

RFP163-08-04  
Vendor Questions

Receipt Time Stamp	Internal Number	RFP Item	Category	Question	Answer	Addendum
031220080112PM	001	Appendix A Part A / Requirements Tables / P6 #28	Functional Requirements / Enrollment Services	Does vendor's solution include any "touch screen" technology?	No. Input functionality includes the following: keyboard, file upload and bar code scanning.	N/A
031220080112PM	002	Appendix A Part A / Requirements Tables / P6 #34	Functional Requirements / Information & Referral	There has been a stated need since VA - GetCare I&R implementation to track outgoing as well as incoming I&R calls. We had also asked that there be a mechanism for incoming and outgoing calls to be tracked as VDA I&A service units, as this is part of the VDA I&R/A program Standard.	Outgoing contacts will be included as one of the required categories for the ADRC I&R totals.	N/A
031220080112PM	003	Appendix A Part A / Requirements Tables / P6 #34	Functional Requirements / Information & Referral	Value added function - Does vendor have a module or plug-in to allow Intake from agency / provider websites?	There are no plug ins available.	N/A
031220080112PM	004	Appendix A Part A / Requirements Tables / P9 #47	Functional Requirements / Data	Does this infer a methodology is required (i.e., '5 of 7' rule) to minimize duplication of client records?	A single data element will not be adequate to use as a key field within the data design. A composite key will be required.	N/A
031220080112PM	005	Appendix A Part A / Requirements Tables / P9 #50	Functional Requirements / Data	Clarification of term 'internal databases'.	An internal database is one that exists for the sole purpose of the software application Requirements. Typically this database would reside on the same server as the application. An external database is any database whose existence is not contingent on the software application.	N/A
031220080112PM	006	Appendix A Part A / Requirements Tables / P12-15	Functional Requirements / Information Delivery	RBAC (Role Based Access Control) - I did not see a direct reference for a long-stated need for 'Read or View Only' role-based access for all solution modules. Perhaps this is inferred in the RFP, rather than directly addressed?	RBAC will be included with all application components and include all levels of access including read only. (examples - P4 #14 or P5 #25)	N/A
030420080410PM	007	RFP / Evaluation Process / P8, K	Budget	On RFP163-08-04, I was informed that the budget for this entire project is set aside at \$350,000.00, but as the project outlines read, the scale and impact would be expected to me much greater. Could you please provide the BUDGET for this entire project.	Part of this proposal includes budget and we are requesting that information from the vendor.	N/A

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031220080807PM	008	RFP / Proposal Instructions and Administration Maintenance and Hosting / P13, C, #4	Proprietary Information	Will the Agency please comment and / or elaborate on its intent to own all Intellectual Property Rights related thereto?	Agency will own all data, documentation and all other intellectual property rights related to the data.	N/A
031220080807PM	009	RFP / Proposal Instructions and Administration / P6, G and RFP / Maintenance and Hosting / P13, C, #4	Proprietary Information	For Suppliers who have a pre-existing solution, with the Agency please comment on how it proposes to reconcile ownership of Property Rights related thereto?	Vendor must outline and identify the restrictions / options for licenses of proprietary commercial off the shelf product.	N/A
031020081248PM	010	RFP / Title Page / P1	Timeline	Would VDA please extend the due date for the NWD RFP two or three weeks?	VDA believes that one month is adequate based on a pre-existing solution with minor modifications.	N/A
031320080255PM	011	N/A	Documentation	Can you provide the RFP document in Word format for ease of completing forms?	No. Microsoft Word format is not an option for the RFP / Proposal Instructions and Administration document.	N/A
031320080255PM	012	Appendix A Part A / Requirements Tables / P9 #50	Functional Requirements / External Database	What is the back-end database used by SeniorNavigator? Do you require just a link to access or a full bi-directional interface?	A full interface with the SeniorNavigator database will be required. View, query and update functionality will be needed.	N/A
031320080255PM	013	Appendix A Part A / Requirements Tables / P6 #31	Functional Requirements / Services Billing	Are there examples of the billing format required for public and private bill generation?	No. Vendor should provide examples from their existing product.	N/A
031320080255PM	014	RFP / Evaluation Process / P8, K	Budget	Is there an estimated value / amount budgeted for this procurement?	Part of this proposal includes budget and we are requesting that information from the vendor.	N/A
031320080255PM	015	RFP / Service Levels / P18, A	Service Levels	What is the Service Level Performance record for the current vendor?	Cannot disclose due to current vendor proprietary restriction.	N/A
031320080255PM	016	RFP / Evaluation Process / P8, K	Budget	P. 21 of the RFP; B. Small Businesses: Please explain #3 on the Chart: "Do you agree to include mutually agreed upon cost reduction initiatives, which will be periodically updating during the term of the contract?"	If during the course of the contract, that it becomes apparent that a previously agreed upon method could be changed such that the modification would result in a lessening of the work requirement, that the costs associated with the initial work would also decrease.	N/A

