

**Supplement 1: Enterprise eLicensing Pilot /  
Prototype**

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## 1.0 Enterprise eLicensing Pilot / Prototype

### 1.1. Background and Overview

The Department of Administrative Services (DAS), Office of Information Technology (OIT) maintains an existing eLicensing system for the application, renewals, enforcement and inspections of a variety of professional and operating Licenses for the State's 120+ Agencies, Boards and Commissions. Based on recent developments, and the State's desire to position itself as one of the most individual/business friendly States in the country to start and operate a business or get licensed, the State has determined that a more flexible and easy-to-use licensing process is required.

Based on analysis of functional requirements and successes in the licensing space, the State has determined that the migration to and use of a cloud (Software as a Service – SaaS) platform may be a viable approach to achieving the following program goals:

1. **Standardization of the Enterprise's approach** to eLicensing based on a configurable platform;
2. **Removal of "programming based" custom software** applications to a more "configuration driven" approach that allows OIT, and Agencies, to more efficiently design and deploy new License categories while migrating from the legacy application set;
3. **Enablement of OIT employees** to design, configure, operate and maintain the eLicensing platform wherever possible while (if needed) leveraging external Systems Integrators for those functions that require specialized assistance;
4. **Validating that the SaaS/Cloud platform is a viable** and sustainable development and operating platform for eLicensing needs for all Agencies with regard to time to market, agility in responding to new or changing requirements and cost effective from a development and operations perspective.

In order to attain these goals, the State has designed a Pilot/Prototype project that if successful may result in the adoption of the SaaS/Cloud platform for the State and migration/adoption as an Enterprise standard for additional Agencies, Boards and Commissions. At a high level, the general scope of these pilots, in the context of the State's overall goals and roadmap are as follows:

#### **Conceptual Scope and Goals of the Pilot**

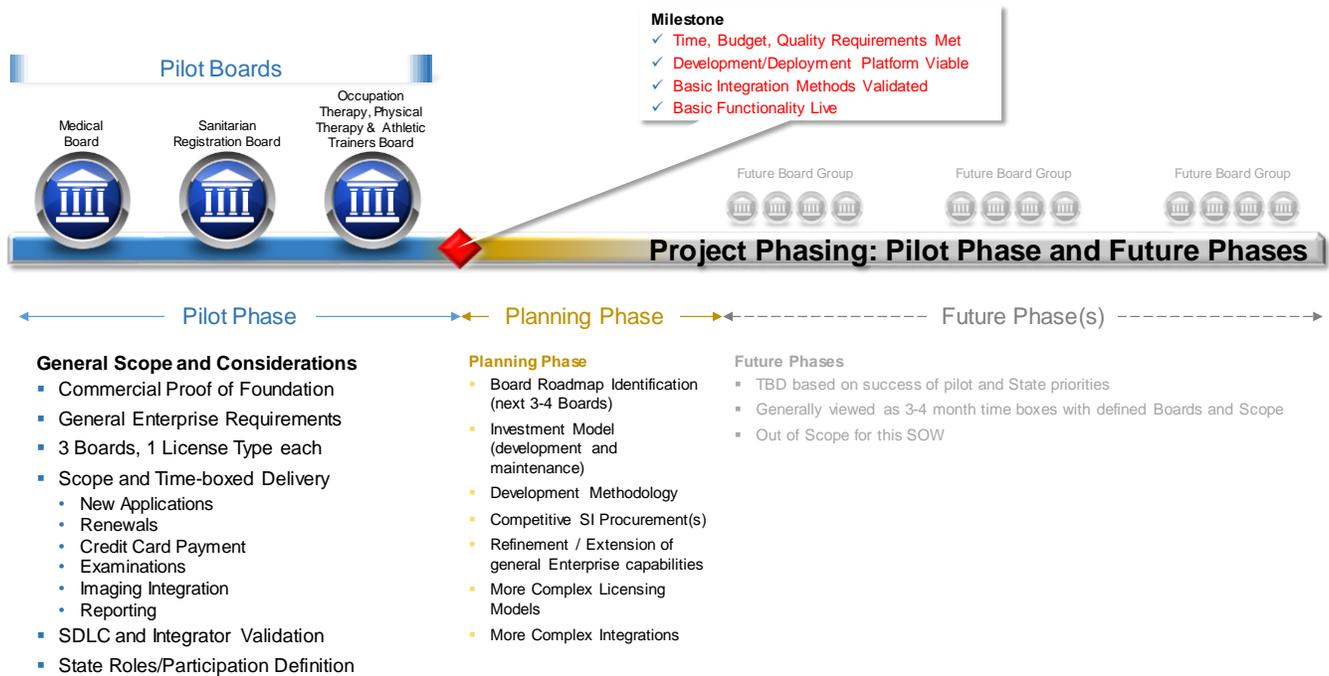
Functionality Group	Pilot Board Participant #1	Pilot Board Participant #2	Pilot Board Participant #3		Pos-Pilot Board #1	Pos-Pilot Board #n
<b>Board Specific Functions &amp; Capabilities</b>						
Administration	✓	✓	✓	<input checked="" type="checkbox"/> Can functionality be delivered?		
Initial Applications	✓	✓	✓			
Renewals	✓	✓	✓			
Enforcement						
Inspections						
Examinations	✓					
Correspondence						
...other Board specific functions...						
<b>Common / Enterprise Functionality</b>						
Payment Interfaces – CBOSS	✓	✓	✓	<input checked="" type="checkbox"/> Is the platform Enterprise Ready?		
Payment Interfaces - OAKS						
Imaging Integration	✓	✓	✓			
Reporting	✓	✓	✓			
... other Enterprise functions ...						
<b>Other Proof Points</b>						
Integrators can reliably deliver on the SaaS foundation (quality, time, price)		✓		<input checked="" type="checkbox"/> Is there a viable delivery and operations model?		
State can maintain and operate SI developed SaaS elements		✓				
State is not locked into single SI for ongoing development / maintainane		✓				

**General Pilot Success Criteria:**  
Emphatic affirmative answer to all 3 questions in a live use pilot.

Specific Board functionality, integrations and other Enterprise requirements are presented in detail later in this Supplement.

The State has identified three (3) Boards to participate in a live use pilot to validate the scope, approach, methods and SaaS platform in a scope and time-boxed Pilot project. Based on the success of the Pilot and other factors, the State may elect to continue the program to add additional functions, integrations, capabilities and other requirements as necessary to incorporate other Boards in the solution. In general, from a timing and overall roadmap perspective, these Boards in the context of the overall program can be viewed as follows:

***Conceptual Phasing and Initial Pilot Boards***



## 1.2. High-Level eLicensing Processes

The following high level processes and functions have been identified for the eLicensing platform that form the basis of the overall solution, which in general are **Board and/or License** specific:

- **License Applications** – Applications for **new** licenses for businesses/individuals that do not maintain a current license or for new businesses/individuals and **Renewals** –Renewals of existing licenses for existing business/individual entities.
- **Examinations** – Tests, accreditations or certifications required as part of (or in advance of) the issuance of a license or a license renewal.
- **Inspections** – Not in scope for this Pilot.
- **Enforcement** – Not in scope for this Pilot.

In Addition, there are several **Board Enabling** processes and functions that are in general common to all Boards and could be viewed as license platform services:

- **Correspondence** – Origination and management of all communications (written, email, conversations etc.) between businesses and Boards using the platform.
- **Reporting**- operational, process, exception and financial information associated with the interaction between businesses and Boards as well as program level system and process performance information.
- **Collections**- Collection of revenues, fees and charges from licensed entities for a variety of payment options.

And finally there are **Enterprise** requirements and functions that are established to support all eLicensing capabilities across the State, adhere to State standards and policies and are mandatory for all Boards who utilize the eLicensing platform

- **Foundation/Enterprise** – include items such as printing, workflow engines, reporting, audit functions, identity, security and data privacy, data integrity, administration and maintenance and other “solution level” elements.

The State has organized its requirements into these three groups (Board/License Specific, Board Enabling and Enterprise/Foundational) for purposes of alignment and categorization as well as the definition of those specific requirements that are included in the Live Pilot. At a high level, the requirements are as follows:

License Specific	Board Enabling	Enterprise
<ul style="list-style-type: none"> <li>▪ License Administration</li> <li>▪ License Management</li> <li>▪ License Renewals</li> <li>▪ Transaction Processing</li> <li>▪ Fees &amp; Payments</li> <li>▪ Payment Administration</li> <li>▪ Educational Requirements Management</li> <li>▪ Continuing Educational Requirements Management</li> <li>▪ Public License Verification</li> <li>▪ Examinations Management</li> <li>▪ Online License Applications</li> <li>▪ Online Payment Processing</li> <li>▪ Online Continuing Education Reporting</li> <li>▪ Correspondence Administration</li> <li>▪ Online License User Maintenance</li> <li>▪ Online License User Printing</li> </ul>	<ul style="list-style-type: none"> <li>▪ Credit Card Processing</li> <li>▪ Documents &amp; Files</li> <li>▪ Integration</li> <li>▪ License Administration</li> <li>▪ License Management</li> <li>▪ Mobile User Access</li> <li>▪ Reporting</li> <li>▪ Transaction Processing</li> <li>▪ Enforcement Pre-Disciplinary</li> <li>▪ Enforcement Post-Disciplinary</li> <li>▪ Enforcement Administration</li> <li>▪ Enforcement Workflow</li> <li>▪ Fees &amp; Payments</li> <li>▪ Public License Verification</li> <li>▪ Scheduling Meetings</li> <li>▪ Online License Wizard</li> <li>▪ Online License Applications</li> <li>▪ Online Payment Processing</li> <li>▪ Correspondence Administration</li> <li>▪ Workflow</li> <li>▪ Workflow Configuration</li> <li>▪ Workflow User Notifications</li> <li>▪ Workflow Supervision</li> <li>▪ Application Configuration</li> <li>▪ Data Configuration</li> <li>▪ Data Variances</li> <li>▪ Security/Privacy</li> <li>▪ Authorization</li> <li>▪ Data Integrity</li> <li>▪ Online License User Printing</li> <li>▪ Online License Administration</li> </ul>	<ul style="list-style-type: none"> <li>▪ Credit Card Processing</li> <li>▪ Documents &amp; Files</li> <li>▪ Integration</li> <li>▪ License Administration</li> <li>▪ License Management</li> <li>▪ Mobile User Access</li> <li>▪ Printing &amp; Data Export</li> <li>▪ Reporting</li> <li>▪ Reporting - Audit</li> <li>▪ Payment Administration</li> <li>▪ Public License Verification</li> <li>▪ Online License Wizard</li> <li>▪ Online License Applications</li> <li>▪ Workflow</li> <li>▪ Workflow Configuration</li> <li>▪ Workflow Automation</li> <li>▪ Data Configuration</li> <li>▪ Data Variances</li> <li>▪ Security/Privacy</li> <li>▪ Authorization</li> <li>▪ Configuration Usability</li> <li>▪ Data Integrity</li> <li>▪ Online License User Maintenance</li> </ul>

### 1.3. Overview of Initial Live Pilot Scope

The Contractor will have responsibility to provide overall project management, design, configuration, development, system testing, support of State acceptance testing and the migration to live production/commercial use as required herein.

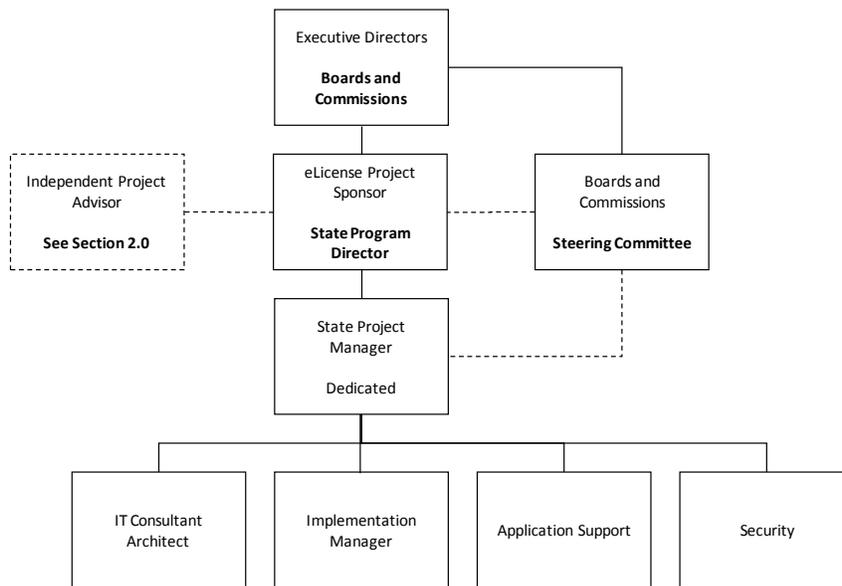
### 1.4. Document Convention: Deliverable Identification

All items in this Supplement that are marked with a red star (★) shall be considered formal deliverables and be subject to the State’s deliverable acceptance process described in Attachment 4, Part 5 of this RFP.

### 1.5. Current Team Organization

Based on activities and developments to-date, the following organizational chart has been created to outline the Contractor roles and functions as they would fit into the current team structure. To the extent that the Offeror believes an alternative team organization or structure would be beneficial to the State, the Offeror may present an alternative organizational chart and roles and responsibilities in the response to this section.

#### Illustrative Team Organization



## 2.0 Independent Advisory and Oversight

The State is requesting as part of this solicitation from Offerors the role of Independent Project Advisor. This work will be awarded to the highest ranking Offeror that is independent from the Highest Ranking Offeror that is selected by the State to perform the work requirements in the scope of the Pilot.

The **Independent Advisor** is a single resource (i.e., one Full Time Equivalent) that will be contracted by the State in parallel with, and for the duration of the Pilot that is awarded to the Highest Ranking Offeror. This advisor will support the State in:

- Reviewing the Overall Project Plan and Execution of the Project
- Providing written project commentaries and project assessments to the State project leadership team
- Participating as an active advocate for the State and by extension the success of the Pilot
- Identifying risks, issues and areas for optimization in the overall delivery of the Pilot project inclusive of architecture, standards, methods and procedures, design decisions and overall completion of the contracted work and requirements
- Participating as an active member of both the State and Pilot Implementation Contractor’s team and supporting the overall success of the effort

- In general, this role should not be viewed as a Project Management Office (PMO) or reporting function, but as an advisor to the State.

Therefore, the State's requirements for this role, and the evaluation of this role are as follows:

- True independence of the Pilot Implementation; Contractor, must have no financial, commercial or other relationship that could be viewed as a conflict of interest in performing the work as an independent advisor to the State in the Pilot project.
- Full-Time equivalent with the requisite skills, experience and qualifications to lead the overall Pilot project - while this individual will not serve in a leadership role, the individual shall possess the capabilities to do so – inclusive of project management, work plans, Salesforce.com development and architectural techniques, development lifecycle and change readiness, UAT and other software development quality management skills heavily grounded in Salesforce.com engagements of a similar scope, timing and complexity of the requirements contained herein.
- Executive communications skills in both oral and written form to communicate the goals, challenges, risks, issues and mitigants for both the State and Pilot Implementation Contractor to a leadership audience.
- Problem solving skills to support the State and Pilot Implementation Contractor in driving the overall success of the program.

Offerors are to provide, as part of their response individuals for the State to consider in this role and provide engagement summaries, biographical resumes highlighting the Salesforce.com (specifically) and capabilities to perform the other work and responsibilities in this section. In addition, the cost proposal form has accommodation for a monthly cost and rate card item for quotation of this work independent of the Pilot work and requirements contained in this solicitation.

## 3.0 Initial Prototype and Live Pilot of the State’s Enterprise eLicensing Platform

### 3.1. Functional and Technical Requirements

The following is a summary listing of the solution requirements in their entirety inclusive of the three Pilot Boards as well as the State’s Post-Pilot requirements. The State has prioritized the functional requirements as they relate to the completion of a Live Pilot as follows:

<b>Pilot</b>	<ul style="list-style-type: none"> <li>Mandatory requirements that the Contractor must include in their proposal inclusive of: design, development, testing and support of the production implementation in their response.</li> <li>Offerors must address all “Pilot” requirements in their response</li> </ul>
<b>Post Pilot</b>	<ul style="list-style-type: none"> <li>Requirements that the State believes are required following the deployment of the Pilot. These requirements are specifically out of scope for the Pilot.</li> <li>“Post Pilot” requirements are out of the scope of this RFQ, but may be added at the State’s discretion to a future phase. Contractor may not develop or implement these requirements without the State’s written authorization to do so.</li> <li>Contractor must not design, implement or deploy the eLicensing requirements in the Pilot phase in such a manner as to preclude, confound or otherwise over-complicate the realization of these requirements in a subsequent phase to the Pilot.</li> </ul>

A Microsoft Excel® spreadsheet version of these requirements is provided for Offeror’s analysis and use in formulating their response to this RFQ.

