.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
3.1.4	The hosted solution will provide the capability to access previously_archived data for reviewing, copying, reporting and printing.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
3.1.5	The hosted solution should provide the capability to purge archived data in accordance with ODH purge schedules.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
<b>History</b>				

### 3.1 Architecture / Infrastructure

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
3.1.6	The hosted solution will maintain history and system audit trails for all amendments to the data (i.e., information of what, where, who and when).	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

### 3.2 Privacy & Security

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
Common Function utilized by all EH Programs (e.g., Pools/Spas, Campgrounds, Agriculture Labor Camps, Food Safety, etc.)				
3.2.1	The hosted solution should employ a layered approach to protecting data as there will be internal, external and general Public access.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
3.2.2	The hosted solution's infrastructure should be able to support firewalls and intrusion detection.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
3.2.3	The hosted solution must provide the capability to support data encryption such as the use of Secure Sockets Layer (SSL) for data transmission. ODH will identify those parts of the application that require this type of security.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
3.2.4	The hosted solution will be able pre-populate data in renewal or amendment records based on certain information provided in the current record. If the customer is a new owner, as defined by State rules, the customer must go through the "new license/permit process" with a new account. Note: Operator/owner customer can be associated with more than one facility.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
3.2.5	The hosted solution will enable authorized regulators to add, change or delete applicable data within the EH DSI solution, contingent on role-based criteria defined by ODH with a tiered approval and management approach.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

### 3.2 Privacy & Security

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
3.2.6	The hosted solution will ensure that all applications operate in accordance with all State and Federal data privacy and security policies. State of Ohio data privacy and security policies framework information is available at <a href="http://privacy.ohio.gov/">http://privacy.ohio.gov/</a> and Ohio Privacy Policy Framework <a href="http://privacy.ohio.gov/LinkClick.aspx?fileticket=bnXBc3PHmcM%3d&amp;tabid=62">http://privacy.ohio.gov/LinkClick.aspx?fileticket=bnXBc3PHmcM%3d&amp;tabid=62</a> .	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
3.2.7	The hosted solution should be able to protect all the EH DSI environment from anticipated threats or hazards to data and restrict the availability of data to appropriate ODH staff or other designated individuals and organizations through standardized system applications and data security capabilities.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
3.2.8	The hosted solution will enable ODH access control at a minimum to 1) all EH DSI data and to the applications software; 2) the EH DSI solution shall employ a security system that restricts access to varying hierarchical levels of data, including functions, screens and individual data fields; and 3) the security system must restrict access to data on a “minimum necessary” basis and restrict functions based on an individual user profile, including inquiry only capabilities; global access to all functions must be restricted to specified staff.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
3.2.9	Include a notification matrix that will escalate notification of security issues, including breaches and attempted breaches, to the ODH chief security official and others as designated.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

### 3.2 Privacy & Security

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
3.2.10	The hosted solution will provide a secure web site with authentication standards to handle EH data and payment information as identified in State privacy and security standards. State of Ohio data privacy and security policies framework information is available at <a href="http://privacy.ohio.gov/">http://privacy.ohio.gov/</a> and Ohio Privacy Policy Framework <a href="http://privacy.ohio.gov/LinkClick.aspx?fileticket=bnXBc3PHmcM%3d&amp;tabid=62">http://privacy.ohio.gov/LinkClick.aspx?fileticket=bnXBc3PHmcM%3d&amp;tabid=62</a> .	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
3.2.11	The hosted solution should provide security via a role-based functionality, both at the user and group level. The roles should be capable of being tied to the EH program areas identified in the RFP.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
3.2.12	The hosted solution should provide the capability to use granular role-based security that can limit the functionality for an individual or groups of individuals. This includes controlling access to individual screens and fields. Screens and fields should be able to be hidden entirely, or presented in read-only mode, preventing any amendments by unauthorized users.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
3.2.13	The hosted solution should provide integrated security for the application and the database with mechanisms in place to protect data's privacy and integrity, protect the applications' uptime, availability and performance, and protect the business processes from disruption.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
3.2.14	The hosted solution must expire user passwords on a periodic basis. Identify the solution's password expiration functions and features.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
3.2.15	The hosted solution will have the ability to reset password by appropriate ODH/LHD system administrators or allow for user self-service password resets. Identify the solution's reset functions and features.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

### 3.2 Privacy & Security

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
3.2.16	The hosted solution will have user self-service “forget user id” and “forget password” retrieval capabilities.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
3.2.17	The hosted solution will enforce a password policy that encourages users to employ strong passwords. The policy at a minimum should include: a. require a minimum password length of 8 characters, b. the use of both upper- and lower-case letters (case sensitivity), c. inclusion of one or more numerical digits, and d. inclusion of special characters, e.g. @, #, \$ etc.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
3.2.18	The hosted solution will have the ability for specific internal users to deactivate user accounts and user profiles, however maintain their historical data within the system.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
3.2.19	The hosted solution will have a unique logon for each internal and external user and must have the ability to prevent duplicate user accounts. Explain what stop gaps are put in place to keep a user from creating a duplicate user accounts. This causes the user to disconnect with their history in the system.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
3.2.20	The hosted solution will automatically disable access to a user account after a pre-determined number of attempts to log-on to the system using the specific userid. Identify the procedure the user will use to reset their password.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
3.2.21	The hosted solution will provide the capability to handle authentication lockouts or inactivity timeouts and provide user with friendly error messaging. Identify how many consecutive logon tries are allowed before having to reset the password, and how many minutes/hours of inactivity before the system will automatically log out a user.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