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031320080255PM	017	Appendix A Part A / Requirements Tables / P8 #44	Functional Requirements / Data	P. 8 Appendix A, Part A - Requirements; Requirement #44; Please clarify what data types would change to trigger notification? What business rules decides who gets notified?	Progress Notes, UAI, Service Program Enrollments and demographic information.	N/A
031320080255PM	018	Appendix A Part A / Requirements Tables / P15 #106	Functional Requirements / Information Delivery	P. 15 Appendix A Part A – Requirements: Requirement #106; Please clarify reference of “query analyzer”.	Additional feature of some SQL applications that provide user assistance with creating, updating and debugging queries.	N/A
031320080255PM	019	Appendix A Part A / Requirements Tables / P15 #109	Functional Requirements / Analysis	P. 15 Appendix A Part A – Requirements: Requirement #109: Describe Use Case for conversion techniques feature, and associated user role.	A use case might include a set of data input fields for a date of birth where the user is requested to use separate dropdown boxes for month, day and year. The data collected is used for a computation to determine an individual's age based on the entered date of birth.	N/A
031320080255PM	020	Appendix A Part A / Requirements Tables / P16 #117	Functional Requirements / Integration and Development	P. 16 Appendix A Part A – Requirements: Requirement #117: Describe business requirement for this item	The use of a separate database containing only service provider information should be used in conjunction with a database containing only consumer information to maintain service provider referral information.	N/A
031320080255PM	021	Appendix A Part A / Requirements Tables / P18 #130	Functional Requirements / Architecture, Security and System Requirements	P. 18 Appendix A Part A – Requirements: Requirement #130: Clarify difference between horizontal and vertical scaling	Horizontal scaling refers to adding additional hardware while vertical refers to upgrading existing devices.	N/A
031320080255PM	022	Appendix A Part A / Requirements Tables / P19 #152	Functional Requirements / Architecture, Security and System Requirements	P. 19 Appendix A Part A – Requirements: Requirement #152: Define what full client capability means	All functions related to managing business use of client data should be available within the user rights of daily operations. Admin rights should not be needed to perform any standard task of daily operations.	N/A
031320080255PM	023	Appendix A Part A / Requirements Tables / P20 #159	Functional Requirements / Architecture, Security and System Requirements	P. 20 Appendix A Part A – Requirements: Requirement #159: List various environments	Describe optimizing tools used to ensure stable and reasonable response times occur for end user and the technical characteristics in which these tools operate.	N/A