By way of statistical summary, a summary of the requirements are as follows:

Requirement Area	Pilot	Post Pilot	Grand Total
<b>1. License Specific</b>	<b>70</b>	<b>44</b>	<b>114</b>
License Administration	4	2	6
License Management	2	1	3
License Renewals	8		8
Transaction Processing	14		14
Fees & Payments	4		4
Payment Administration	1	1	2
Educational Requirements Management	1	12	13
Continuing Educational Requirements Management	7	9	16
Public License Verification		1	1
Examinations Management	5	6	11
Online License Applications	6	5	11
Online Payment Processing		1	1
Online Continuing Education Reporting		2	2
Correspondence Administration	13		13
Online License User Maintenance	3	2	5
Online License User Printing	2	2	4
<b>2. Board Enabling</b>	<b>120</b>	<b>85</b>	<b>205</b>
Credit Card Processing	1		1
Documents & Files	5		5
Integration	3	2	5
License Administration	3	1	4
License Management	1	1	2
Mobile User Access		11	11
Reporting	4	1	5
Transaction Processing	3	2	5
Enforcement Pre-Disciplinary		18	18
Enforcement Post-Disciplinary		9	9

Requirement Area	Pilot	Post Pilot	Grand Total
Enforcement Administration		5	5
Enforcement Workflow		5	5
Fees & Payments	10		10
Public License Verification		9	9
Scheduling Meetings		12	12
Online License Wizard		2	2
Online License Applications	6	3	9
Online Payment Processing	8		8
Correspondence Administration	5		5
Workflow	8		8
Workflow Configuration	9		9
Workflow User Notifications	4		4
Workflow Supervision	9		9
Application Configuration	9		9
Data Configuration	11	2	13
Data Variances	1	2	3
Authorization	12		12
Data Integrity	3		3
Online License User Printing	2		2
Online License Administration	2		2
Authentication	1		1
<b>3. Enterprise</b>	<b>150</b>	<b>22</b>	<b>172</b>
Credit Card Processing	3	2	5
Documents & Files	8		8
Integration	5	3	8
License Administration	4		4
License Management	24	2	26
Mobile User Access		2	2
Printing & Data Export	4	2	6
Reporting	13	2	15
Reporting - Audit	16		16
Payment Administration		1	1
Public License Verification	9	4	13
Online License Wizard		3	3
Online License Applications	1		1
Workflow	2		2
Workflow Configuration	2		2
Workflow Automation	7		7
Data Configuration	1		1
Data Variances	4	1	5
Security/Privacy	3		3
Authorization	2		2
Configuration Usability	23		23
Data Integrity	5		5
Online License User Maintenance	1		1
Authentication	10		10
Supportability	3		3
<b>Grand Total</b>	<b>340</b>	<b>151</b>	<b>491</b>

## 3.2. Requirements Matrix and Response Instructions

The State has licensed Salesforce.com as the development and deployment platform for the eLicensing Pilot effort. As such, the State requires Offerors to provide a complete solution that will be used in production and commercially for those Boards participating in the Pilot inclusive of all identified requirements. In order for the State to evaluate Offeror proposals, as well as to serve as a project scope management, requirements traceability and objective definition of the Pilot and the proposed work, approach and effort, the State requires Offerors to complete the Requirements Matrix in its entirety as follows:

### 3.2.1. Functionality Delivered

Offerors will indicate (using the requirements matrix) an “X” in the column that is most reflective of the method to deliver the State’s required functionality:

<b>Base</b>	<ul style="list-style-type: none"> <li>Those items that can be delivered as part of a base installation and utilization of the Salesforce.com platform without any configuration or customization.</li> </ul>
<b>Config(uration)</b>	<ul style="list-style-type: none"> <li>Those items that can be delivered as part of the configuration of a base installation and utilization of the Salesforce.com platform through configuration or administrator level graphical user interface driven configuration items, scripts or methods or otherwise do not require custom programming and development effort.</li> </ul>
<b>Custom</b>	<ul style="list-style-type: none"> <li>Those items that can be delivered as part of the configuration of a base installation and utilization of the Salesforce.com platform through structured development methods or otherwise require custom programming or development effort, formal system and acceptance testing would be considered mandatory.</li> </ul>
<b>Not Supported or Recommended</b>	<ul style="list-style-type: none"> <li>Those items that are not supported via the Salesforce.com platform, or in the opinion of the Offeror cannot be reasonably achieved over the time horizon of the pilot or in a commercially reasonable or recommended manner (e.g., cost, time, platform, architecture, maintenance and other factors)</li> </ul>

### 3.2.2. Effort Complexity

Offerors will indicate (using the requirements matrix) an “X” in the column that is most reflective of the effort required to deliver the State’s required functionality:

<b>Low</b>	<ul style="list-style-type: none"> <li>Minimal or trivial effort (i.e., less than 10 hours) of total effort to implement, verify and be ready for live production use.</li> </ul>
<b>Medium</b>	<ul style="list-style-type: none"> <li>Minimal to moderate effort (i.e., less than 40 hours) of total effort to implement, verify, test or validate and be ready for live production use.</li> </ul>
<b>High</b>	<ul style="list-style-type: none"> <li>Those items that require structured development methods or otherwise require custom programming and development effort with moderate to extensive effort (i.e., more than 40 hours) of total effort to implement, test and be ready for live production use.</li> </ul>

### 3.2.3. Offeror Narrative and Response

In addition, the State has provided as part of the Requirements Matrix a free form field labeled ‘Offeror Narrative’ that is design to facilitate the Offerors response to the requirements in such a manner as to convey any Offeror considerations, showcase Offeror capability to deliver or identify any Offeror requirements on the State with regard to detailed requirements contained in the matrix. Offerors may include graphics, screen images or other text oriented verbiage in this column as they deem appropriate to offer the State a complete solution as required.

### 3.2.4. Requirements Matrix

The State’s requirements follow in the next pages. Offerors are to note that there may be gaps in the provided numbering in the matrix, notwithstanding these numbering considerations, Offerors may not alter or renumber any State requirements.

Requirement Number	Requirement Description	Category	Group	Functionality Delivered Through: (indicate with 'X')				Effort Complexity (indicate with 'X')			Pilot / Post Pilot	Offeror Narrative and Response
				Base	Config	Custom	Not Supported	High	Medium	Low	Phase	
1.1.1	The system must automatically update a license status as defined by business rules.	1. License Specific	License Management								Pilot	
1.1.2	For a group of shopping cart transactions initiated by a licensee, the system must process each transaction independently such that the processing of one transaction does not affect the processing of transactions for a separate board, and such that each transaction is represented to board employees as if it occurred independently.	3. Enterprise	License Management								Pilot	
1.1.3	The system must automatically issue a license once a license application, renewal or miscellaneous application is approved as defined by business rules.	1. License Specific	License Management								Pilot	
1.1.4	The system must allow multiple experience records to be added to an application.	3. Enterprise	License Management								Pilot	
1.1.5	The system must allow an authorized user to create an entity record in order to track an individual or business who may not be licensed (e.g., to receive a payment from them).	2. Board Enabling	License Management								Post Pilot	
1.1.6	The system must allow an authorized user to view and recommend approval or disapproval of experience.	3. Enterprise	License Management								Pilot	
1.1.7	The system must allow an authorized user to maintain experience information associated with a license application.	3. Enterprise	License Management								Pilot	
1.1.8	The system must allow an authorized user to add, modify or delete user-defined flags on an application, entity or licensee record.	3. Enterprise	License Management								Pilot	
1.1.8.a	The system must maintain a history of changes to a flag status including, at a minimum: • the date of change; • the change (add, modify, or delete); • the user initiating the action.	3. Enterprise	License Management								Pilot	
1.1.9	The system must allow an authorized user to place multiple 'flags' on a license.	3. Enterprise	License Management								Pilot	
1.1.10	The system must allow an authorized user to assign, modify or remove one or more 'flag' statuses for an application or license record.	3. Enterprise	License Management								Pilot	
1.1.11	The system must allow an authorized user to: • maintain a comment field for each flag status; • enter a begin date for each flag status; • enter an end date for each flag status.	3. Enterprise	License Management								Pilot	
1.1.12	The system must maintain current and historical records for all past and present licensees, including record of all license applications, renewals, and updates by date and license type.	3. Enterprise	License Management								Pilot	
1.1.13	The system must display an ongoing history of changes of address and name, reason for the change and date of the change on the licensing screen as defined by business rules.	3. Enterprise	License Management								Pilot	
1.1.14	The system must allow an authorized user to capture, modify and track license application information for each license application entered.	3. Enterprise	License Management								Pilot	
1.1.15	The system must allow an authorized user to maintain evaluation information about each reviewed application.	3. Enterprise	License Management								Pilot	
1.1.16	When entering an application, the system must allow an authorized user to create a new entity record.	3. Enterprise	License Management								Pilot	
1.1.17	The system must allow an authorized user to associate or terminate a license to an entity as defined by business rules.	2. Board Enabling	License Management								Pilot	
1.1.18	When entering a new entity, the system must allow an authorized user to choose whether an existing entity record is a duplicate or to add it as new	3. Enterprise	License Management								Pilot	
1.1.19	The system must allow an authorized user to update the status of a license at any point in the license period.	3. Enterprise	License Management								Pilot	
1.1.20	The system must allow an authorized user to display an entity's history profile, licensing profile, and payment fee history for each type of license	3. Enterprise	License Management								Pilot	

Requirement Number	Requirement Description	Category	Group	Functionality Delivered Through: (indicate with 'X')				Effort Complexity (indicate with 'X')			Pilot / Post Pilot	Offeror Narrative and Response
				Base	Config	Custom	Not Supported	High	Medium	Low		
1.1.21	The system must prompt the user to verify all associated addresses when the Licensee changes an address associated with their license.	3. Enterprise	License Management								Post Pilot	
1.1.22	The system must maintain license types for individual licensees, applicants, and entities.	3. Enterprise	License Management								Pilot	
1.1.23	The system must identify incomplete, un-submitted applications that have had no activity for a predetermined period of time and notify the applicant that the application will be closed if not completed within a specified period.	3. Enterprise	License Management								Post Pilot	
1.1.24	The system must allow an authorized user to search, sort, filter, and view licenses by board.	3. Enterprise	License Management								Pilot	
1.1.25	The system must allow an authorized user to modify an existing license type for a licensee.	3. Enterprise	License Management								Pilot	
1.1.26	The system must determine the application-filing address based on the type of license requested, licensing board, and the Ohio County where the business resides or must reside.	1. License Specific	License Management								Post Pilot	
1.1.27	The system will have the ability to enter a license effective date at a future time. For example, an effective date that reflects the beginning of a semester.	3. Enterprise	License Management								Pilot	
1.1.28	All Schools will have a School City, School State, and School Country data Fields	3. Enterprise	License Management								Pilot	
1.1.29	For all online application licensees, the system will default to "yes" so all applicants are enrolled for opt in email communications.	3. Enterprise	License Management								Pilot	
1.1.30	All contact information in an application will contain a country of birth data field.	3. Enterprise	License Management								Pilot	
1.2.1	The system must allow a board-level administrator to define routines to automatically process a group of records and then execute them non-interactively.	2. Board Enabling	License Administration								Pilot	
1.2.2	The system must maintain specific questions and responses for each license type for each licensing cycle indefinitely as historical data. This includes when questions are added, deleted or modified.	1. License Specific	License Administration								Pilot	
1.2.3	The system must allow an authorized user to customize application checklists by license type.	1. License Specific	License Administration								Pilot	
1.2.4	The system must allow an authorized user to maintain authority information about each license type including, but not limited to: statutory authority, regulatory authority, federal authority and category of business regulated by the license.	1. License Specific	License Administration								Post Pilot	
1.2.5	The system must allow an authorized user to merge duplicate entity records by board as defined by business rules.	2. Board Enabling	License Administration								Pilot	
1.2.6	The system must allow an authorized user to add, edit and deactivate entities and their related licenses.	3. Enterprise	License Administration								Pilot	
1.2.7	When entering a new entity the system must perform a search for an existing record using a unique identifier for the entity such as a social security number, name or other identifier as defined by the board, in order to prevent duplicate entry of entity records.	3. Enterprise	License Administration								Pilot	
1.2.8	The system must allow a board-level administrator to establish relationships between license types and enforce rules that determine the sequence that licenses can be applied for	2. Board Enabling	License Administration								Pilot	
1.2.9	The system must verify eligibility for renewal as defined by business rules (e.g., flags, alerts, statuses, enforcement rules, etc.).	1. License Specific	License Administration								Pilot	
1.2.10	Each license created must have a unique identifier, which may be system-generated or user assigned as defined by business rules.	3. Enterprise	License Administration								Pilot	
1.2.11	The system must provide at least 500 configurable fields on each entity and each license type per board.	3. Enterprise	License Administration								Pilot	

Requirement Number	Requirement Description	Category	Group	Functionality Delivered Through: (indicate with 'X')				Effort Complexity (indicate with 'X')			Pilot / Post Pilot	Offeror Narrative and Response
				Base	Config	Custom	Not Supported	High	Medium	Low		
1.2.12	The system must allow a board-level administrator to maintain fee and requirements information about each license type including, but not limited to: description of fees (fee type, fee amount, returnable), fee payment options, additional required documentation, supplemental permits, special requirements, additional information and comments.	1. License Specific	License Administration								Pilot	
1.2.13	The system must allow a board-level administrator to synchronize the renewal dates of related license types (e.g., RN + prescribing authority) held by an individual as defined by business rules.	1. License Specific	License Administration								Post Pilot	
1.2.14	The system must have the ability to display more than one DBA (Doing Business As) for an entity license.	2. Board Enabling	License Administration								Post Pilot	
1.3.1	The system must maintain specific questions and responses for each licensee for each licensing cycle indefinitely as historical data.	1. License Specific	License Renewals								Pilot	
1.3.2	The system must allow a board-level administrator to define license renewal rules for each license type including: time period that the license is valid for; time period prior to expiration date to trigger renewal rules for each license type including: time period that the license is valid for; time period prior to expiration date to trigger renewal notifications; time period that the application is available to applicant; renewal limits; and late fees (a license renewal may be considered late even before the license expiration date). (For some license types - such as Limited Licenses - there is a limit on how many times the license can be renewed.)	1. License Specific	License Renewals								Pilot	
1.3.3	The system must allow an authorized user to generate additional renewal notices at user-defined time periods if a license has not been renewed within a specified time period as defined by business rules.	1. License Specific	License Renewals								Pilot	
1.3.4	The system must allow an authorized user to generate a delinquent notice if a license has not been renewed within the user-defined time period as defined by business rules.	1. License Specific	License Renewals								Pilot	
1.3.5	The system must automatically or when requested by an authorized user generate a renewal notice for each license according to the user-defined renewal and business rules.	1. License Specific	License Renewals								Pilot	
1.3.6	The system must automatically set the expiration or renewal date of a new or renewed license as defined by business rules for that license type.	1. License Specific	License Renewals								Pilot	
1.3.7	The system must allow an authorized user to override and extend expiration and renewal dates of a license or group of licenses in case of extenuating circumstances.	1. License Specific	License Renewals								Pilot	
1.3.8	The system must inactivate licenses or registrations and generate appropriate notifications for licenses that are beyond a user-specified time period after expiration as defined by business rules.	1. License Specific	License Renewals								Pilot	
1.4.1	The system must link cases with other associated cases or subcases by licensee, address, entity or company.	2. Board Enabling	Enforcement Pre-Disciplinary								Post Pilot	
1.4.2	The system must allow an authorized user to maintain workflows specific to cases.	2. Board Enabling	Enforcement Pre-Disciplinary								Post Pilot	
1.4.3	The system must automatically route hearing results to the relevant unit as defined by business rules.	2. Board Enabling	Enforcement Pre-Disciplinary								Post Pilot	
1.4.4	Each case must have a unique identifier, which may be system generated or user assigned as defined by business rules with a distinct sequence per board.	2. Board Enabling	Enforcement Pre-Disciplinary								Post Pilot	
1.4.5	The system must allow an authorized user to escalate a complaint for further investigation or disciplinary action. The system should have all the departments and associated people hierarchy defined.	2. Board Enabling	Enforcement Pre-Disciplinary								Post Pilot	
1.4.6	The system must allow an authorized user to request an investigation, maintain investigation activities and results for each investigation, and maintain multiple notes or reports for an investigation.	2. Board Enabling	Enforcement Pre-Disciplinary								Post Pilot	
1.4.7	The system must associate each enforcement activity to an entity or license record.	2. Board Enabling	Enforcement								Post	

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				Base	Config	Custom	Not Supported	High	Medium	Low		
			Pre-Disciplinary								Pilot	
1.4.8	The system must route a complaint to the relevant user or queue as defined by business rules.	2. Board Enabling	Enforcement Pre-Disciplinary								Post Pilot	
1.4.9	The system must allow an authorized user to create and track subpoenas.	2. Board Enabling	Enforcement Pre-Disciplinary								Post Pilot	
1.4.10	The system must allow an authorized user to maintain pre-hearing and post-hearing actions such as interviews, settlement conferences and adjournment requests.	2. Board Enabling	Enforcement Pre-Disciplinary								Post Pilot	
1.4.11	The system must allow an authorized user to group or associate related complaints, such as associating complaints by complainant, address, or licensee.	2. Board Enabling	Enforcement Pre-Disciplinary								Post Pilot	
1.4.12	The system must select entities for random inspection/investigation based on user-selected criteria (such as license type, geographic area, date of last inspection/investigation).	2. Board Enabling	Enforcement Pre-Disciplinary								Post Pilot	
1.4.13	The system must allow an authorized user to assign individuals as members of an investigation committee.	2. Board Enabling	Enforcement Pre-Disciplinary								Post Pilot	
1.4.14	The system must automatically schedule inspections when they are due according to business rules.	2. Board Enabling	Enforcement Pre-Disciplinary								Post Pilot	
1.4.15	The system must allow an authorized user to maintain hearing information for each session of the hearing including date, participants and results.	2. Board Enabling	Enforcement Pre-Disciplinary								Post Pilot	
1.4.16	The system must prevent final inspection/investigation reports from being modified based on user-defined business rules.	2. Board Enabling	Enforcement Pre-Disciplinary								Post Pilot	
1.4.17	The system must allow an authorized user to view previous inspection/investigation information for a selected applicant/customer.	2. Board Enabling	Enforcement Pre-Disciplinary								Post Pilot	
1.4.18	The system must allow an authorized user to maintain daily time logs for investigations/inspections performed.	2. Board Enabling	Enforcement Pre-Disciplinary								Post Pilot	
1.5.1	The system must determine if a disciplinary fine or other compliance action is overdue as defined by business rules.	2. Board Enabling	Enforcement Post-Disciplinary								Post Pilot	
1.5.2	The system must alert an authorized user when action is taken against a licensee who may supervise or collaborate with other licensees so that an authorized user may take appropriate action to notify affected licensees as defined by business rules (See Supplement Six - Parent/Child eLicensing Relationships).	2. Board Enabling	Enforcement Post-Disciplinary								Post Pilot	
1.5.3	The system must allow an authorized user to close a case.	2. Board Enabling	Enforcement Post-Disciplinary								Post Pilot	
1.5.4	The system must automatically generate penalties based on user-defined parameters when violations are found.	2. Board Enabling	Enforcement Post-Disciplinary								Post Pilot	
1.5.5	The system must allow an authorized user to provide the reason a case was closed. (For example, error, sustained, not founded based on evidence, withdrawn, dismissed).	2. Board Enabling	Enforcement Post-Disciplinary								Post Pilot	
1.5.6	The system must allow an authorized user to maintain corrective action plans and compliance statuses for each case.	2. Board Enabling	Enforcement Post-Disciplinary								Post Pilot	
1.5.7	The system must allow an authorized user to maintain inspection/investigation results (including dispositions, violations, correction plans and status of compliance) for each inspection/investigation.	2. Board Enabling	Enforcement Post-Disciplinary								Post Pilot	
1.5.8	The system must allow an authorized user to track post-inspection/investigation activities.	2. Board Enabling	Enforcement								Post	