### 3.2 Privacy & Security

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
3.2.22	The hosted solution should provide the ability to terminate access if there is no activity on a user account within a configurable period of time (e.g., 90 days), or other period designated by ODH.	2	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
3.2.23	The hosted solution will provide ad hoc reporting capabilities that can report the correlation of security metrics such as profile e.g. user id/number), privileges (e.g. role based), environment (e.g. test / development), last successful login, failed logins. and password resets by the regulators' jurisdiction.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
3.2.24	The hosted solution should implement and maintain a secure environment for both on-line and batch access to ODH/LHD data through the use of a fully functional and documented security software package.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
3.2.25	The hosted solution will provide three types of controls to maintain the integrity, availability, and confidentiality of EH DSI solution data. The controls should be in place at all appropriate points of processing. At minimum the controls that should be provided are: a) Preventive Controls: Controls designed to prevent errors and unauthorized events from occurring. b) Detective Controls: Controls designed to identify errors and unauthorized transactions which have occurred in the system. c) Corrective Controls: Controls to ensure that the problems identified by the detective controls are corrected.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
3.2.26	Audit trails of all updates to the security system (add/change/delete) by user ID, date and time of the change, and source of entry (workstation ID), including all attempted updates.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
3.2.27	The hosted solution will prohibit the display of passwords on the sign-on screen when entered by the user.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

### 3.2 Privacy & Security

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
3.2.28	The hosted solution should log and report all unauthorized access attempts by IP address, user ID, date, and time.	3	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
3.2.29	Ensure that the integrity and confidentiality of EH and all other data is protected by safeguards to assure that information is not released without proper consent.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
3.2.30	The hosted solution will utilize an authentication process to handle multiple layers of security levels for Internal Users who are regulators at ODH, Local Health Dept. and other State agencies and External Users who are the customers.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
3.2.31	The hosted solution will include a user email address in the authorization table. The confidentiality of email addresses and other data must be protected and only used for official State business.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
3.2.32	The hosted solution should provide the capability to send users their initial password via email and require that they change their password at next sign-on, in the event the email is not valid, a notification should be sent to the nominated individual.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

### 3.3 System Integration & Interface

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
3.3.1	The hosted solution will use industry standard communication mechanisms for the transfer of data to external systems. Identify what data formats are supported in the proposed solution (e.g., X12 (EDI), XML, flat files).	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
3.3.2	The hosted solution will provide the ability to receive (minimum import file), send (minimum download file to export) specified content and reporting information directly to entities (e.g., provider associations, Association of Ohio Health Commissioners, Ohio Environmental Health Association, Local Health Districts and other State agencies).	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
3.3.3	The hosted solution should have the ability to interface with the USFDA and USDA systems to collect information from their Food Recall list.	2	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
3.3.4	The hosted solution will date and timestamp and indicate source of all data content flowing from any interface.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	

### 3.4 System Performance

Req. #	Requirement	Priority	Capability Assessment	Offeror Comments
3.4.1	The Contractor-hosted EH DSI solution must provide for the continuation of business on a 5:00 a.m. to 11:59 p.m., Columbus, Ohio local time, seven days a week with no interruptions and loss of services, other than for scheduled application software and database updates, upgrades and software maintenance.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
3.4.2	<p>The hosted solution will ensure that component response times meet the following minimum standards. Times will be measured for adherence to the requirements at the ODH discretion.</p> <p>a) Record Search Time: The response time must be within four (4) seconds for 95 percent of record searches.</p> <p>b) Record Retrieval Time: The response time must be within four (4) seconds for 95 percent of records retrieved.</p> <p>c) Screen Edit Time: The response time must be within two (2) seconds for 95 percent of the time.</p> <p>d) New Screen/Page Time: The response time must be within two (2) seconds for 95 percent of the time.</p> <p>e) Print Initiation Time: The response time must be within two (2) seconds for 95 percent of the time.</p> <p>f) EH DSI Portal Response Time -- The response time must be within four (4) seconds for 99 percent of the time.</p>	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	
3.4.3	The hosted solution will provide a defined user load and throughput over an extended period of time showing no degradation in system performance, memory use, or other negative anomalies.	4	<input type="checkbox"/> Out of the Box <input type="checkbox"/> Configuration Required <input type="checkbox"/> Customization Required <input type="checkbox"/> Not Available	