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031320080255PM	024	Appendix A Part A / Requirements Tables / P20 #161	Functional Requirements / Architecture, Security and System Requirements	P. 20 Appendix A Part A – Requirements: Requirement #161: Is there a difference between standards for public facing website versus professional secure client records requiring login access?	VITA Accessibility Standards apply to both public facing web sites and web application requiring login.	N/A
031320080255PM	025	Appendix A Part A / Requirements Tables / P20 #170	Functional Requirements / Architecture, Security and System Requirements	P. 20 Appendix A Part A – Requirements: Requirement #170: What type of data will have a maximum upload limit	Limitations should be set on electronic files that could be uploaded as attachments to client records such as PDF or MS Word documents.	N/A
031320080255PM	026	RFP / Layout and Content of NWD Based System / P12 #2	Functional Requirements / External Database	P. 12 of the RFP, #1: Is ability to enter and maintain provider information specific to the public facing resource directory, or for look-up information with managing secure client records requiring login access... or both?	Login access is required to add or modify provider information for the provider directory. The add or modify changes should update the provider directory to support both public facing and the tools application.	N/A
031320080255PM	027	RFP / Layout and Content of NWD Based System / P11 - 12, A	Functional Requirements / External Database	Explain the relationship between the requested I&R database functionality under this RFP and the existing I&R database in place, and the business requirement for connecting the two... basically, why will two similar resources be in production?	There is one provider directory which is owned by SeniorNavigator. This provider database will be made available online so that the new RFP solution may incorporate an interface across the web to utilize these records within the Information and Referral module of the new tool application set.	N/A
031320080256PM	028	Appendix A Part A / Requirements Tables / P4 #14, P5 #25, P5 #26, P7 #35	Functional Requirements / Progress Notes / Care Plan	Appendix A, requirements #14, #25, #26, #35, is there a description of the roles to be active in the RBAC mentioned under these requirements and if so, how many roles and how many members are anticipated for each?	A user can have multiple roles. At a minimum these are the basic roles: Case Manager - UAI, Enrollments, Progress Notes, Plan of Care; I&R Intake Specialist - I&R; Administration - Agency Setup, Program Setup, Reports, User Permissions, Data Modification; Management - All; Service Units Intake Specialist - Enrollments; Service Units Entry; Reports. There will be other roles that are not defined here based on the combination of Agency role definition and system design.	N/A

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031320080256PM	029	Appendix A Part A / Requirements Tables / P5 #16 - #19	Functional Requirements / Progress Notes / Care Plan	Appendix A, requirements #16 through #19, is there a standardized format for the Care Plan described on requirements #16 through 19, or is it ad hoc textual data?	The care plan needs to match the UAI Plan of Care. Only users with a 'need to know' requirements can access an individual's care plan.	Addendum 1.1
031320080256PM	030	Appendix A Part A / Requirements Tables / P9 #49	Functional Requirements / Data	Appendix A, requirement #49, is any particular mechanism anticipated for describing the user defined layouts or for providing the exported data?	There will be standard tables of interest that need to be exported such as the UAI record, but the intended question is to describe the technical method planned for ensuring this process meets standards.	N/A
031320080256PM	031	Appendix A Part A / Requirements Tables / P9 #51	Functional Requirements / Data	Appendix A, requirement #51, what is the scope of the addition of user-defined data elements? Can each user add their own elements, or each role, or are the additions to be made under the supervision of system administration?	Only users with agency administrator type privileges should be able to add, modify, or delete these local to their agency needed data elements. These data elements should be at the agency level not per user.	N/A
031320080256PM	032	Appendix A Part A / Requirements Tables / P11 #64	Functional Requirements / Billing	Appendix A, requirement #64, what are the billable activities referred to in this requirement?	Accounts receivable type billing for services rendered.	N/A
031320080256PM	033	Appendix A Part A / Requirements Tables / P11 #65	Functional Requirements / Maintenance and Hosting	Appendix A, requirement #65, how many support incidents are anticipated daily? Which sections of the user community shall be entitled to request support? How shall such entitlement be determined at the time the request is made?	Incident volumes will depend on many factors related to the deployment and maturity of the application. The initial contract period will allow for administrators of all agencies as well as all VDA staff to request technical assistance.	N/A
031320080256PM	034	Appendix A Part A / Requirements Tables / P12 #73	Functional Requirements / Maintenance and Hosting	Appendix A, requirement #73, when will the maxima mentioned in this requirement be specified? What is the average anticipated bandwidth requirement per active user?	The maximum number of concurrent users will be adjusted / scaled as use of the application is distributed. We plan on starting with 100 concurrent users and adjust as appropriate. Bandwidth on server side should be optimized on a regular basis by vendor staff. Client side / browser side users of the application should be able to work reasonably at any connection speeds higher than analog dial-up	N/A