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				Base	Config	Custom	Not Supported	High	Medium	Low		
			Post-Disciplinary								Pilot	
1.5.9	The system must allow an authorized user to maintain violations, corrective actions, and disciplinary actions for a licensee or entity.	2. Board Enabling	Enforcement Post-Disciplinary								Post Pilot	
1.6.1	The system must allow a board-level user to define and configure data fields for different case types.	2. Board Enabling	Enforcement Administration								Post Pilot	
1.6.2	The system must maintain a complete history of enforcement activities.	2. Board Enabling	Enforcement Administration								Post Pilot	
1.6.3	The system must capture the dates associated with each compliance activity in order for an authorized user to search, display and request reports.	2. Board Enabling	Enforcement Administration								Post Pilot	
1.6.4	The system must restrict access to certain fields of case information based upon the access privileges of the authorized user viewing the case.	2. Board Enabling	Enforcement Administration								Post Pilot	
1.6.5	The system must allow an authorized user to review complaint history based on user-specified criteria such as address or licensee.	2. Board Enabling	Enforcement Administration								Post Pilot	
1.7.1	The system must allow an authorized user to manage complaints, inspections, case investigations, hearings and disciplinary actions.	2. Board Enabling	Enforcement Workflow								Post Pilot	
1.7.2	The system must allow an authorized user to trigger an interactive workflow to process and approve inspection/investigation information as defined by business rules.	2. Board Enabling	Enforcement Workflow								Post Pilot	
1.7.3	The system must track complaint history from the time the complaint is created to when the complaint is closed and display status and age at any point in time as defined by business rules, accessible only by authorized users.	2. Board Enabling	Enforcement Workflow								Post Pilot	
1.7.4	The system must manage compliance data and create compliance process workflows for compliance activities as defined by business rules.	2. Board Enabling	Enforcement Workflow								Post Pilot	
1.7.5	The system must notify the licensing board or entity of an overdue compliance action.	2. Board Enabling	Enforcement Workflow								Post Pilot	
1.8.1	The system must notify the licensee of an underpayment and prevent the associated application from completing as defined by business rules.	2. Board Enabling	Fees & Payments								Pilot	
1.8.2	The system must alert an authorized user when a licensee has made a partial or incomplete payment or an over-payment.	2. Board Enabling	Fees & Payments								Pilot	
1.8.3	The system must route payments received to the appropriate boards' accounts based on transaction type.	2. Board Enabling	Fees & Payments								Pilot	
1.8.4	The system must allow an authorized user to apply the refund amount to other monies owed by the licensee.	2. Board Enabling	Fees & Payments								Pilot	
1.8.5	The system must associate a repayment with the original payment.	2. Board Enabling	Fees & Payments								Pilot	
1.8.6	The system must mark a payment as "bad" if the payment is returned or rejected (bounced checks, declined credit cards), showing a negative general ledger balance for non sufficient funds, and placing a flag on the license for insufficient funds.	2. Board Enabling	Fees & Payments								Pilot	
1.8.7	The system must generate a unique fee receipt number for each payment instrument (check, money order, and credit card) received.	2. Board Enabling	Fees & Payments								Pilot	
1.8.8	The system must associate the unique fee receipt number with each license and/or entity record that the payment applies to.	2. Board Enabling	Fees & Payments								Pilot	
1.8.9	The system must allow an authorized user to view all fees and payments for an entity for a specified period of time when processing payments.	2. Board Enabling	Fees & Payments								Pilot	
1.9.1	The system must allow a board-level administrator to define and configure fees across	2. Board Enabling	Fees								Pilot	

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				Base	Config	Custom	Not Supported	High	Medium	Low		
	license types, transaction types, enforcement actions, miscellaneous sales and other fee-related transactions.		Administration									
1.9.2	The system must calculate license fees based on the user-defined fee schedule and user-defined business rules for the license.	1. License Specific	Fees Administration								Pilot	
1.9.3	The system must generate an invoice for license fees according to business rules.	1. License Specific	Fees Administration								Pilot	
1.9.4	The system must allow a board-level administrator to create defined payment types not directly tied to license application or renewal.	1. License Specific	Fees Administration								Pilot	
1.9.5	The system must calculate late-filing fees based on the user-defined fee schedule for the license.	1. License Specific	Fees Administration								Pilot	
1.10.1	The system must generate a notification to the licensee regarding refund status.	2. Board Enabling	Transaction Processing								Pilot	
1.10.2	The system must assign payments to satisfy fees across license types within a board as defined by business rules.	2. Board Enabling	Transaction Processing								Pilot	
1.10.3	The system must capture and store fines related to discipline actions.	1. License Specific	Transaction Processing								Pilot	
1.10.4	The system must allow an authorized user to apply a single payment to one or more separate applications from different individuals within a board as defined by business rules.	2. Board Enabling	Transaction Processing								Post Pilot	
1.10.5	The system must allow an authorized user to capture, store, adjust, reverse, return and void fee and fine receipt records.	1. License Specific	Transaction Processing								Pilot	
1.10.6	The system must allow an authorized user to un-assign a payment that has been assigned to satisfy a fee and either reassign or refund the payment.	1. License Specific	Transaction Processing								Pilot	
1.10.7	The system must automatically place a 'flag' on records associated with a 'bad' payment.	1. License Specific	Transaction Processing								Pilot	
1.10.8	The system must automatically remove a 'flag' associated with a 'bad' payment, once the payment is satisfied.	1. License Specific	Transaction Processing								Pilot	
1.10.9	The system must allow a licensee or member of the public to request a full or partial refund based on user-defined business rules.	1. License Specific	Transaction Processing								Pilot	
1.10.10	The system must prevent duplicate payments.	1. License Specific	Transaction Processing								Pilot	
1.10.11	The system must allow an authorized user to request a report on the status of payment requests. (e.g., open invoice, cleared payment).	1. License Specific	Transaction Processing								Pilot	
1.10.12	The system must track bad check fees separately from the amount of the original fee or fine.	2. Board Enabling	Transaction Processing								Post Pilot	
1.10.13	The system must allow an authorized user to refund an overpayment to a customer as defined by business rules.	1. License Specific	Transaction Processing								Pilot	
1.10.14	The system must allow an authorized user to itemize fees by type and provide the total amount due.	1. License Specific	Transaction Processing								Pilot	
1.10.15	The system must automatically generate and process an approved refund according to business rules.	1. License Specific	Transaction Processing								Pilot	
1.10.16	The system must reflect the subtraction of bad or insufficient check payments on reports used in financial management reporting.	1. License Specific	Transaction Processing								Pilot	
1.10.17	The system must prevent the issuance of a refund if a 'flag' is on the license or the licensee.	1. License Specific	Transaction Processing								Pilot	
1.10.18	The system must allow an authorized user to capture, store and maintain user-defined payment information.	1. License Specific	Transaction Processing								Pilot	

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				Base	Config	Custom	Not Supported	High	Medium	Low		
1.10.19	The system must allow an authorized user to reconcile and approve revenues prior to release for deposit and making the payment available to satisfy fees.	2. Board Enabling	Transaction Processing								Pilot	
1.11.1	The system must prevent the submittal of an application for the applicant if the credit card payment processing is denied.	2. Board Enabling	Credit Card Processing								Pilot	
1.11.2	The system must allow an authorized user to request a report verifying and reporting credit card transaction type, i.e. MasterCard, Visa, Discover, American Express.	3. Enterprise	Credit Card Processing								Pilot	
1.11.3	The system must comply with the Payment Card Industry (PCI) Data Security Standards.	3. Enterprise	Credit Card Processing								Pilot	
1.11.4	The system must place authorized credit card fees in a 'delay capture' status, in accordance with business rules, until the licensing board processes the application. When the application is approved, the system must collect credit card fees that were previously placed in a 'delay capture' status.	3. Enterprise	Credit Card Processing								Post Pilot	
1.11.5	The system must collect only the nonreturnable credit card fees when an application is rejected and fees were previously placed in a 'delay capture' status.	3. Enterprise	Credit Card Processing								Post Pilot	
1.11.6	The system must match credit card payments to fees assessed.	3. Enterprise	Credit Card Processing								Pilot	
1.12.1	The system must transfer funds (fees collected) to OAKS revenue accounts based on user defined business rules. This would eliminate manually entering revenue codes in OAKS.	3. Enterprise	Payment Administration								Post Pilot	
1.12.2	The system must allow a board-level administrator to define distinct fee formulas for each license type, such as whether an off-cycle application is pro-rated as defined by business rules.	1. License Specific	Payment Administration								Pilot	
1.12.3	The system must maintain a history of fee schedules.	1. License Specific	Payment Administration								Post Pilot	
1.13.1	The system must generate renewal notices for approved education programs, allow for online renewal of approval status and generate correspondence.	1. License Specific	Educational Requirements Management								Post Pilot	
1.13.2	The system must allow an authorized user to set-up approved courses and link them to approved providers as defined by business rules.	1. License Specific	Educational Requirements Management								Post Pilot	
1.13.3	Each education program must have a unique identifier, which may be system-generated or user assigned.	1. License Specific	Educational Requirements Management								Post Pilot	
1.13.4	The system must allow an authorized user to maintain an inventory of approved educational institutions, courses, course locations and instructors by discipline, course title, course code and location.	1. License Specific	Educational Requirements Management								Post Pilot	
1.13.5	The system must allow an authorized user to track Licensure Qualifying Programs within each educational institution record.	1. License Specific	Educational Requirements Management								Post Pilot	
1.13.6	The system must allow an authorized user to maintain program information including curriculum changes, title changes, and licensure designation changes.	1. License Specific	Educational Requirements Management								Post Pilot	
1.13.7	The system must automatically mark an applicant's education requirement as satisfied if the applicant completed an approved Licensure Qualifying Program as defined by business rules.	1. License Specific	Educational Requirements Management								Post Pilot	
1.13.8	The system must allow an authorized user to maintain information on comparative education evaluations.	1. License Specific	Educational Requirements Management								Post Pilot	

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				Base	Config	Custom	Not Supported	High	Medium	Low		
1.13.9	The system must allow storing education information and exam results from course providers and third party organizations to verify education status for each licensee or applicant. This includes APN National Certifying Organizations, School graduation / Completion Letters.	1. License Specific	Educational Requirements Management								Post Pilot	
1.13.10	The system must maintain a history of all past and present instructors, schools and curriculum including when a school modifies its name.	1. License Specific	Educational Requirements Management								Post Pilot	
1.13.11	The system must allow an authorized user to associate a license application to an educational institution.	1. License Specific	Educational Requirements Management								Post Pilot	
1.13.12	The system must allow educational institutions to apply for Qualifying Program status (Ohio Licensure Qualifying Program or non-licensure qualifying program) online.	1. License Specific	Educational Requirements Management								Post Pilot	
1.13.13	The system must allow a licensee to display an inventory of approved schools appropriate to his or her profession.	1. License Specific	Educational Requirements Management								Pilot	
1.14.1	System must allow an authorized user to remove a CE exemption from a group of licensees non-interactively (i.e.: following the renewal date, all first time renewals no longer exempt from CE).	1. License Specific	Continuing Educational Requirements Management								Pilot	
1.14.2	The system must allow an authorized user to view a summary of a licensee's continuing education history.	1. License Specific	Continuing Educational Requirements Management								Post Pilot	
1.14.3	The system must determine if a licensee has met continuing education requirements and/or calculate the balance of hours remaining based upon business rules.	1. License Specific	Continuing Educational Requirements Management								Post Pilot	
1.14.4	The system must allow an authorized user to add, edit and deactivate continuing education requirements for each profession and license type as defined by business rules.	1. License Specific	Continuing Educational Requirements Management								Post Pilot	
1.14.5	Each continuing education provider must have a unique identifier, which may be system-generated or user assigned.	1. License Specific	Continuing Educational Requirements Management								Post Pilot	
1.14.6	The system must allow an authorized user to maintain continuing education course information including education hours, subject matter and course completion date as defined by business rules.	1. License Specific	Continuing Educational Requirements Management								Post Pilot	
1.14.7	The system must randomly select licensees for CE audit based on user-specified data (such as percentage of population, date period, license type) or other complex business rules.	1. License Specific	Continuing Educational Requirements Management								Pilot	
1.14.8	The system must allow an authorized user to manually select or deselect a licensee for CE audit.	1. License Specific	Continuing Educational Requirements Management								Pilot	

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				Base	Config	Custom	Not Supported	High	Medium	Low		
1.14.9	The system must maintain a record of licensees that have been selected for CE audit.	1. License Specific	Continuing Educational Requirements Management								Pilot	
1.14.10	The system must alert the user if a licensee is selected at random more than once for CE audit.	1. License Specific	Continuing Educational Requirements Management								Post Pilot	
1.14.11	The system must display CE audit results with the license record.	1. License Specific	Continuing Educational Requirements Management								Pilot	
1.14.12	The system must add a continuing education record for the licensee when a roster is uploaded electronically.	1. License Specific	Continuing Educational Requirements Management								Post Pilot	
1.14.13	The system must allow an authorized user to store and track follow up actions taken in response to a failed CE audit.	1. License Specific	Continuing Educational Requirements Management								Pilot	
1.14.14	The system must allow an authorized user to adjust (or provide exemption) of continuing education requirements on an individual basis.	1. License Specific	Continuing Educational Requirements Management								Pilot	
1.14.15	The system must allow an authorized user to conduct qualifying and continuing education audits of the education completed by a licensee. Might be dup of 1.14.8	1. License Specific	Continuing Educational Requirements Management								Post Pilot	
1.14.16	The system must allow an authorized user to maintain approved continuing education providers as defined by business rules.	1. License Specific	Continuing Educational Requirements Management								Post Pilot	
1.15.1	The system must allow an employer to create an account, identify employees and upon board verification and approval, receive automated emails when employee is due for license renewal, license expiration, disciplinary action, etc.	3. Enterprise	Public License Verification								Post Pilot	
1.15.2	The system must allow members of the public to retrieve subsets of publicly-available information in a machine-readable form, as each board individually defines "publicly available".	3. Enterprise	Public License Verification								Post Pilot	
1.15.3	The system must allow a licensee to view the status of its employees' licenses as allowed as defined by business rules (See Supplement Six - Parent/Child eLicensing Relationships).	2. Board Enabling	Public License Verification								Post Pilot	
1.15.4	The system must automatically provide confirmation of complaint receipt to the complainant.	2. Board Enabling	Public License Verification								Post Pilot	
1.15.5	The system must allow an external user to register for system access and as part of this registration, create their own User ID and password.	3. Enterprise	Public License Verification								Pilot	
1.15.6	The system must allow an applicant or member of the public to access a list of requirements for the various licensure options as defined by business rules. ***This might be able to be removed based on whether each board has a list of requirements on their individual	2. Board Enabling	Public License Verification								Post Pilot	