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031320080256PM	035	Appendix A Part A / Requirements Tables / P12 #78, P12 #80 - #81	Functional Requirements / Information Delivery	Appendix A, requirements #78, #80 and #81, which users shall be allowed to specify their own reports? What statistical summaries are required?	Typically, administrators would be allowed to create their own reports. However, RBAC will determine which users will be allowed reporting access and to what degree. Need more information to answer the statistical summary part of the question.	N/A
031320080256PM	036	Appendix A Part A / Requirements Tables / P13 #91	Functional Requirements / Information Delivery	Appendix A, requirement #91, is the increased cost for browser-detecting solutions acceptable? What specific Dynamic HTML features are required in the user experience?	The question has now been changed to read "The solution should support popular internet browsers at current version and one level back. Describe supported browsers."	Addendum1.3
031320080256PM	037	Appendix A Part A / Requirements Tables / P14 #96	Functional Requirements / Information Delivery	Appendix A, requirement #96, what delivery mechanism is anticipated for the scheduled reports described in this requirement?	The delivery mechanism will be up to the vendor's choosing. The requirement is that the users should be able to run and schedule reports without that interfering with continuing to perform other work within the application. However, once the report is done processing there should be an easy way for users to be notified and retrieve the results.	N/A
031320080256PM	038	Appendix A Part A / Requirements Tables / P15 #110	Functional Requirements / Integration and Development	Appendix A, requirement #110, would the ability to provide data in an XML form together with a conformant DTD be sufficient to meet this requirement?	This could be one acceptable method. However, the more choices that can be made available the easier it will be to exchange data with future application request.	N/A
031320080256PM	039	Appendix A Part A / Requirements Tables / P16 #120	Functional Requirements / Architecture, Security and System Requirements	Appendix A, requirement #120, is there any available classification information to assist the solution provider in categorizing each information field for HIPAA purposes, or is the solution provider expected to make this determination?	HIPAA rules regarding PII are to be adhered to per the HIPAA guidelines.	N/A
031320080256PM	040	Appendix A Part A / Requirements Tables / P19 #157	Functional Requirements / Architecture, Security and System Requirements	Appendix A, requirement #157, why is support of a particular operating system required? What operating system-specifics must be taken into account?	Integration is a constant theme in this initiative. This question was asked to insure the vendor has expertise with working with Microsoft systems as this is a very probable scenario.	N/A