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				Base	Config	Custom	Not Supported	High	Medium	Low	Phase	
	websites.											
1.15.7	The system must allow a member of the public to create an account in order to request and pay for non-licensing items such as employer verifications and special requests as defined by business rules.	2. Board Enabling	Public License Verification									Post Pilot
1.15.8	The system must allow customers to view the status of their complaints according to business rules (this would not reveal any non-public information).	2. Board Enabling	Public License Verification									Post Pilot
1.15.9	The system must allow an authorized user to create a user survey.	3. Enterprise	Public License Verification									Post Pilot
1.15.10	The system must allow a licensee or member of the public to access a printer friendly version of License Verification information when located online.	3. Enterprise	Public License Verification									Pilot
1.15.11	The system must allow a member of the public to search and view a public record report concerning the status of both individual and entity licenses.	3. Enterprise	Public License Verification									Pilot
1.15.12	The system must allow a complainant to upload supporting documents and images to a complaint as defined by business rules.	2. Board Enabling	Public License Verification									Post Pilot
1.15.13	The system must allow a licensee or member of the public to register for system access.	3. Enterprise	Public License Verification									Pilot
1.15.14	The system must allow a licensee or member of the public to search for a license by an alias.	3. Enterprise	Public License Verification									Pilot
1.15.15	The system must allow a member of the public to request a license lookup in multiple languages.	3. Enterprise	Public License Verification									Post Pilot
1.15.16	The system must prevent a licensee or member of the public from registering more than once with the same key identification information.	3. Enterprise	Public License Verification									Pilot
1.15.17	The system must allow a licensee or member of the public to request profile information changes online as defined by business rules.	3. Enterprise	Public License Verification									Pilot
1.15.18	The system must allow a member of the public to create an account in order to monitor the public information (as defined by the board) available on one or more licensees.	2. Board Enabling	Public License Verification									Post Pilot
1.15.19	The system must allow a member of the public to file a complaint, assigning each complaint a unique identifier as defined by business rules.	2. Board Enabling	Public License Verification									Post Pilot
1.15.20	This system must allow an authorized user to block individuals, agencies and license types from public search and lookup as defined by business rules.	1. License Specific	Public License Verification									Post Pilot
1.15.21	The system must allow a member of the public to lodge a complaint against a licensee that identifies a specific licensee or against an unlicensed entity as defined by business rules.	2. Board Enabling	Public License Verification									Post Pilot
1.15.22	Public License Lookup 1) Whenever County is part of search criteria, also have State as search criteria. Select State first, then filter the County list to counties in the selected State. Set Ohio as the default State. 2) Add State to the County drop-down list, e.g. "Ohio - Franklin". Sort the list by State, then County.	3. Enterprise	Public License Verification									Pilot
1.15.23	All Public Search screens should have a Home button so the user can be directed back to the Home Page	3. Enterprise	Public License Verification									Pilot
1.16.1	The system must allow an authorized user to define examination criteria such as fees and passing criteria, to schedule examination dates and to schedule licensees for examinations as defined by business rules.	1. License Specific	Examinations Management									Post Pilot
1.16.2	The system must allow an authorized user to associate an exam with a license type including: exam eligibility requirements, and the pass criteria (passing grade or pass/fail), and (if specified) the time period in which all exams or sections must be passed).	1. License Specific	Examinations Management									Pilot

Requirement Number	Requirement Description	Category	Group	Functionality Delivered Through: (indicate with 'X')				Effort Complexity (indicate with 'X')			Pilot / Post Pilot	Offeror Narrative and Response
				Base	Config	Custom	Not Supported	High	Medium	Low	Phase	
1.16.3	The system must maintain a complete history of examination information (exam name, date of exam, score, expiration of exam results) for each exam taken by an individual.	1. License Specific	Examinations Management								Pilot	
1.16.4	The system must allow an authorized user to maintain the date, time, location and proctor of exam.	1. License Specific	Examinations Management								Post Pilot	
1.16.5	The system must notify new applicants if they have passed or failed an exam via email or paper letter as defined by business rules.	1. License Specific	Examinations Management								Post Pilot	
1.16.6	The system must allow an authorized user to configure exam parameters. Exam parameters include: exam locations, proctors, seating capacity, passing criteria, expiration of exam results, exam parts and/or sub-parts and other requirements as defined by business rules.	1. License Specific	Examinations Management								Post Pilot	
1.16.7	The system must allow an authorized user to maintain information about each exam provider including: name, contact information, exams provided, and exam schedules.	1. License Specific	Examinations Management								Post Pilot	
1.16.8	The system must allow an authorized user to maintain exams.	1. License Specific	Examinations Management								Post Pilot	
1.16.9	The system must validate if an applicant has met all conditions to sit for an exam as defined by business rules.	1. License Specific	Examinations Management								Pilot	
1.16.10	The system must allow an authorized user to enter licensee exam scores and determine pass/fail status by comparing the scores to the minimum passing score for that exam.	1. License Specific	Examinations Management								Pilot	
1.16.11	The system must allow an authorized user to search, view and maintain exam results as defined by business rules.	1. License Specific	Examinations Management								Pilot	
1.17.1	The system must allow an authorized user to schedule reoccurring meetings.	2. Board Enabling	Scheduling Meetings								Post Pilot	
1.17.2	The system must allow an authorized user to schedule, modify (or reschedule), or cancel meetings.	2. Board Enabling	Scheduling Meetings								Post Pilot	
1.17.3	The system must allow an authorized user to invite multiple people to a meeting as defined by business rules (ex: inviting a user group or region).	2. Board Enabling	Scheduling Meetings								Post Pilot	
1.17.4	The system must allow an authorized user to select from a list of available times and dates when scheduling meetings.	2. Board Enabling	Scheduling Meetings								Post Pilot	
1.17.5	The system must allow an authorized user to assign a predefined type for each meeting (ex: inspection).	2. Board Enabling	Scheduling Meetings								Post Pilot	
1.17.6	The system must allow an authorized user to manage agenda items for a meeting.	2. Board Enabling	Scheduling Meetings								Post Pilot	
1.17.7	The system must allow an authorized user to perform a multilevel sort of scheduled meetings by, at a minimum, region, county, meeting responsibility, meeting type, proposed date.	2. Board Enabling	Scheduling Meetings								Post Pilot	
1.17.8	The system must notify meeting attendees of meeting invitation or meeting updates according to business rules.	2. Board Enabling	Scheduling Meetings								Post Pilot	
1.17.9	The system must allow an authorized user to view schedules for a group of people or location.	2. Board Enabling	Scheduling Meetings								Post Pilot	
1.17.10	The system must allow an authorized user to view details of a scheduled meeting as defined by business rules.	2. Board Enabling	Scheduling Meetings								Post Pilot	
1.17.11	The system must allow an authorized user to maintain scheduling notes related to each meeting.	2. Board Enabling	Scheduling Meetings								Post Pilot	
1.17.12	The system must allow an authorized user to schedule meeting dates based on the participants' availability.	2. Board Enabling	Scheduling Meetings								Post Pilot	
1.18.1	The system must allow an applicant to display a list of all license types by business area at any step during the license application wizard process.	2. Board Enabling	Online License Wizard								Post Pilot	
1.18.2	The system must allow an applicant to bypass the license assistance wizard and directly	2. Board Enabling	Online License								Post	

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				Base	Config	Custom	Not Supported	High	Medium	Low		
	select license(s) to apply for online.		Wizard								Pilot	
1.18.3	The system must allow an applicant to use an online, publicly accessible license application wizard to assist the licensee in determining which license(s) to apply for.	3. Enterprise	Online License Wizard								Post Pilot	
1.18.4	The system must use applicant responses to wizard questions to guide the applicant to the license(s) required for their particular needs.	3. Enterprise	Online License Wizard								Post Pilot	
1.18.5	The system must display a list of next steps to guide the user in completing their application, renewal or miscellaneous transaction application during the online application process.	3. Enterprise	Online License Wizard								Post Pilot	
1.19.1	The system must allow licensees to request special accommodations for examinations (such as special needs, foreign language, etc.).	2. Board Enabling	Online License Applications								Pilot	
1.19.2	The system must allow a licensee to request that access to one or more entity records be assigned to his or her user profile.	2. Board Enabling	Online License Applications								Post Pilot	
1.19.3	The system must allow licensees and members of the public to fill out a user satisfaction survey and/or enter general comments and inquiries after using the system as defined by business rules.	2. Board Enabling	Online License Applications								Post Pilot	
1.19.4	The system must prevent a user from modifying or deleting an application or application data once submitted.	2. Board Enabling	Online License Applications								Pilot	
1.19.5	The system must allow an applicant to attach and upload documents and associate electronic files as information supporting an application, while maintaining clear information on the source of each file (e.g., applicant, endorser, school).	2. Board Enabling	Online License Applications								Pilot	
1.19.6	The system must allow an applicant to apply for every license type on-line including but not limited to new licenses, license renewals, late renewals, reactivations, restorations, and licensure by endorsement as defined by business rules.	3. Enterprise	Online License Applications								Pilot	
1.19.7	The system must allow an applicant to download a "License Packet" consisting of application instructions and required forms specific to a license type.	2. Board Enabling	Online License Applications								Post Pilot	
1.19.8	The system must allow an applicant to view the status of his or her pending (application or renewal), current, and expired licenses as allowed, as defined by business rules. Note: Users in this category can be a facility, a customer or an applicant.	2. Board Enabling	Online License Applications								Pilot	
1.19.9	The system must allow an applicant to save a partially completed application and allow the user to return to the application for completion and submission as defined by business rules.	2. Board Enabling	Online License Applications								Pilot	
1.19.10	The system must allow an authorized user to maintain and customize a "License Packet" for each license type. The packet can include license instructions, required documents list, license checklist, etc.	1. License Specific	Online License Applications								Post Pilot	
1.19.11	The system must allow an authorized user to view a list of scheduled exams and to filter the search by exam type, location, available seats, date and time, etc. as defined by business rules.	1. License Specific	Online License Applications								Post Pilot	
1.19.12	The system must allow an applicant or authorized user to download a printable version of a partially completed license application.	2. Board Enabling	Online License Applications								Pilot	
1.19.13	The system must prompt and instruct the user to submit other required documentation during the application process.	1. License Specific	Online License Applications								Pilot	
1.19.14	The system must allow an applicant to access an application checklist so the applicant can track whether required items such as transcripts, fingerprints, etc. have been received as defined by business rules.	1. License Specific	Online License Applications								Pilot	
1.19.15	The system must allow an applicant to withdraw his or her own application as defined by business rules.	1. License Specific	Online License Applications								Pilot	
1.19.16	The system must allow an applicant to view the status and track the progress of his or her application as defined by business rules.	1. License Specific	Online License Applications								Pilot	

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				Base	Config	Custom	Not Supported	High	Medium	Low		
1.19.17	The system must prompt the licensee to verify (or allow the user to update) user-specified fields when renewing a license as defined by business rules.	1. License Specific	Online License Applications								Pilot	
1.19.18	The system must allow an applicant to add, modify and delete data on his or her application until submitted.	1. License Specific	Online License Applications								Pilot	
1.19.19	The system must allow a licensee to view his or her exam results for all exams taken as defined by business rules.	1. License Specific	Online License Applications								Post Pilot	
1.19.20	The system must allow a licensee to renew multiple licenses during a single session, and force the user to renew multiple licenses if they depend on each other, as defined by business rules.	1. License Specific	Online License Applications								Post Pilot	
1.19.21	The system must allow an applicant to change their license type during renewal as defined by business rules, such switching from active to escrow or from supervisory to non-supervisory.	1. License Specific	Online License Applications								Post Pilot	
1.20.1	The system must allow customers to make multiple payments for multiple fees or fines or penalties.	2. Board Enabling	Online Payment Processing								Pilot	
1.20.2	The system must allow an authorized user to access a transactional ledger sufficient to audit and reconcile user-defined time periods and individual payment histories.	2. Board Enabling	Online Payment Processing								Pilot	
1.20.3	The system must allow an entity to pay fees and fines online to include allowing and tracking installment payments. Fees will vary by credential type and time period paid.	2. Board Enabling	Online Payment Processing								Pilot	
1.20.4	The system must allow entities to pay multiple fees, fines and penalties with a single transaction.	2. Board Enabling	Online Payment Processing								Pilot	
1.20.5	The system must allow customers to make multiple payments for a single fee, fine or penalty.	2. Board Enabling	Online Payment Processing								Pilot	
1.20.6	The system must allow a customer to pay fees online according to business rules.	2. Board Enabling	Online Payment Processing								Pilot	
1.20.7	The system must allow a user to request and submit fees for a copy of his or her exam grades.	1. License Specific	Online Payment Processing								Post Pilot	
1.20.8	The system must allow an applicant to cancel their own miscellaneous transaction application until the application is submitted as defined by business rules.	2. Board Enabling	Online Payment Processing								Pilot	
1.20.9	The system must allow a licensee to request and pay for a replacement copy of its licenses and/or licensing documents online, paper license verification or request license verification to another state, as defined by business rules.	2. Board Enabling	Online Payment Processing								Pilot	
1.21.1	The system must allow applicants or licensees to add new addresses to their individual or business records as defined by business rules.	1. License Specific	Online License User Maintenance								Pilot	
1.21.2	The system must require the user to enter their information (address, etc...) during registration and apply this information to applications the user completes.	3. Enterprise	Online License User Maintenance								Pilot	
1.21.3	The system must allow a licensee to store insurance expiration dates.	1. License Specific	Online License User Maintenance								Post Pilot	
1.21.4	The system must allow a licensee to omit the main address (not required field). The system must provide the option of only one address (credential mail address) as defined by business rules.	1. License Specific	Online License User Maintenance								Pilot	
1.21.5	The system must allow a licensee to inactivate his or her license at any point in the license period as defined by business rules.	1. License Specific	Online License User Maintenance								Pilot	

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				Base	Config	Custom	Not Supported	High	Medium	Low		
1.21.6	The system must allow an authorized licensee or entity, to view and manage all related and/or subordinate licenses as allowed as defined by business rules (See Supplement Six - Parent/Child eLicensing Relationships).	1. License Specific	Online License User Maintenance								Post Pilot	
1.22.1	The system must provide the customer with printable confirmation and confirmation number when payment has been received through an online process.	2. Board Enabling	Online License User Printing								Pilot	
1.22.2	The system must allow a licensee to pay to print and/or send license certificate and/or license verification as defined by business rules. *** This might be for duplicate licenses. Also marked for possible removal.	1. License Specific	Online License User Printing								Post Pilot	
1.22.3	The system must allow a licensee to print a wallet sized card with Licensee information as defined by business rules.	1. License Specific	Online License User Printing								Post Pilot	
1.22.4	The system must allow an applicant to download a printable version of a completed (or partially completed) application.	2. Board Enabling	Online License User Printing								Pilot	
1.22.5	The system must allow an applicant or authorized user to print license applications and application instructions.	1. License Specific	Online License User Printing								Pilot	
1.22.6	The system must allow an applicant to request the display of a printable list of all follow-up information that is required to complete the application process.	1. License Specific	Online License User Printing								Pilot	
1.23.1	The system must allow each board-level administrator to add, edit and deactivate online application forms only for their board.	2. Board Enabling	Online License Administration								Pilot	
1.23.2	The system must allow each board-level administrator to add, edit and deactivate online renewal forms only for their board.	2. Board Enabling	Online License Administration								Pilot	
1.24.1	The system must allow licensees to submit their Continuing Education activities online.	1. License Specific	Online Continuing Education Reporting								Post Pilot	
1.24.2	The system must allow an authorized licensee to view their earned Continuing Education credits.	1. License Specific	Online Continuing Education Reporting								Post Pilot	
2.1.1	The system must allow an authorized user to create correspondence types.	1. License Specific	Correspondence Administration								Pilot	
2.1.2	The system must allow an authorized user to merge correspondence templates with selected fields from the database.	1. License Specific	Correspondence Administration								Pilot	
2.1.3	The system must allow an authorized user to maintain correspondence and notification templates.	1. License Specific	Correspondence Administration								Pilot	
2.1.4	The system must allow an authorized user to add comments to each correspondence item. The system must capture the date and user id at the time any comment is added to a correspondence item.	1. License Specific	Correspondence Administration								Pilot	
2.1.5	The system must allow an authorized user to view correspondence based on defined business rules.	1. License Specific	Correspondence Administration								Pilot	
2.1.6	The system must allow an authorized user to view a list of created correspondence not yet mailed and those correspondence items that require action.	1. License Specific	Correspondence Administration								Pilot	
2.1.7	The system must allow an authorized user to modify notification or correspondence content prior to sending.	1. License Specific	Correspondence Administration								Pilot	
2.1.8	The system must automatically generate correspondence and notifications as defined by business rules.	1. License Specific	Correspondence Administration								Pilot	
2.1.9	The system must track the status of a correspondence (Sent, Not Sent, Draft, Final).	2. Board Enabling	Correspondence								Pilot	

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				Base	Config	Custom	Not Supported	High	Medium	Low		
			Administration									
2.1.10	The system must store all notifications and correspondence, whether system-generated or user-generated, including data such as Subject, To, From, Date, correspondence body, etc.	2. Board Enabling	Correspondence Administration								Pilot	
2.1.11	The system must assign a unique identifier for each correspondence item generated within the system.	2. Board Enabling	Correspondence Administration								Pilot	
2.1.12	The system must capture the date incoming (non-system generated) correspondence items were received and store all information on the correspondence along with the date the correspondence was generated.	2. Board Enabling	Correspondence Administration								Pilot	
2.1.13	The system must allow an authorized user to view, resend and print correspondence items whether system-generated or user-generated.	2. Board Enabling	Correspondence Administration								Pilot	
2.1.14	The system must allow an authorized user to select a format for generated correspondence, such as print or email.	1. License Specific	Correspondence Administration								Pilot	
2.1.15	The system must store any correspondence generated and the correspondence method (print, email) used for each correspondence item.	1. License Specific	Correspondence Administration								Pilot	
2.1.16	The system must allow an authorized user to specify the date format on printed documents such as form letters and certificates.	1. License Specific	Correspondence Administration								Pilot	
2.1.17	The system must allow an authorized user to merge renewal notice templates with selected fields from the database in a tabular format for multiple license renewals as defined by business rules.	1. License Specific	Correspondence Administration								Pilot	
2.1.18	The system must allow an authorized user to configure and send mass emailings.	1. License Specific	Correspondence Administration								Pilot	
2.2.1	The system must provide each authorized user an electronic work queue ('inbox') of assigned workflow tasks.	3. Enterprise	Workflow								Pilot	
2.2.2	The system must automatically start the next workflow task when a preceding workflow task is completed as defined by business rules.	2. Board Enabling	Workflow								Pilot	
2.2.3	The system must allow an authorized user to perform inquiries or generate reports indicating the status of workflow tasks within a board and as defined by business rules.	2. Board Enabling	Workflow								Pilot	
2.2.4	The system must track workflow progress at the workflow task level as defined by business rules (Completed, in progress, who assigned to, etc.).	2. Board Enabling	Workflow								Pilot	
2.2.5	The system must notify an authorized user when no users or roles have been assigned to a task as defined by business rules.	2. Board Enabling	Workflow								Pilot	
2.2.6	The system must verify that all actions associated with a workflow task have been satisfied before the next workflow task in the workflow is allowed to start as defined by business rules.	2. Board Enabling	Workflow								Pilot	
2.2.7	The system must allow an authorized user to choose from multiple options for sorting and filtering views of assigned workflow tasks in the electronic work queue as defined by business rules.	2. Board Enabling	Workflow								Pilot	
2.2.8	The system must automatically track the expiration of workflow tasks as defined by business rules.	2. Board Enabling	Workflow								Pilot	
2.2.9	The system must allow an authorized user to manually verify queued license transactions before they are finalized.	2. Board Enabling	Workflow								Pilot	
2.2.10	The system must prevent the assignment of a task to an inactive user.	3. Enterprise	Workflow								Pilot	
2.3.1	The system must prevent authorized users from creating workflows impossible to perform given the intended user's privileges, ensuring that security controls are consistent with needed data access.	3. Enterprise	Workflow Configuration								Pilot	
2.3.2	The system must not allow an authorized user to create approvals that cannot be enforced by the system security logic (e.g., workflow rules require 7 approvals, but the security module	3. Enterprise	Workflow Configuration								Pilot	