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031320080256PM	041	Appendix A Part A / Requirements Tables / P19 #158	Functional Requirements / Architecture, Security and System Requirements	Appendix A, requirement #158, is the solution required to incorporate multiple OS's or does this requirement simply ask which platforms will be used to support the solution?	The question is which OS's can the vendor support for their solution to run on.	N/A
031320080256PM	042	Appendix A Part A / Requirements Tables / P20 #164	Functional Requirements / Architecture, Security and System Requirements	Appendix A, requirement #164, please clarify this requirement.	All tools within the toolset should be accessible from a main menu within the single application.	N/A
031320080256PM	043	Appendix A Part A / Requirements Tables / P17 #127	Functional Requirements / Architecture, Security and System Requirements	What is the anticipated number of internal users of the system?	Minimum 150 with a maximum of 1900. This includes internal and external users.	N/A
031320080256PM	044	Appendix A Part A / Requirements Tables / P17 #127	Functional Requirements / Architecture, Security and System Requirements	What is the anticipated number of external named users of the system?	Minimum 150 with a maximum of 1900. This includes internal and external users.	N/A
031320080256PM	045	Appendix A Part A / Requirements Tables / P15 #111	Functional Requirements / Information Delivery	Is support for Microsoft SQL Server and PostgreSQL databases mandatory?	Flexible data exchange is a major desired request by the stakeholders of this initiative. Please describe as many of these items as you can comfortably connect with or support.	N/A
031320080256PM	046	Appendix A Part B / ETA Requirements / APP-R-06	ETA Requirements / Application Domain	Is compliance with both J2EE and .NET Guidelines (as per Application Domain technical requirements) required?	The Virginia Information Technologies Agency does sometime allow exceptions to this requirement of J2EE and .NET. However, approval of the exception will not be known until after we can request development approval.	N/A
031320080256PM	047	RFP / Layout and Content of NWD Based System / P11 - 12, A	Functional Requirements / Existing System	The RFP implies that there is a "current No Wrong Door web-based solution". What technology is this built on? Presumably this system will be completely displaced by the newly procured system?	Cannot disclose due to current vendor proprietary restriction. Yes, there will be a complete transition from current tool to the accepted solution.	N/A

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031320080256PM	048	RFP / Layout and Content of NWD Based System / P11 - 12, A	Functional Requirements / Existing System	In addition to completing the requirements tables in the Microsoft Word file titled "RFP 163-08-04 Appendix A – Requirements" (including any cross-referenced attachments), are respondents also required to respond to items 1 to 15 in Section 5 part A?	Yes. Any requirements that have not been adequately described can be supported more clearly in the Executive Summary Response.	N/A
031320080256PM	049	Appendix A Part B / ETA Requirements / Entire Document	Documentation	In Section 3 (Proposal Format) there do not appear to be instructions on how the Technical Requirements spreadsheet should be packaged with the response. Presumably this spreadsheet needs to be completed and included with the response?	The ETA Technology Requirements are mandated by VITA and therefore must be completed and included with vendor response.	N/A
031320080256PM	050	Appendix A Part B / ETA Requirements / Entire Document	Evaluation	Assuming the Technical Requirements spreadsheet is to be packaged with the response, how, if at all, will the Technical Requirements be evaluated with respect to the respondent's proposal?	Evaluation is required for any exceptions. Enterprise Architecture division of VITA will be responsible for evaluation.	N/A

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031320080255PM	051	RFP / RFP Objective and Project Overview / P4, C	Functional Requirements / Architecture, Security and System Requirements	Section 1, Par. C (page 4): "It is VDA's intent that any resulting contract be available for use by other Public Bodies that are participating in the No Wrong Door Initiative and private entities approved to participate in the No Wrong Door Initiative." Please describe the Public Bodies that will be using the system and identify the number of private and public entities, and the approximate number of total users.	PUBLIC PROVIDERS: Examples of public providers include: Area Agencies on Aging (AAAs); Centers for Independent Living (CILs) Community Action Agencies (CAAs); Community Services Boards (CSBs); Department for the Blind and Vision Impaired (VDBVI); Department for the Deaf and Hard of Hearing (VDDHH); Department of Rehabilitative Services (DRS); Department of Medical Assistance Services (DMAS); Department of Mental Health, Mental Retardation, and Substance Abuse Services (DMHMRSAS); Local Departments of Social Services (DSS); Local Departments of Health (VDH) / PRIVATE PROVIDERS: Non-governmental private providers that do not meet the criteria established in 1.4 above. Examples of private providers include: Adult day centers; Assisted living facilities; Home health agencies; Hospitals; Nursing homes; Personal care providers; Private practitioners such as geriatricians; Private transportation providers; Senior centers.	N/A
031320080255PM	052	RFP / Layout and Content of NWD Based System / P11 - 12, A	Functional Requirements / External Database / (Data)	Section 4, Par. A (p.11): "Senior Navigator (SN)* provides a statewide directory of 21,000 services that will be integrated into a web-based application solution." Section 5, Par. A, No. 2 (p.12): ""The No Wrong Door solution must be capable of linking to and using an existing "Alliance of Information and Referral Systems (AIRS) compliance resource database that is external to the No Wrong Door application. Information shall be immediately available to solution users." Please outline the expectations for the integration with the Senior Navigator system's statewide directory of services.	The solution should include a method of providing the end user with quick responses to queries on this database. This will probably require a design with some routine batch importing to accomplish this request. The requirement is using the SeniorNavigator provider database for the source of the data and that the user gets a response when queried against this database as fast as possible.	N/A

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031320080255PM	053	RFP / Layout and Content of NWD Based System / P12 #13	Functional Requirements / Data	Section 5, Par. A, No.13 (p.12): "The ability for the local users to customize fields." Please describe field customization in greater detail. Please identify VDA controls on field customization and reporting requirements, if any, on local customized fields. Is the requirement for each local user to customize the same fields differently?	Only users with agency administrator type privileges should be able to add, modify, or delete these local to their agency needed data elements. These data elements should be at the agency level not per user. Each agency should be allowed to create locally owned data fields on all major topics such as assessments and client demographics.	N/A
031320080255PM	054	RFP / Small Businesses / P21 Table	Budget	Section 11, Par. B, Table (p.21): "Do you agree to include mutually agreed upon cost reduction initiatives, which will be periodically updated during the term on the contract?" Please describe expectations for cost reduction initiatives.	If during the course of the contract, that it becomes apparent that a previously agreed upon method could be changed such that the modification would result in a lessening of the work requirement, that the costs associated with the initial work would also decrease.	N/A
031320080255PM	055	Appendix A Part A / Requirements Tables / P7 #39	Functional Requirements / Information and Referral	Appendix A, No. 39 (p.7): "The solution shall provide a method for users to record information / complaints about service providers. This information shall be organized in a manner to extrapolate provider ratings." Please provide information on provider complaint requirements. Do you have a sample complaint form? Are these anonymous reports?	This question is retracted. Please ignore.	Addendum1.2
031320080255PM	056	Appendix A Part A / Requirements Tables / P9 #50	Functional Requirements / Data	Appendix A, No. 50 (p. 9): "The solution will provide the ability to connect with, query and update both internal and external databases." Please list these internal and external databases, and your preferred method for integration Is web services acceptable? Is BizTalk acceptable?	The question of interest is what methods are available to your solution to connect, query, and update the tools application itself and such as external databases as the SeniorNavigator Provider database. Yes, web services and BizTalk would both be valid methods.	N/A
031320080255PM	057	Appendix A Part A / Requirements Tables / P16 #117	Functional Requirements / Integration and Development	Appendix A, No. 117 (p.16): "The solution shall enable simultaneous access to heterogeneous databases." Please describe the desired method of access to these heterogeneous databases. Will SPiDeR be used?	To clarify the question please describe any ability your solution may have to connect / interface different databases and deliver an interface to the user as though they were one.	N/A