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				Base	Config	Custom	Not Supported	High	Medium	Low		
	can only enforce one).											
2.3.3	The system must allow an authorized user to define alerts associated with a workflow task per board as defined by business rules.	2. Board Enabling	Workflow Configuration								Pilot	
2.3.4	The system must allow an authorized user to define the work to be performed for a workflow task per board as defined by business rules.	2. Board Enabling	Workflow Configuration								Pilot	
2.3.5	The system must allow a board-level administrator to create, delete, and modify a workflow process per board as defined by business rules.	2. Board Enabling	Workflow Configuration								Pilot	
2.3.6	The system must identify, report and disable inactive user accounts and in workflow system must create an error message if work is routed to an inactive user account as defined by business rules	2. Board Enabling	Workflow Configuration								Pilot	
2.3.7	The system must allow an authorized user to view existing workflows in text and diagram format within a board and as defined by business rules	2. Board Enabling	Workflow Configuration								Pilot	
2.3.8	The system must allow an authorized user to define lead and lag times between activities per board as defined by business rules.	2. Board Enabling	Workflow Configuration								Pilot	
2.3.9	The system must allow a board-level administrator to define discrete steps and dependencies in each workflow and specific workflows for each license type or task per board and as defined by business rules.	2. Board Enabling	Workflow Configuration								Pilot	
2.3.10	The system must allow a board-level administrator to create multiple workflows for all system modules including but not limited to license types, reviews, complaints and enforcement activities as defined by business rules.	2. Board Enabling	Workflow Configuration								Pilot	
2.3.11	The system must allow a board-level administrator to define both sequential and concurrent workflow tasks as defined by business rules.	2. Board Enabling	Workflow Configuration								Pilot	
2.4.1	The system must allow an external user to receive notifications via email related to a workflow or workflow task by board as defined by business rules. Example: Notification when workflow task is completed.	2. Board Enabling	Workflow User Notifications								Pilot	
2.4.2	The system must generate and send automatic reminders to an authorized user regarding incomplete workflow tasks based on time thresholds configured for the workflow task as defined by business rules.	2. Board Enabling	Workflow User Notifications								Pilot	
2.4.3	The system must allow an authorized user to send an email and/or paper notification when a workflow step requires action from an external or authorized user as defined by business rules.	2. Board Enabling	Workflow User Notifications								Pilot	
2.4.4	The system must notify an authorized user that a workflow task has been assigned to them as defined by business rules.	2. Board Enabling	Workflow User Notifications								Pilot	
2.5.1	The system must allow an authorized user to query which accounts have been inactive for a selectable period of time, show the tasks assigned to those users and allow the authorized user to reassign those tasks.	2. Board Enabling	Workflow Supervision								Pilot	
2.5.2	The system must allow an authorized user to monitor another user's work queue within a board and as defined by business rules (ex: Supervisors can view their subordinates work queues).	2. Board Enabling	Workflow Supervision								Pilot	
2.5.3	The system must allow an authorized user to assign or reassign workflow tasks from one user to another within a board and as defined by business rules.	2. Board Enabling	Workflow Supervision								Pilot	
2.5.4	The system must allow an authorized user to initiate a workflow.	2. Board Enabling	Workflow Supervision								Pilot	
2.5.5	The system must allow an authorized user to view workflow audit trails by various selection criteria, including but not limited to: license, entity, user, and board.	2. Board Enabling	Workflow Supervision								Pilot	
2.5.6	The system must allow an authorized user to view all workflow tasks associated with a	2. Board Enabling	Workflow								Pilot	

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				Base	Config	Custom	Not Supported	High	Medium	Low		
	workflow process per board as defined by business rules.		Supervision									
2.5.7	The system must allow an authorized user to assign one or more users or roles to a task associated with a workflow process per board as defined by business rules.	2. Board Enabling	Workflow Supervision								Pilot	
2.5.8	The system must allow an authorized user to view overdue work items assigned to an individual, role, or department within a board and as defined by business rules.	2. Board Enabling	Workflow Supervision								Pilot	
2.5.9	The system must allow an authorized user to define time thresholds or parameters for each task in a workflow per board as defined by business rules.	2. Board Enabling	Workflow Supervision								Pilot	
2.6.1	The system must trigger user-defined workflows on an application or licensee record upon the setting of a flag.	3. Enterprise	Workflow Automation								Pilot	
2.6.2	The system must flag transactions to identify activities that require special handling.	3. Enterprise	Workflow Automation								Pilot	
2.6.3	The system must track batch processing results (success, failure) for each batch job.	3. Enterprise	Workflow Automation								Pilot	
2.6.4	The system must maintain a complete history of all batch jobs.	3. Enterprise	Workflow Automation								Pilot	
2.6.5	The system must allow an authorized user to schedule, manually initiate and control all batch processes.	3. Enterprise	Workflow Automation								Pilot	
2.6.6	The system must be able to run batch and on-line processes concurrently as defined by business rules.	3. Enterprise	Workflow Automation								Pilot	
2.6.7	The system must allow for non-interactive processing of routine license transactions.	3. Enterprise	Workflow Automation								Pilot	
2.7.1	The system must allow each board-level administrator to configure data validation rules only for their board.	2. Board Enabling	Board Level Configuration								Pilot	
2.7.2	The must allow each board-specific administrator to manage license types only for their own board.	2. Board Enabling	Board Level Configuration								Pilot	
2.7.3	The system must allow the system-level administrator to set controls such that each board-level administrator can independently manage board-specific information and configuration only for their board.	2. Board Enabling	Board Level Configuration								Pilot	
2.7.4	The system must allow a board-level administrator to define dependencies between data fields such that a particular value in one field requires one or more other fields to also be propagated.	2. Board Enabling	Board Level Configuration								Pilot	
2.8.1	The system must allow an authorized user to create "skip logic" that allows a questionnaire or form to add or remove questions based on the answers to previous questions.	2. Board Enabling	Application Configuration								Pilot	
2.8.2	The system must allow a board-level administrator to maintain (add, modify and delete) business rules relating to a specific license type by board.	2. Board Enabling	Application Configuration								Pilot	
2.8.3	The system must allow a board-level administrator to enter reasons for changes to business rules relating to a license type.	2. Board Enabling	Application Configuration								Pilot	
2.8.4	The system must allow a board-level administrator to configure rules-based automated notifications including, but not limited to: System alerts (e.g., pop-up windows), Automatically generated notifications with variable narrative or appropriate web links.	2. Board Enabling	Application Configuration								Pilot	
2.8.5	The system must allow a board-level administrator to specify business rules in a natural language.	2. Board Enabling	Application Configuration								Pilot	
2.9.1	The system must allow each board-level administrator to designate which address displays on the contact or credential view screen (such as main, business or credential) only for their board.	2. Board Enabling	Data Configuration								Pilot	
2.9.2	The system must allow an authorized user to define required inspection/investigations for	2. Board Enabling	Data								Post	

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				Base	Config	Custom	Not Supported	High	Medium	Low		
	each license type.		Configuration								Pilot	
2.9.3	The system must allow a board-level administrator to add custom fields for the profile and customize field requirements.	2. Board Enabling	Data Configuration								Pilot	
2.9.4	The system must allow a board-level administrator to modify the system terminology (for example, titles and labels) by board.	2. Board Enabling	Data Configuration								Pilot	
2.9.5	The system must allow each board-level administrator to add, edit and deactivate pick lists only for their board.	2. Board Enabling	Data Configuration								Pilot	
2.9.6	The system must allow a board-level administrator to specify how fields names display (localization).	2. Board Enabling	Data Configuration								Pilot	
2.9.7	The system must allow each board-level administrator to add, edit and deactivate license types only for their board.	2. Board Enabling	Data Configuration								Pilot	
2.9.8	The system must allow each board-level administrator to add, edit and deactivate lists to be used as predefined selectable drop-down lists, radio buttons and "lookup" tables only for their board.	2. Board Enabling	Data Configuration								Pilot	
2.9.9	The system must allow very large field sizes on data entry forms (at least 2500 characters).	3. Enterprise	Data Configuration								Pilot	
2.9.10	The system must allow each board-level administrator to configure the properties, format, and display of data elements, error messages and on-line help text and data validation rules only for their board and by license type.	2. Board Enabling	Data Configuration								Pilot	
2.9.11	The system must allow a board-level administrator to capture, store and maintain (adding, modifying, deleting) license information about each license type including, but not limited to: permit ID, board name, board code, license name, license description, application form name, application form number and date, link to a downloadable application form, and a link to the on-line application form.	2. Board Enabling	Data Configuration								Pilot	
2.9.12	The system must allow each board-level administrator to configure the application evaluation process for each license type only for their board.	2. Board Enabling	Data Configuration								Pilot	
2.9.13	The system must allow a board-level administrator to establish relationships between license types and enforce rules that determine the sequence that licenses can be applied for.	2. Board Enabling	Data Configuration								Post Pilot	
2.9.14	The system must allow a board-level administrator to add hyperlinks to other websites that will display on the system homepage, opening in a new window or tab.	2. Board Enabling	Data Configuration								Pilot	
2.10.1	The system must allow only an authorized user to delete documents, files, records, action items or rename documents only for their own board.	2. Board Enabling	Documents & Files								Pilot	
2.10.2	The system must allow an authorized user to hide specific data items, such as personal identifiers, on application documents for blind review by board members or others.	2. Board Enabling	Documents & Files								Pilot	
2.10.3	The system must allow an authorized user to specify the maximum file size and the file types accepted as attachments per board.	2. Board Enabling	Documents & Files								Pilot	
2.10.4	The system must allow an authorized user to retrieve and view stored documents only for their board.	2. Board Enabling	Documents & Files								Pilot	
2.10.5	The system must allow an authorized user to categorize all license-related documents, images, and audio/video files.	3. Enterprise	Documents & Files								Pilot	
2.10.6	The system must allow an authorized user to add to an entity or licensee record a direct link to an outside document that may reside on a webserver or external document management system.	3. Enterprise	Documents & Files								Pilot	
2.10.7	The system must allow an authorized user to view an history for each document (in all areas of the system) including when uploaded, modified, accessed, deleted, and include date and user identification.	3. Enterprise	Documents & Files								Pilot	

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				Base	Config	Custom	Not Supported	High	Medium	Low		
2.10.8	The system must allow an authorized user to categorize a document as sensitive and prevent all but specifically authorized users to view, retrieve, save, or send due to sensitive or confidential information.	3. Enterprise	Documents & Files								Pilot	
2.10.9	The system must allow an authorized user to store photos of Licensees and display with the licensee record as defined by business rules.	2. Board Enabling	Documents & Files								Pilot	
2.10.10	The system must perform virus scans on all external files.	3. Enterprise	Documents & Files								Pilot	
2.10.11	The system must allow an authorized user to rename attachments.	3. Enterprise	Documents & Files								Pilot	
2.10.12	The system must allow an authorized user to retrieve and send authorized documents in response to a Freedom of Information Law (FOIL) request and redact as needed.	3. Enterprise	Documents & Files								Pilot	
2.10.13	All documents relevant to license contacts, credentials, issues, enforcements, and other correspondence located in the existing CAVU System and/or web server platform are to be migrated and indexed to the targeted document managed system.	3. Enterprise	Documents & Files								Pilot	
2.11.1	The system must allow an authorized user to produce a report displaying full license history, including the applicant's actual responses, in a format that can be certified and admitted as evidence in a disciplinary hearing.	2. Board Enabling	Reporting								Pilot	
2.11.2	The system must allow an authorized user to request a report containing operations control statistics such as average number of days to process an initial application, average number of days to process a renewal, common reasons for denial, permit term, whether or not the permit is renewable, how often the permit is renewable, whether or not an automatic renewal notification is generated, the number of days prior to expiration that the notification is generated, grace period, late penalty, application submittal methods and comments.	2. Board Enabling	Reporting								Post Pilot	
2.11.3	The system must allow an authorized user to request a report summarizing a licensee's complete application history, including new and renewal applications.	2. Board Enabling	Reporting								Pilot	
2.11.4	The system must allow an authorized user to perform a search on data specific to entities, licenses, and licensees in the system including, but not limited to, demographics, date range, status, licenses by entity, and licensees by entity.	2. Board Enabling	Reporting								Pilot	
2.11.5	The system must allow an authorized user to conduct searches by entering full or partial matches (including wild cards) to search attributes.	3. Enterprise	Reporting								Pilot	
2.11.6	The system must allow an authorized user to create reports without needing advanced technical knowledge using a robust, user-friendly reporting tool (OEM or bolt-on) that allows for report design/execution and ad-hoc queries of all system data only for their board. For example, User should not have to know SQL to create a report. A board employee should not be able to modify another board's reports, but should be able to run and/or view the code of other board's reports, but not their data.	3. Enterprise	Reporting								Pilot	
2.11.7	The system must allow an authorized user to modify the parameters, layout, and structure of reports, letters and notices as defined by board, license type and business rules only for their own board.	3. Enterprise	Reporting								Pilot	
2.11.8	The system must allow an authorized user to share ad-hoc report definitions with all authorized users.	3. Enterprise	Reporting								Pilot	
2.11.9	The system must allow an authorized user to customize report headers and footers, including the name of the report, description of report, the date generated, and the page number on each page of a report.	3. Enterprise	Reporting								Pilot	
2.11.10	The system must provide predefined reports. a list of all the pre configured reports and their description must be attached for reference.	3. Enterprise	Reporting								Pilot	

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				Base	Config	Custom	Not Supported	High	Medium	Low		
2.11.11	The system must allow an authorized user to create and save reports in the following formats: Hypertext Markup Language (.html), Adobe Acrobat Portable Document Format (.pdf), Microsoft Word (.doc), Rich Text Format (.rtf), Delimited text by tab or comma, fixed length text, Microsoft Excel Spreadsheet format (.xls), and XML.	3. Enterprise	Reporting								Pilot	
2.11.12	The system must allow an authorized user to request a report using data from archived and current audit logs.	3. Enterprise	Reporting								Pilot	
2.11.13	The system must allow an authorized user to distribute reports in the following manner: e-mail, web, fax, paper, etc.	3. Enterprise	Reporting								Pilot	
2.11.14	The system must allow an authorized user to save report layouts and ad-hoc report definitions for future use.	3. Enterprise	Reporting								Pilot	
2.11.15	The system must provide a default set of reports for retrieving information from the system.	3. Enterprise	Reporting								Pilot	
2.11.16	The system must allow an authorized user to schedule automatic generation and distribution of reports as defined by business rules (e.g., daily, weekly, monthly).	3. Enterprise	Reporting								Pilot	
2.11.17	The system must allow an authorized user to "drill down" into reports.	3. Enterprise	Reporting								Pilot	
2.11.18	The system must allow an authorized user to request a report listing operating metrics sufficient to identify bottlenecks within the licensing process.	3. Enterprise	Reporting								Post Pilot	
2.11.19	The system must allow an authorized user to access a management dashboard for reporting performance metrics and statistics (key result measures, board goals, and business and trend reporting or analysis).	3. Enterprise	Reporting								Post Pilot	
2.11.20	Additional reports required by the boards are 1. License type by zip code 2. License type by County, Zip code, Primary Business Name, Sub-Primary Business Name 3. Number of Licensees by Ohio County 4. By license type, list of contacts with email address, main telephone number 5. OAKS Reconciliation Report	2. Board Enabling	Reporting								Pilot	
2.12.1	The system must allow an authorized user to upload electronically or manually enter rosters for approved courses <b>***Batch, Inbound only***</b> .	2. Board Enabling	Integration								Post Pilot	
2.12.2	The system must allow an authorized user to import examination scores from approved third party vendors <b>***Batch, Inbound only***</b> .	2. Board Enabling	Integration								Pilot	
2.12.3	The system must maintain a complete history of all interface jobs.	3. Enterprise	Integration								Pilot	
2.12.4	The system must be compatible with the State's ACH processing provider CBOSS (see Supplement Three - CBOSS CPP Information) <b>***Real-time, Bi-directional***</b> .	3. Enterprise	Integration								Pilot	
2.12.5	The system must update the applicant's license application with education information from course providers and third party organizations <b>***Batch, Inbound only***</b> .	2. Board Enabling	Integration								Pilot	
2.12.6	The system must allow external systems to query the public data of specific licenses non-interactively through a web API (application programming interface) <b>***Real-time, Interactive but primarily outbound***</b> .	3. Enterprise	Integration								Post Pilot	
2.12.7	The system must interface with the state of Ohio Financial Management System, OAKS, to allow for the transfer of financial information, reading/writing to "OAKS ERP standard" format (building of custom APIs), map to OAKS ERP chart of accounts <b>***Batch, Outbound only***</b> .	3. Enterprise	Integration								Post Pilot	
2.12.8	The system must interface with the State of Ohio's third-party payment service (CBOSS) for the processing of electronic payments (see Supplement Three - CBOSS CPP Information) <b>***Real-time, Bi-directional***</b> .	3. Enterprise	Integration								Pilot	
2.12.9	The system must allow an authorized user to create scheduled, automated data exports and imports of user-specified data to and from external systems, such as Import of background	2. Board Enabling	Integration								Pilot	

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				Base	Config	Custom	Not Supported	High	Medium	Low		
	check results and examination results <b>*** (Batch, Individually Inbound and Outbound) ***</b> .											
2.12.10	The system must allow an authorized user to create multiple interfaces to outside systems and data exchanges with outside entities to be built to address specific participating board requirements. <b>– (Batch, Individually Inbound and Outbound) ***</b> .	2. Board Enabling	Integration								Post Pilot	
2.12.11	The system must allow an authorized user to integrate it with email software such as Microsoft Exchange, Lotus Notes and GroupWise by way of MAPI, vCard and iCal API standards <b>*** (Real-time, Bi-directional) ***</b> .	3. Enterprise	Integration								Pilot	
2.12.12	The system must have an interface with Ohio BMV to send data to the Automated Title Processing System System at least every 60 minutes <b>*** (Batch, Outbound only) ***</b> .	3. Enterprise	Integration								Post Pilot	
2.12.13	The system must have an interface with States enterprise GEO Coding system.	3. Enterprise	Integration								Pilot	
2.13.1	The system must allow remote field staff to access entity or licensee data using a wireless internet-enabled mobile computer or handheld device.	3. Enterprise	Mobile User Access								Post Pilot	
2.13.2	The system must allow an authorized user to suspend an inspection or compliance activity and save the entered compliance information on a mobile device as a work in progress.	2. Board Enabling	Mobile User Access								Post Pilot	
2.13.3	The system must allow an authorized user to resume recording inspection or compliance information on a work in progress on a mobile device.	2. Board Enabling	Mobile User Access								Post Pilot	
2.13.4	The system must allow an authorized user to schedule follow-up appointments from the field using a mobile device.	2. Board Enabling	Mobile User Access								Post Pilot	
2.13.5	The system must allow an authorized user to export completed inspection or compliance information from a mobile device to the central system.	2. Board Enabling	Mobile User Access								Post Pilot	
2.13.6	The system must allow remote field staff to view, capture, store, print, scan, and maintain compliance information using a wireless internet-enabled mobile computer or handheld device.	2. Board Enabling	Mobile User Access								Post Pilot	
2.13.7	The system must automatically synchronize compliance information between a mobile device and the system when internet connectivity becomes available as defined by business rules.	2. Board Enabling	Mobile User Access								Post Pilot	
2.13.8	The system must allow remote field staff to print notices, violations, and licenses using a wireless internet-enabled mobile computer or handheld device.	2. Board Enabling	Mobile User Access								Post Pilot	
2.13.9	The system must allow inspected licensees to digitally sign a mobile device to indicate a report has been received using a wireless internet-enabled mobile computer or handheld device.	2. Board Enabling	Mobile User Access								Post Pilot	
2.13.10	The system must allow remote field staff to search and view the details of license records using a wireless internet-enabled mobile computer or handheld device.	3. Enterprise	Mobile User Access								Post Pilot	
2.13.11	The system must allow an authorized user to select one or more scheduled compliance activities for which the system must download all relevant compliance information to a mobile device.	2. Board Enabling	Mobile User Access								Post Pilot	
2.13.12	The system must allow an authorized user to transfer all compliance information for each selected compliance activity to a mobile device.	2. Board Enabling	Mobile User Access								Post Pilot	
2.13.13	The system must allow an authorized user to record inspection or compliance information on a mobile device.	2. Board Enabling	Mobile User Access								Post Pilot	
2.14.1	The system must allow an authorized user to print documents such as license certificates in batches.	3. Enterprise	Printing & Data Export								Pilot	
2.14.2	The system must allow an authorized user to add user-defined barcodes on outputs for purposes of routing and verifying authenticity of documents.	3. Enterprise	Printing & Data Export								Post Pilot	
2.14.3	The system must allow an authorized user to print licenses on special printing media such as sticker type licenses or laminated photo ID cards.	3. Enterprise	Printing & Data Export								Post Pilot	
2.14.4	The system must allow an authorized user to print mailing labels, post cards, and letters.	3. Enterprise	Printing & Data								Pilot	

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				Base	Config	Custom	Not Supported	High	Medium	Low		
			Export									
2.14.5	The system must queue print jobs and allow an authorized user to track the status of each print job and print items, and must maintain a history of prints completed.	3. Enterprise	Printing & Data Export								Pilot	
2.14.6	The system must allow an authorized user to define the print layout (templates) for each license type, notification type and by board.	3. Enterprise	Printing & Data Export								Pilot	
2.15.1	The system must allow an authorized user to enter, view and process international addresses.	3. Enterprise	Data Variances								Pilot	
2.15.2	The system must store the time with applicable date fields (i.e.. Create and modify dates, etc.).	3. Enterprise	Data Variances								Pilot	
2.15.3	The system must be able to store an unlimited number of addresses associated with a licensee or external user; the system must maintain the previous address of each individual or entity as defined by business rules.	3. Enterprise	Data Variances								Pilot	
2.15.4	The system must allow an authorized user to change dates, as defined by business rules.	2. Board Enabling	Data Variances								Pilot	
2.15.5	The system must allow a licensee to have an unlimited number of supervised licensees, businesses or locations but allow an authorized user to limit the number as defined by business rules (See Supplement Six - Parent/Child eLicensing Relationships).	2. Board Enabling	Data Variances								Post Pilot	
2.15.6	The system must allow an authorized user to maintain surety information including: surety options, surety instruments, effective dates, surety status, minimum surety, supplemental surety, number of days coverage, surety provider, surety type, date received, active or inactive indicator, inactive date for each surety type.	3. Enterprise	Data Variances								Post Pilot	
2.15.7	The system must allow multiple licenses to be associated to a licensee.	3. Enterprise	Data Variances								Pilot	
2.15.8	The system must support license relationships between superior and subordinate license types as defined by business rules (See Supplement Six - Parent/Child eLicensing Relationships).	2. Board Enabling	Data Variances								Post Pilot	
3.1.1	The system must integrate with the State's single sign on facility utilizing MS Active directory or LDAP authentication.	3. Enterprise	Authentication								Pilot	
3.1.2	The system must allow a system administrator to create a system-wide user profile and assign attributes to that user profile that will be accessible by board-level authorized users, but that do not prevent board-level authorized users from assigning their own attributes such as unique identifiers or over-riding common attributes such as address.	3. Enterprise	Authentication								Pilot	
3.1.3	Each user account must have a unique identifier, which may be system generated or user assigned.	3. Enterprise	Authentication								Pilot	
3.1.4	The system must enforce password complexity such as requiring passwords to include: Letters, Numbers, Special characters. See State of Ohio IT Standard ITS-SEC-02 as it relates to password management.	3. Enterprise	Authentication								Pilot	
3.1.5	The system must automatically log a user off the system after a pre-defined inactivity period.	3. Enterprise	Authentication								Pilot	
3.1.6	The system must automatically prompt users to change their password based on password management policies.	3. Enterprise	Authentication								Pilot	
3.1.7	The system must provide one central login page for all users. Ex: External and Internal users login through same page but see different options after login based on permissions	3. Enterprise	Authentication								Pilot	
3.1.8	The system must allow the system security administrator to set the allowed maximum number of unsuccessful login attempts before the user account is locked.	3. Enterprise	Authentication								Pilot	
3.1.9	The system must verify a user's identity when completing password management activities such as resets.	3. Enterprise	Authentication								Pilot	
3.1.10	The system must display a security notice or banner at the start of the logon process as defined by board.	2. Board Enabling	Authentication								Pilot	

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				Base	Config	Custom	Not Supported	High	Medium	Low		
3.1.11	The system must display, upon log-on, the last date and time the user logged onto the system.	3. Enterprise	Authentication								Pilot	
3.2.1	The system must allow each board-level administrator to assign a user account to multiple security roles only for their board.	2. Board Enabling	Authorization								Pilot	
3.2.2	The system must allow a board-level administrator to assign one or more entity records to a licensee's user profile so that the licensee can perform any permitted action such as renew one or more licenses, etc.	2. Board Enabling	Authorization								Pilot	
3.2.3	The system must allow each board-level administrator to assign multiple user accounts to a single security role only for their board.	2. Board Enabling	Authorization								Pilot	
3.2.4	The system must allow each board-level administrator to add or remove a user account to or from a security role only for their board.	2. Board Enabling	Authorization								Pilot	
3.2.5	The system must allow each board-level administrator to assign system restrictions based on the user's security role only for their board	2. Board Enabling	Authorization								Pilot	
3.2.6	The system must allow an authorized user to create hierarchical security controls to enforce access to specific data reporting tool in the reporting tool applying to ad hoc reporting capabilities: by board user or group of users, individual report, time of day, and/or data element (ex: cannot view data in bank account field, SSN, etc.).	2. Board Enabling	Authorization								Pilot	
3.2.7	The system must allow an authorized user to maintain hierarchical security levels controlled both centrally and at the board level.	3. Enterprise	Authorization								Pilot	
3.2.8	The system must allow the system administrator to delegate authority to administer user accounts and permissions and to configure the system for each board or commission so that changes made by one board will not affect any other users of the system.	3. Enterprise	Authorization								Pilot	
3.2.9	The system must allow an authorized user to immediately suspend access temporarily of a certain function to all users due to support circumstances (i.e., all current usage and future usage of the function be halted temporarily until the circumstance is rectified).	2. Board Enabling	Authorization								Pilot	
3.2.10	The system must allow an authorized user to set security control at the level of the user interface and at the menu, window, record, and field levels.	2. Board Enabling	Authorization								Pilot	
3.2.11	The system must allow an authorized user to designate individual applications and attachments as read-only	2. Board Enabling	Authorization								Pilot	
3.2.12	The system must allow an authorized user to apply field level security at the user, role, department, direct report, or organizational level.	2. Board Enabling	Authorization								Pilot	
3.2.13	The system must allow an authorized user to create templates for user profiles (i.e. roles) so that individual user accounts may inherit privileges.	2. Board Enabling	Authorization								Pilot	
3.2.14	The system must allow the board-specific administrator to control items such as access controls, authority to approve financial transactions and document access.	2. Board Enabling	Authorization								Pilot	
3.3.1	The system must adhere to the State of Ohio IT Standard ITS-SEC-02 and Privacy Policies Framework which may be retrieved from <a href="http://www.privacy.ohio.gov">http://www.privacy.ohio.gov</a> .	3. Enterprise	Security/Privacy								Pilot	
3.3.2	The system must conform to State of Ohio Revised Code , Access Rules for Confidential Personal Information. The system must provide customizable event auditing must log user specified information. For example, log user information when a social security number is viewed.	3. Enterprise	Security/Privacy								Pilot	
3.3.3	The system must encrypt data in transit with either session-based encryption or message-based encryption.	3. Enterprise	Security/Privacy								Pilot	
3.4.1	The system must allow an authorized user to maintain license or application inquiry information for external agency contacts, including but not limited to: agency name; application processing location;	3. Enterprise	Reporting - Audit								Pilot	

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				Base	Config	Custom	Not Supported	High	Medium	Low	Phase	
	mailing address; phone number; website address; and other sources for applications.											
3.4.2	The system must allow an authorized user to maintain license or application inquiry information for internal contacts, including but not limited to: name; phone number; physical address; mailing address; fax number; email addresses; follow up information; form names; and form types;	3. Enterprise	Reporting - Audit									Pilot
3.4.3	The system must maintain a history of changes to each 'flag' status including the date of change and the changes (add, modify, or delete).	3. Enterprise	Reporting - Audit									Pilot
3.4.4	The system must record the date and time that each workflow task was performed, and the user ID of the user who performed it.	3. Enterprise	Reporting - Audit									Pilot
3.4.5	The system must record the user name, date, and time of license information changes made to the system as well as the previous values and new values entered.	3. Enterprise	Reporting - Audit									Pilot
3.4.6	The system must record all changes made to licensee and entity data with the user ID of the person making the change, the time and date of the change, and the before and after values.	3. Enterprise	Reporting - Audit									Pilot
3.4.7	The system must generate an alert when a security control is violated.	3. Enterprise	Reporting - Audit									Pilot
3.4.8	The system must archive audit logs after a defined period of time.	3. Enterprise	Reporting - Audit									Pilot
3.4.9	The system must archive all audit, access, history and violation of logs; these logs must be accessible to an authorized user.	3. Enterprise	Reporting - Audit									Pilot
3.4.10	The system must generate an alert when the maximum number of unsuccessful logon attempts is reached for a user account.	3. Enterprise	Reporting - Audit									Pilot
3.4.11	The system must maintain an audit trail of any action that occurs as part of an automated workflow.	3. Enterprise	Reporting - Audit									Pilot
3.4.12	The system must log all access to Confidential Personal Information (CPI) with the user's ID, the data accessed, and the date and time of access.	3. Enterprise	Reporting - Audit									Pilot
3.4.13	The system must record all failed access attempts in a violation log.	3. Enterprise	Reporting - Audit									Pilot
3.4.14	The system must maintain logs for each user access, time of entry and activity and enable an authorized user to query access through a user-friendly interface.	3. Enterprise	Reporting - Audit									Pilot
3.4.15	The system must log unsuccessful logon attempts.	3. Enterprise	Reporting - Audit									Pilot
3.4.16	The system must record the user name, date, and time of configuration changes made to the system as well as the previous values and new values entered.	3. Enterprise	Reporting - Audit									Pilot
4.1.1	The system must allow an authorized user to view all of a licensee's information on one screen, including contact and credential information as defined by business rules.	3. Enterprise	Usability Configuration									Pilot
4.1.2	The system must allow an authorized user to maintain system help files including Frequently Asked Questions, error messages and on-line help text.	3. Enterprise	Usability Configuration									Pilot

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				Base	Config	Custom	Not Supported	High	Medium	Low		
4.1.3	The system must allow a board-level administrator to define a default for a particular field, such as date field defaulting to the current date, as defined by business rules.	3. Enterprise	Usability Configuration								Pilot	
4.1.4	The system must update City, County, and State fields when country and/or zip code information is entered into the system as defined by business rules.	3. Enterprise	Usability Configuration								Pilot	
4.1.5	The system must provide data-entry and processing screens that are easy to use and efficient to navigate.	3. Enterprise	Usability Configuration								Pilot	
4.1.6	The system must allow a licensee to complete multiple transactions, such as license renewals and fee payments, with one or more boards during a single session and using a single user profile (i.e. a 'shopping cart').	3. Enterprise	Usability Configuration								Pilot	
4.1.7	The system must display user-friendly data validation error messages to the user when data validation fails.	3. Enterprise	Usability Configuration								Pilot	
4.1.8	The system must allow a user to select and view information about an individual record in a new window from the search results list so as not to lose the search results.	3. Enterprise	Usability Configuration								Pilot	
4.1.9	The system must provide users with a visual indication of data entry fields that are mandatory.	3. Enterprise	Usability Configuration								Pilot	
4.1.10	The system must provide the user a list of possible selections if one zip code represents multiple counties, cities, or towns.	3. Enterprise	Usability Configuration								Pilot	
4.1.11	The system must allow a user to sort and filter columns returned in the search results list.	3. Enterprise	Usability Configuration								Pilot	
4.1.12	The system must allow a user to enter multiple characters to select a specific choice from a pick list. For example should be able to enter "oh" to get to Ohio rather than typing "O" several times to move through list to Ohio (i.e. autocomplete).	3. Enterprise	Usability Configuration								Pilot	
4.1.13	The system must display user-friendly error messages (rather than codes) when communicating information to users for public and backend interfaces as well as on reports and extracts.	3. Enterprise	Usability Configuration								Pilot	
4.1.14	The system must provide the user context-sensitive help for all system functions.	3. Enterprise	Usability Configuration								Pilot	
4.1.15	The system must allow but not require a user to select dates using a graphical calendar tool for all date fields within the system.	3. Enterprise	Usability Configuration								Pilot	
4.1.16	The system must provide the user screen-level and field-level help.	3. Enterprise	Usability Configuration								Pilot	
4.1.17	The system must allow a user to enter, view, and edit all measurements in Metric and US Customary units as defined by business rules.	3. Enterprise	Usability Configuration								Pilot	
4.1.18	The system must allow a user to access html and video demonstrations for help topics.	3. Enterprise	Usability Configuration								Pilot	
4.1.19	The system must allow a user to preview and print the entire contents of any page that they are authorized to access.	3. Enterprise	Usability Configuration								Pilot	
4.1.20	The system must allow a user to search on available help topics including Frequently Asked Questions.	3. Enterprise	Usability Configuration								Pilot	
4.1.21	The system must allow a user to reset his or her own password without intervention by the system administrator.	3. Enterprise	Usability Configuration								Pilot	
4.1.22	The system must adhere to the State of Ohio IT Policy IT-08 Executive Branch Cabinet Agency Web Site Standardization which may be retrieved from <a href="http://das.ohio.gov/Portals/0/DASDivisions/InformationTechnology/IG/pdf/IT-08.pdf">http://das.ohio.gov/Portals/0/DASDivisions/InformationTechnology/IG/pdf/IT-08.pdf</a> .	3. Enterprise	Usability Configuration								Pilot	
4.1.23	The system must adhere to the State of Ohio IT Policy ITP-F.3 Web Site Accessibility which may be retrieved from	3. Enterprise	Usability Configuration								Pilot	

Requirement Number	Requirement Description	Category	Group	Functionality Delivered Through: (indicate with 'X')				Effort Complexity (indicate with 'X')			Pilot / Post Pilot	Offeror Narrative and Response
				Base	Config	Custom	Not Supported	High	Medium	Low		
	<a href="http://das.ohio.gov/Portals/0/DASDivisions/InformationTechnology/IG/pdf/ITP-F.3.pdf">http://das.ohio.gov/Portals/0/DASDivisions/InformationTechnology/IG/pdf/ITP-F.3.pdf</a>											
4.2.1	The system must provide system upgrade processes and support for future released versions of the application including migration of custom code (as applicable).	3. Enterprise	Supportability								Pilot	
4.2.2	The system must provide a clearly defined patch management process and provide patch management support (including custom code as applicable.)	3. Enterprise	Supportability								Pilot	
4.2.3	The system must provide an interface or mechanism so that a system administrator can monitor the health of the application or system and trigger alerts in case of failure.	3. Enterprise	Supportability								Pilot	
4.3.1	The system must allow an authorized user to manage entries in the custom dictionary for spellcheck per board.	2. Board Enabling	Data Integrity								Pilot	
4.3.2	The system must verify the data entered by an applicant or licensee against data already known by the system, such as making sure a social security number matches.	2. Board Enabling	Data Integrity								Pilot	
4.3.3	The system must either notify the user or must trigger a workflow when entered information does not match existing information already stored in the system as defined by business rules.	2. Board Enabling	Data Integrity								Pilot	
4.3.4	The system must prevent out of state applicants from selecting an Ohio county on their application.	3. Enterprise	Data Integrity								Pilot	
4.3.5	The system must restrict external users from submitting the final application until data validation has passed.	3. Enterprise	Data Integrity								Pilot	
4.3.6	The system must enforce entry of an unambiguous four-digit year.	3. Enterprise	Data Integrity								Pilot	
4.3.7	The system must allow a user to check the spelling of all text fields against a custom dictionary.	3. Enterprise	Data Integrity								Pilot	
4.3.8	The system must enforce the integrity of submitted data by utilizing data input masks and calculating amounts on user input screens to support the entry and submission of correct and adequate information.	3. Enterprise	Data Integrity								Pilot	

## 4.0 Integration and Data Conversion Requirements

### 4.1. Pilot System Integrations with State Systems

The State's legacy system (CAVU) currently integrates with several 3<sup>rd</sup> party systems, whether directly utilizing web services or by importing/exporting interface files, that are needed for the day to day processing of licenses. The Offeror will be responsible for implementing the following integrations for the Pilot phase.

- CBOSS – Enterprise Payment Engine (Requirement numbers 2.12.4 and 2.12.8)
- Email – Multiple email solutions, Microsoft Outlook (Requirement 2.12.11)
- BCI/FBI Interface – Background Checks (Requirement 2.12.9)
- Exam Scores – 3rd Party Educational Requirement Scores, different files for different Boards (Requirements 2.12.2 and 2.12.5)
- Enterprise Geo Coding Service – Validation of Address Information, AddressBroker (Requirement 2.12.13)

### 4.2. Pilot System Data Conversions

The three Boards that have been selected to participate in this Pilot have each selected 1 License type to implement. Each Board/License type will have data that will need to be converted from the legacy system (CAVU) to the new platform.

For sizing considerations, the following table includes the number of licenses (records) that will need to be converted from the legacy eLicensing (CAVU) environment. The below table includes the number of document images that will need to be associated with the applicable license in the Salesforce.com eLicensing platform. The images are stored in the State's Intellivue document management system. Please note: the images for Enforcement are NOT part of this Pilot.

#### eLicense Record and Document counts for Pilot Boards

Board:	License Type (Code):	Records All Statuses:	Document Images (Enforcement):	Document Images (Credential):	Document Images (Contact):
<b>MED</b>	Message Therapy (33)	24,066	780	13,159	301
<b>PYT</b>	Physical Therapist (PT)	14,461	140	0	0
<b>SAN</b>	Registered Sanitarian (RS)	3,347	0	0	0
<b>Totals:</b>		<b>41,874</b>	<b>920</b>	<b>13,159</b>	<b>301</b>

The Contractor and State's requirements with respect to conversion are as follows:

- Contractor to identify, with State assistance, all data records in the aforementioned table, subsequent to this identification, the Contractor will develop data extraction and data conversion reports to validate and extract the records identified.
- The Contractor will perform a data assessment and identify any records that require State remediation prior to loading in the Pilot eLicensing system.
- The State will either remediate these records or determine alternate methods to process (or if necessary exclude) records that require remediation.

- Following State remediation (if appropriate) and for those records that do not require State remediation, the Contractor will load all records into the new eLicensing platform and provide control reporting sufficient that all records were loaded, fields mapped, no data was altered or lost, and the records are as a group and uniquely accessible in the new eLicensing platform.

## 5.0 Project and Work Requirements

### 5.1. Warranty Considerations for Authorized Work

The authorized work, unless mutually agreed in writing otherwise, involves software as a Deliverable, then, on acceptance and for 12 months (or such other period as may be stated in a project order, change request, authorization letter or other similar document under which the software Deliverable is developed) after the date of acceptance of any Deliverable that includes software, the Contractor warrants as to all software developed under this Contract that: (a) the software will operate on the Salesforce.com platform for which the software is intended in the manner described in the relevant software documentation, the Contractor's Proposal, and the RFQ Documents; (b) the software will be free of any material defects; (c) the Contractor will deliver and maintain relevant and complete software documentation, commentary, and source code; and (d) the source code language used to code the software is readily available in the commercial market, widely used and accepted for the type of programming involved, and support programming in the language is reasonably available in the open market; and (e) the software and all maintenance will be provided in a professional, timely, and efficient manner.

The warranty shall be valid only for software Deliverables that are (i) not enhanced or modified by the State (or any State subcontractor or agent), (ii) operated on the computer(s) for which the software Deliverable was intended or (iii) not combined with items not furnished, specified or reasonably anticipated by Contractor.

### 5.2. Production/Version Control and Release Management

The Contractor will be responsible for working with the State and executing the production deployment and roll-out of any Release Package to the State's Salesforce.com environment instance.

Production deployment includes software deployment to the production instance of Salesforce.com and (if applicable) interfaces to production tools and systems that orchestrate, manage, report or control those devices and services managed by the Service, identification of interfaces and any required conversions/migrations, installation of server software, and any required testing to achieve the proper roll-out of the Release Package software.

Contractor will establish and comply with the State required implementation and deployment procedures. This may include laboratory testing, migration procedures, the use of any pre-production or pseudo-production environment prior to production migration. Contractor will submit to the State, for the State's approval, a written deployment plan describing Contractor's plan to manage each such implementation. The tasks and activities to be performed by Contractor as part of the deployment services also include the following:

- Establish procedures and automated software versioning mechanism(s) to ensure that the entire contents of a release, following State acceptance or authorization to implement to a production environment, are complete and maintain all elements that comprise the defined Release Package and the then current production version of the software prior to deployment of the Release Package to same;
- Develop, prepare and test an implementation contingency plan, which may include emergency back out or roll back procedures to return the production system to its pre-deployment State, as it pertains to correcting an errant, erroneous or defective deployment of a Release Package to the production environment inclusive of all code, data, middleware, infrastructure, tables and parameters;

- If, in the mutual opinion of the State and Contractor, the deployment of a Release package to the production environment is errant, erroneous or otherwise defective, the Contractor will implement back-out or rollback procedures in their entirety upon the written authorization or direction of the State.
- If required, convert electronic data into a format to be used by the new solution using a data conversion program as well as perform any data cleansing of legacy data, with the State's assistance, prior to loading data to the new solution;
- Conduct production pilot(s) (including "day in the life" simulations) and fine tune solution as mutually agreed with the State as appropriate;
- Compile and maintain solution issue lists;
- Conduct post Production Deployment quality and progress reviews with appropriate State personnel;
- Develop, and thereafter maintain and make available to the State, a knowledge base of documentation gathered throughout the Release Package's life and allow for re-use of such documentation for future Projects;
- Establish a performance baseline for the impacted business systems, and where appropriate document requirements for future enhancement of the business systems implemented as part of a future Project or Authorized Work.

### 5.3. Production Break/Fix Support

For a period of ninety (90) days following the deployment to production or first commercial use of the system, the Contractor will:

- Track, monitor and provide remediation for solution defects and incidents requiring system configuration or in-scope environment code or configuration changes;
- Identify and implement required system or configuration changes to address solution defects.
- Maintain solution documentation (technical specifications and testing documentation) as well as a compendium of common problems, root causes and remedy to aid in the identification and remediation of underlying system incidents;
- Test configuration changes to confirm resolution of defects;
- Support the State in performing applicable acceptance testing or review of any changes arising as a result of break/fix or patch/release Contractor responsibilities; and
- Ensure compliance with any State security or Salesforce.com mandated patches or system levels to the extent and system enhancement turnaround time required given the nature of the security mandate and report to the State in writing any risks or issues that the Contractor becomes aware of in providing Service to the State. For example: patches designed to address immediate or active Security issues may be scheduled for a near-real-time release, where other less pressing releases may be implemented during a scheduled maintenance or outage period.

### 5.4. Maintaining Solution and Operations Documentation

Contractor will:

- Document the solutions developed or modified by the Contractor in accordance with established methods, processes, and procedures such that, at a minimum the State or a competent 3<sup>rd</sup> Party vendor can subsequently provide a similar scope of Services.
- Develop and maintain, as agreed appropriate, the documentation on system environments. Where it is determined that documentation is inaccurate (for example, due to demonstrated errors or obsolescence), and such inaccuracy may negatively affect the Services, Contractor will correct such documentation as part of normal day-to-day operational support.
- Update programmer, End User and operational reference materials.

- Maintain all documentation on the State’s SharePoint site and ensure that all documentation is current following any change to the Salesforce.com service as it relates to documentation and conduct an annual audit for State review of all documentation to ensure ongoing compliance with these requirements.

## 5.5. Knowledge Transfer and Educational Services

Contractor will design and provide the State a formal Knowledge Transfer and Education Service in connection with the Pilot. In addition, if services are extended through an amendment to the contract arising from this RFQ the State may request in writing, six months preceding the expiration or termination of the contract formal Knowledge Transfer and Education Services in connection with any contract arising from this RFQ.

## 5.6. Periodic/Ongoing Knowledge Transfer and Training

In addition, on a continuous basis, the Contractor will conduct informal information sharing and knowledge transfer services coincident with the “go-live” of any mutually defined release of Contractor developed functionality in such a manner as to ensure that State personnel assigned to support, develop, manage or operate the Salesforce.com eLicensing platform are apprised of the contents of each release, features, functions, known defects and workarounds and other information as to manage and communicate to DAS/OIT leadership (in general) and users of the system (specifically) as to the most effective use of the then current system assets (i.e., the Salesforce.com platform and Contractor developed enhancements or extensions). This effort must include the processes, forms and procedures needed to gather information regarding and to implement additional license types and/or boards.

## 5.7. Change Management/Communications and User Training

Over the course of the pilot and any follow-on implementation as agreed in writing, the Contractor will have the following responsibilities with regard to the effort which are additive to the general responsibilities contained in this Supplement as they pertain to Change Management and User Training. Each will be discussed in turn:

### **Change Management/Communications**

- Contractor will work with the State to develop general communications materials regarding the scope, anticipated impact of change with regard to the contents of a release to the Contractor provided solution(s). These communications documents must be focused (at a minimum) on general communicate to service delivery staff and State expert eLicensing users (generally less than 10) for onward dissemination to Board customer teams and OIT by the State;
- ★ For the OIT service owners that support Board customers and OIT help desks, the Contractor will develop targeted presentations that highlight specific system support processes, workflows, job aids and updates arising from the solution implementation

### **Service Delivery Functions User Training**

- ★ For Statewide and Expert Users, the Contractor will develop for the State to publish general guides containing FAQ, one-page “how to” and help pages on utilizing the new system for required maintenance and operational functions;
- ★ For the State Service delivery functions and Business support functions, the Contractor will develop targeted training sessions as appropriate to Business, Operations (e.g., State IT personnel) and Technical (e.g., State developers or infrastructure personnel) to be delivered that highlight the implementation, use, changes,

workflow, reporting and other use considerations in such a manner as to facilitate the migration of business and technical infrastructure support functions to the new system.

## 5.8. Pilot Conclusion Knowledge Transfer and Training

These services shall be designed and delivered in a manner as to (a) to the extent requested by the State, the continued performance by Contractor of its obligations under the Contract (including providing the Services which are subject to termination or expiration), and (b) the provisioning of such assistance, cooperation and information as is reasonably necessary to help enable a smooth transition of the applicable Services to the State or its designated 3<sup>rd</sup> Party provider (“Successor”). As part of these services, Contractor will provide such information as the State may reasonably request relating to features, functions, extensions, configurations, release and programmer notes, FAQs and other delivery artifacts required to operate and maintain the system, and Contractor will make such information available to the State in a Microsoft SharePoint site provided by the State for this purpose.

## 5.9. Cooperation with State and State Contractors

Contractor will cooperate with the State in its attempts at transferring, replacing or augmenting the services responsibilities another provider in a manner in keeping with not adversely affect the provision of ongoing services.

In addition to the requirements in this section, at the written request of the State, the Contractor will design and deliver a training program (via an approved Statement of Work) to State employees or contractors designed to convey operational and technical knowledge associated with the ongoing operation of the system and systems, conduct knowledge and documentation transfers for the then current operational processes and tasks and work to ensure an overall continuity of services until such time as State employees or contractors can reasonably perform the roles in keeping with service levels and other operational quality, timeliness and accuracy considerations associated with the delivery of the system.

## 5.10. Additional Services

- To the extent an incident is due to errors or defects within an in-scope environment, supported service or element licensed by a 3<sup>rd</sup> Party to the State that interfaces with or provides data to Salesforce.com, the Contractor will assist the State by referring such incident to the appropriate 3<sup>rd</sup> Party entity for resolution and coordinating with the 3<sup>rd</sup> Party contractor or software provider as appropriate to help minimize the State role in problem management.
- Implementing measures to help avoid unnecessary recurrence of incidents impacting the Salesforce.com platform, by performing root cause analysis and event correlation.

## 6.0 Post Implementation Major/Minor Upgrades (Ongoing)

Should the State determine that the Contractor has fulfilled the requirements of the pilot in their entirety and as agreed in writing in a State approved change order or amendment to any agreement arising from this RFQ, the Contractor will adhere to the following requirements as they relate to any future projects or work efforts that impact the production system.

### 6.1. System/Environment Administration Support

The Contractor will support the State and organize work efforts to:

- Perform Salesforce.com technical activities including but not limited to: system code/object migrations, patch implementations, log administration, data copies and exports, interface and scheduled reporting/ETLs, and responsibility for incident resolution such that migrations into production will be executed at agreed periodic intervals and other production changes will be scheduled during the maintenance window.
- If required, support multiple release levels of System software/hardware elements for in-scope Services, provided that such support does not impair the Contractor's ability to meet Contractor development and project commitments until such time as all environments can be upgraded to the same version/release level.

### 6.2. Program Management & Master Release Calendar

The Contractor will support the State in the development, and maintenance on a monthly basis a Master Release Calendar that includes a schedule (with dates) of:

- Major/Minor and Scheduled Releases, Upgrades, Updates and Enhancements
- Implementation of Projects, Minor Enhancements or Discretionary Work
- Scheduled Maintenance Windows and Planned Outages
- Major and Minor Project Key Dates (i.e., Start, SDLC Gate Completion, Production Release, Completion) whether Contractor delivered or otherwise
- Other pertinent dates that require end-user notification or coordination

### 6.3. Minor Change Services

Based on the State's experience with the management and ongoing operations of the Salesforce.com environments, the State is requiring the Contractor to provide the capability to address minor alterations or enhancements (generally less than 100 hours per occurrence inclusive of analysis, design, construction, testing and implementation tasks) to Applications within the scope of the Services that arise as a result of legal, regulatory, mandates or changes to the State's business. Due to the sporadic nature of these requirements (e.g., minor display field changes, edits, reports, etc.), the State may require the Contractor to provide these services as needed.

- The Parties will agree to a resource plan to support discretionary services in order to maximize personnel continuity.
- The Contractor must include, in their proposed annual cost for Managed Services, an initial pool of one thousand (1,000) hours to be used in conjunction with the Contractor's Rate Card, and represent an initial minimal monthly staffing level of one half of one (1/2) full-time equivalent. The hours will be pro-rated for the first Contract fiscal year commencing July 1<sup>st</sup>.
- The Contractor and State will meet at the conclusion of each fiscal year of Contract execution to review this discretionary hour pool and make adjustments as required. In the event that the discretionary hour pool is adjusted, the State and Contractor will work to establish an annual number of hours, and base staffing level commitment for each year of the agreement.

- The Contractor will provide a schedule of discretionary hours consumed (by activity, resource and Project) and a forecast of remaining hours and activities to the State on a monthly basis.

Ad-Hoc Requests may be required under this discretionary hour pool. The following provides an example of ad-hoc requests:

- Ad-hoc requests require no modification, configuration, or customization of the environments.
- Routine tracking procedures will provide visibility of all ad-hoc requests to the State Authorized service representative. The Contractor and the State will develop a prioritization approach for ad-hoc requests based upon business impact and document such process as mutually agreed.

## 7.0 Support of Additional State Agency Adoption and Future Phases

The State may from time to time request proposals from the Contractor to the State in the form of Statements of Work (SOW) under the contract arising from this RFQ for the design, development, testing and deployment of new applications or significant application enhancements (“Application Development Projects”). Such Statements of Work will be incorporated into the Contract through an Amendment. Upon completion of a Project Services implementation, the completed application, once meeting the State’s acceptance criteria, will, in most cases, be managed by the State on an ongoing basis as an Enterprise DAS/OIT service.

The State may also request staff augmentation services from the Contractor. When staff augmentation services are provided by the Contractor that do not involve full lifecycle development or implementation responsibilities, the Project Requirements described in this Supplement under Section 8 may not apply (determined at the sole discretion of the State). The State acknowledges that it is responsible for the management of these types of projects and of the work being provided by any Contractor staff providing services under a staff augmentation-type engagement.

### 7.1. Future Phases Objectives

The Future Project Services are defined to achieve one or more of the following:

- The addition of additional license types or Boards within the context of the implemented requirements of the Pilot
- The addition of additional Board Enabling requirements designed to support additional Boards and license types that have more complex scope or licensing needs, including additional functionality such as enforcement, inspections, compliance, correspondence or other capabilities that the State identifies
- The addition of additional Enterprise or Board Enabling requirements designed to drive a higher degree of integration with State systems, data, standards, processes or business requirements.

### 7.2. Future eLicensing Projects and Deployments: Contractor Support Requirements

Should the State determine that the eLicensing Pilot is successful and viable from a development, operations, maintenance and commercial perspective, the State has identified several opportunities for Agencies to leverage the eLicense platforms in support of the State’s overall, and Agency-specific missions.

The Contractor will support DAS/OIT in:

- the development and refinement of ongoing Business Roadmaps for State identified eLicensing opportunities;
- creation of business cases, and change programs and eLicense or Salesforce.com adoption/extension budgets, timelines and investment models that are pragmatic and grounded in the realities of budgets, implementation efforts and Salesforce.com capabilities;
- development and delivery of exploratory workshops with new Agency customer groups from the above;
- leading of “change agent” type communications designed to encourage Agency and Statewide adoption of eLicense offerings
- Support DAS/OIT management in bridging: business, functional and technical and organizational changes to propose, design, implement and extend eLicense offerings Statewide.

### 7.3. Development Life Cycle Proposals associated with Development and Enhancement Projects

The Contractor will provide a disciplined systems development life cycle methodology for use on Application Development Projects and will adhere to such methodology during the performance of Application Development Projects. The Contractor will adapt this methodology as required to meet the State's needs. The Contractor will provide the State with a comprehensive description of the methodology, the formal training available if required, the development tools and templates used with the methodology, the project management tools to be used with the methodology, and the plan for implementing the methodology within the State environment. For large changes and releases the full lifecycle SDLC process contained in this Supplement must be followed.

#### 7.4. Future Project Services Pricing Response and Rate Card

Offerors must provide a Rate Card, (included in the cost summary) by project personnel role and experience level as well as Technical role and experience level that is binding over the Contract term. The Contractor may not propose rates in any Project SOW that differ from this rate card as allowed under any contract arising from this RFQ.

#### 7.5. Submission and Acceptance of Offer and Statement of Work associated with a Future Project

At the State's request, the Contractor must provide an offer that addresses the State's SOW for future Application Development Projects following the successful completion of the Pilot. Offerors are advised that the State, at its sole discretion may elect to competitively source these projects in part or in full and may not be required to continue utilizing the Contractor's services for future work, but in the case the State chooses to do so, may issue change requests or amendments to any agreement arising from this RFQ.

In the event that the Contractor is retained to perform future work, the Contractor's offer must incorporate the SDLC described above (or as agreed to by the State) and as appropriate, be in accordance with all the requirements included in both the Mandatory Project Management and Execution sections of this Supplement. At a minimum, the Contractor's offer must include a list of activities to be executed and deliverables to be created, organized by SDLC Phase (e.g., design, build, test and implement).

The Contractor's offer must be priced based on either the Rate Card (for time based projects) or Fixed Price Deliverables/Milestones included in the Cost Summary for the completion of the deliverables required by the State's requirements and as contained in a mutually agreeable SOW.

The State will review the Contractor's offer and provide feedback as needed to the Contractor within thirty (30) days of receipt of the offer. Under no circumstances will work be started without State approval, and the State will have no financial obligation for services performed without State approval.

Upon State acceptance of a Contractor Proposal, all standards, conventions and general Project Management requirements contained in Section 8 of this Supplement shall apply unless otherwise agreed to in writing by the State.

#### 7.6. Additional Work Requirements and Conditions

The following identify additional work requirements and conditions for staff augmentation services:

1. Contractor staff must submit time sheets for all time and materials work (for that work that is time and material based) to the State for review and approval on a monthly basis and a formal Deliverable or Milestone approval sheet for that Work that is Deliverable or Milestone based on a monthly basis for that work completed during the month.

2. Contractor staff must work, at a minimum, during normal core business hours Monday through Friday, except for State holidays. It is the Contractor's responsibility to ensure staff is working within these parameters and to communicate to the State when exceptions, such as requested time off, personal illness or emergencies arise, to ensure these situations will not impact the project or service.
3. Contractor staff work location will be at a State location unless otherwise identified in the SOW. If it is not necessary for Contractor staff to be onsite, the Contractor will be responsible for providing an offsite work location. For Work that requires the Contractor to work onsite, the State will provide each Contractor staff workspace and internet connectivity.

## 8.0 Project Requirements: Applies to All Implementation Based Work Contained in this Supplement

### 8.1. Project Management and Coordination Services

The Contractor will, in conjunction with an authorized Statement of Work arising from this RFQ:

- Be responsible for the coordination and delivery of overall Project;
- Maintain the overall Project Workplan;
- Ensure deliverables have a detailed project sub plan as required by the State to ensure timely delivery and appropriate quality
- Ensure that all efforts have an effective version control mechanism for all documents within the project document library that will be maintained on a State provided Microsoft SharePoint site
- Ensure that an appropriate “Project Kickoff” occurs and that all integrated work plans are agreed to by the State from project commencement;
- Complete status reporting adhering to the PMO policies;
- Work with the State leadership to ensure that the Project is staffed appropriately;
- Ensure that required testing activities across both technical and operational components are completed to minimize Project risk; and
- Collaborate with the task areas to ensure appropriate cross-team communication and delivery.

### 8.2. Create and Maintain Project Plan

- ★ The Contractor must produce a detailed Project Plan, in electronic and paper form, using Microsoft Project® or another project management software approved by the State of Ohio, to the Project Representative for approval within twenty business days after the State issues a purchase order or other written payment obligation under the Contract. The Contractor must lead a planning session which ensures the following:
  - A common understanding of the work plan has been established;
  - A common vision of all deliverables has been established;
  - Contains a critical path that identifies all major milestones, dependences (both internal and external to the project), resources by name and resource assignments and is complete and inclusive of the entire work effort from commencement until conclusion of all contracted activities;
  - Clarity on scope of overall project and the responsibilities of the Contractor has been defined and agreed to by the State.

Thereafter, the Contractor must:

- Formally update the Project Plan, including work breakdown structure and schedule, and provide the updated Project plan as part of its reporting requirements during the Project; and
- Ensure the Project Plan allows adequate time and process for the development for the State’s review, commentary, and approval.

The State will determine the number of business days it needs for such reviews and provide that information to the Contractor after award and early in the development of the Project Plan. Should the State reject the plan or associated deliverables, the Contractor must correct all deficiencies and resubmit it for the State’s review and approval until the State accepts the Deliverable at no additional cost to the State.

### 8.3. Meeting Attendance and Reporting Requirements.

The Contractor's project delivery approach must adhere to the following meeting and reporting requirements:

- Immediate Reporting - The Project Manager or a designee must immediately report any Project staffing changes to the State Project Representative
- Attend Weekly Status Meetings - The State and Contractor Project Managers and other Project team members must attend weekly status meetings with the Project Representative and other members of the Project teams deemed necessary to discuss Project issues. These weekly meetings must follow an agreed upon agenda and allow the Contractor and the State to discuss any issues that concern them.
- Provide Weekly Status Reports - The Contractor must provide written status reports to the Project Representative at least one full business day before each weekly status meeting.
- At a minimum, weekly status reports must contain the items identified below:
  - Updated GANTT chart, along with a copy of the corresponding Project Plan files (i.e. MS Project) on electronic media acceptable to the State;
  - Status of currently planned tasks, specifically identifying tasks not on schedule and a resolution plan to return to the planned schedule;
  - Issues encountered, proposed resolutions, and actual resolutions;
  - Anticipated tasks to be completed in the next week;
  - Task and Deliverable status, with percentage of completion and time ahead or behind schedule for tasks and milestones;

### 8.4. Utilize OIT's Document Sharing/Collaboration Capability

In conjunction with the delivery of the Project, coincident with the start of the project through its conclusion, the Contractor must use the State provided and hosted document management and team collaboration capability (Microsoft® SharePoint™) to provide access through internal state networks and secure external connections to all project team members, approved project stakeholders and participants. In conjunction with the utilization of this tool, the Contractor must:

- Structure the document management and collaboration pages and data structures in such a manner as to support the overall requirements of the Project;
- Be responsible for the maintenance and general upkeep of the designer configurations of the tool in keeping with commercially reasonable considerations and industry best practices as to not adversely impact the project delivery efforts performed by the Contractor and State; and
- At the conclusion of the project, or upon request of the State, ensure that the State is provided a machine readable and comprehensive backup of the SharePoint™ database(s) contained within the tool that is owned by the State and not proprietary to the Contractor or otherwise required by the State to maintain ongoing project documentation and artifacts (i.e., Contractor is to remove all Contractor proprietary or non-State owned or licensed materials from the tool).

### 8.5. Requirements Traceability and Governance Requirements

The Contractor will use the provided requirements matrix, interfaces, conversions and other requirements herein as the Contracted baseline of work. As part of project formation and delivery, the Contractor will establish with the State and thereafter ensure that all requirements are directly traceable to this baseline regardless of any further decomposition or elaboration of these requirements (e.g., additional detail, splitting requirements in to smaller elements or adding/deleting or replacing any requirements). Any alteration from these requirements must be agreed in writing by the State and Contractor and traced to the baseline or any subsequent versions. This document will be maintained as the Requirements Traceability Matrix and shall be included in development tasks,

methods, planning, Contractor and State User Acceptance testing as well as any release package to be deployed to a production environment.

## 8.6. System and Acceptance Testing Requirements

Any Salesforce.com Technical Implementation, code-based deliverables, development, upgrade / update or elements will be subject to a formal testing and acceptance process that uses objective and thorough test criteria established by the Parties that will allow the Parties to verify that each build meets the specified functional, technical and where appropriate, performance requirements. The testing and acceptance process will be developed for each build as soon as possible after establishing the business and user requirements. The testing and acceptance process will include sufficient audit trails and documentation as required to track and correct issues.

The tasks and activities that the Contractor will perform as part of the testing and acceptance process include the following:

- Develop and maintain test data repositories as agreed appropriate;
- ★ Develop test plans including scripts, cases and schedules as agreed appropriate;
- Perform the following testing activities for solution components and assess quality and completeness of results including:
  - System Test / Assembly;
  - Integration/interface testing and regression testing for new releases of existing applications; and
  - Performance Test including regression testing new releases of existing applications as well as the potential performance impacts to current production environments where a risk of impacting performance may be introduced as a result of these elements;
  - Compliance with State Security and Privacy Policies and Standards (including a required vulnerability scan. Any vulnerabilities must be remediated to the satisfaction of the Office of Information Security and Privacy prior to state acceptance of the delivered solution)
- Provision test environments populated with quasi production data as required to perform the system and user acceptance testing work, and where appropriate performance testing. The test environments will be designed and maintained by Contractor so that test activities will not adversely affect the production environment. Contractor will expand capacity if testing requirements are constrained by the hardware;
- ★ Document system and performance test results for State review and acceptance prior to the State's commencement of acceptance testing.

## 8.7. Support the State's Performance of User Acceptance Test (UAT)

The Contractor will support the State's user acceptance testing for solution components as follows:

- ★ Develop for the State agreed upon UAT test plans including scripts, cases and applicable acceptance criteria.
- Trace all UAT test plans, scripts, cases and acceptance criteria to the contracted requirements baseline and any agreed upon updates to this baseline (i.e., the Requirements Traceability Matrix).
- Coordinate UAT execution and acceptance procedures with the appropriate the State participants.
- Record and report UAT results.
- Review changes, fixes and enhancements with the participants in the UAT testing.
- Correct identified defects and nonconformities in accordance with the acceptance process.
- Compile and maintain solution issue lists;

- Coordinate and confirm the State approval of solution components and verification of applicable acceptance criteria for transition into deployment and production use; and
- Provide the State with reports on a weekly basis tracking the progress of Contractor's performance of testing work, or in the case of user acceptance testing, support of the State activities. In addition, Contractor will provide timely responses to the State's requests for information and reports necessary to provide updates to the State business units and stakeholders. Contractor will also provide the State with a database extract from the database that tracks progress of Contractor's performance of testing work.

## 8.8. Pre-Production / Production Deployment Phase

The Contractor will be responsible for working with the State and its third party contractors, and executing the production deployment and roll-out of any Salesforce.com Technical Implementation to the Production Environment(s) utilized by the State.

- ★ Contractor will comply with the State required implementation and deployment procedures. This may include, network laboratory testing, migration procedures, the use of any pre-production or pseudo-production environment prior to production migration. Contractor will be responsible for business user support required during the initial weeks of a production deployment as determined by the affected State business units and will maintain the capability to provide enhanced levels of support during the term of the Contract. Contractor will submit to the State, for the State's approval, a written deployment plan describing Contractor's plan to manage each such implementation, including working with the State's Infrastructure Services Division, if applicable.

The tasks and activities to be performed by Contractor as part of the Deployment Services also include the following:

- Execute required data conversions or migrations including, but not limited to, baseline Salesforce.com configuration tables and parameters, and ancillary supporting data as required by the system to function successfully in the production environment;
- Establish data to be used with the new solution by producing new data and reconciling and mapping different data and database representations.
- If required, convert electronic data into a format usable by the new solution using a data conversion program.
- Document data issues and provide to the State for resolution.
- Conduct production pilot(s) (including "day in the life" simulations) and fine tune solution as agreed appropriate;
- End to end final validation of the operational architecture for the system;
- Develop, and thereafter maintain and make available to the State, a knowledge base of documentation gathered throughout the Project's life and allow for re-use of such documentation for future Projects.
- Conduct a post-implementation review process upon the completion of the Project which will include an analysis of how the business system(s) resulting from the Project compare to the post-deployment performance requirements established for such Project.

## 8.9. System Changes as a Result of Contractor Projects

For those System Changes (updates, upgrades, patches or otherwise) to any State system or environment within the Contractor's scope of work that involve the change of code or data (SalesForce.com, Interfaces, Scripts, Web Pages, Database Structures/Elements, operating system or database scripts, extensions, configuration items or otherwise) associated with the Contractor's effort, the Contractor will:

- Establish, publish and maintain a formal release calendar in consideration of the scheduled or required changes to the eLicense system;

- Develop release packaging rules that includes provisions for Contractor system and performance testing, State review and approval of Contractor results, provisions for State acceptance or validation testing (depending on the nature of the change);
- Operational procedures to backup or otherwise copy the Salesforce.com eLicense environment prior to implementing the change;
- Rollback or reversibility considerations including success/failure criterion applicable to the change;

The Contractor will implement, utilize and maintain:

- Structured code management, version control tools based on a supported change management suite;
- Include requirements traceability for all elements of a system change;
- Ensure that all changes adhere to State security, privacy and data handling Policies as contained in Supplement 2
- Employ standard test beds or scripts that are utilized and extended for purposes of fully demonstrating completeness of adherence to business, functional and technical requirements at State required quality levels;
- If applicable, include performance testing for high volume (transaction or data) transactions at the mutual agreement of the State and Contractor in consideration of the contents of a change.

## 8.10. Project Completion Activities and Final Documentation

Following forty-five (45) days of successful execution (defined as no Severity 1 or 2 issues) by the Contractor to the State production environment, the Contractor shall be relieved of Project requirements contained herein. During the 45 day period immediately following the introduction of the Contractor provided enhancements, configurations or extensions to the State's production environment the Contractor must:

- Ensure adequate staffing from the Contractor Project Team is on hand (or available remotely) to ensure that during this 45 day period all defects identified by the State and mutually committed to resolve by the Contractor in this RFQ or under any SOW are adhered to.
- This responsibility shall specifically include:
  - Prompt isolation, triage and repair of any Severity 1 or 2 issues defined as
    - An Incident shall be categorized as a "Severity 1 " if the Incident is characterized by the following attributes: the Incident (a) renders a business critical System, Service, Software, Equipment or network component un-Available, substantially un-Available or seriously impacts normal business operations, in each case prohibiting the execution of productive work, and (b) affects either (i) a group or groups of people, or (ii) a single individual performing a critical business function.
    - An Incident shall be categorized as a "Severity 2 " if the Incident is characterized by the following attributes: the Incident (a) does not render a business critical System, Service, Software, Equipment or network component un-Available or substantially un-Available, but a function or functions are not Available, substantially Available or functioning as they should, in each case prohibiting the execution of productive work, and (b) affects either (i) a group or groups of people, or (ii) a single individual performing a critical business function
  - Performance Monitoring of the System to ensure that there are no statistically significant (i.e., +5%) deviations from actual production performance as compared to the system performance prior to the implementation of Contractor developed elements;
  - All interfaces, and system functions perform and function as specified;

- Compile all final versions of the upgrade documentation, work products and delivery materials and locate / organize them as 'FINAL' on the State provided SharePoint site.
- ★ Obtain a final acceptance document from the State and the Contractor Managed Service Team confirming that all of the above has been delivered and accepted as final.

If, during the 45 day period immediately following the introduction to Production, a Severity 1 or 2 issue occurs that can be directly attributable to the efforts of the Contractor, and not the State, or other non-Project parties, the 45 day period will, at the sole discretion of the State, be reset for additional 45 day periods until such time as the system can perform without Severity 1 and 2 issues.