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031320080255PM	058	Appendix A Part A / Requirements Tables / P19 #152	Functional Requirements / Architecture, Security and System Requirements	Appendix A, No. 152 (p.19): "The solution shall provide full client capability without local administrative rights/privileges enabled." Please provide additional information on this requirement. Does this mean that a client can access their own records within the system with password capability?	All functions related to managing business use of client data should be available within the user rights of daily operations. Admin rights should not be needed to perform any standard task of daily operations. No the client access their own records.	N/A
031920080200PM	059	Appendix A Part A / Requirements Tables / P6 #31	Functional Requirements / Services Billing	Will UAI service payments be integral to the solution?	Yes, the UAI payment submission capability will be evaluated as a major component of the solution.	N/A Received after deadline
031920080200PM	060	Appendix A Part A / Requirements Tables / P4 #10	Functional Requirements / Uniform Assessment Instrument (UAI)	Please provide more details around the electronic signature component.	Digital signatures with use of Public Key cryptography and hash-value calculated from each unique iteration to 'digitally-sign' documents. Any modification to the document changes the original hash-value of the document and renders the digital signature invalid.	N/A Received after deadline
031920080200PM	061	RFP / Evaluation Process / P8, K	Budget	Did the General Assembly define a budget for this project?	Part of this proposal includes budget and we are requesting that information from the vendor.	N/A Received after deadline
031820080701PM	062	RFP / Introduction / P4, A	Users	What is the user community for the No Wrong Door application? Is the application intended to be available to the general public? What groups of users will be using the application?	The NWD Application is intended to be used by both private and public organizations that will benefit from streamlining coordination of services for aging and disability clients.	N/A Received after deadline
031820080701PM	063	Appendix A Part A / Requirements Tables / P3-4 #5	Functional Requirements / Uniform Assessment Instrument (UAI)	What background information can you provide about the offline users: What agencies would they be from? What would their roles be? Do they have laptops that they would take with them when visiting a client or would they be filling out a paper form? If they have laptops, do they have the ability to access the Internet via Wi-Fi, dial-up connection or a similar method? For offline users that fill out a paper form, is there a need to scan the original paper form into the NWD system or would the information they enter into the system serve as the historical version?	Offline capability refers to being able to collect the UAI or any portion of on a Windows laptop completely disconnected from the internet. Once the laptop is in an area that can provide a connection to the internet, then when connection established the UAI's can be uploaded to the appropriate agency's GetCare System.	N/A Received after deadline

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031820080701PM	064	Appendix A Part A / Requirements Tables / P4 #10	Functional Requirements / Uniform Assessment Instrument (UAI)	For item #10, how are electronic signatures going to be captured? Does this require the purchase of additional IT equipment or will it be provided by the Commonwealth?	Digital signatures with use of Public Key cryptography and hash-value calculated from each unique iteration to 'digitally-sign' documents. Any modification to the document changes the original hash-value of the document and renders the digital signature invalid. Third party vendors are commonly associated with this function. Please provide a method that your solution could accomodate.	N/A Received after deadline
031820080701PM	065	Appendix A Part A / Requirements Tables / P6 #27	Functional Requirements / Enrollment Services	Item #27 - "The solution shall include a method to download a roster of individuals (clients) for offline Service units recording. This mechanism shall also include an option to upload the completed form as a file and map the data elements collected back to the online data fields." - Could you please elaborate on this, where is the roster of individuals (clients) being downloaded to? How are the service units going to be recorded?	The roster would be downloaded as a PDF, Word or Excel document onto a user's local drive for form entry or print option. For the upload portion, please provide a recommendation in your solution that would facilitate this.	N/A Received after deadline
031820080701PM	066	Appendix A Part A / Requirements Tables / P6 #28	Functional Requirements / Enrollment Services	For item #28, has a bar code scanner already been purchased? Will the bidder be expected to provide that equipment? Which service units are going to be captured by bar code scanning?	The solution vendor should strategize on which scanning hardware can be easily obtained and supported. Cost of the equipment will be the agency's responsibility. The bar coding functionality should be designed in such a way that all services can be entered with this method.	N/A Received after deadline
031820080701PM	067	Appendix A Part A / Requirements Tables / P6 #31-33	Functional Requirements / Enrollment Services	On items #31 - 33, how is service provider billing and payment handled currently? How is consumer billing handled currently? Is the price per service unit consistent across providers or individually determined for each one?	There is currently no automated mechanism in place for provider billing. Pricing for services vary widely and change frequently.	N/A Received after deadline

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031820080701PM	068	Appendix A Part A / Requirements Tables / P10 #61	Functional Requirements / Reporting	Item #61 - "The solution shall allow for unlimited iterations of report generation for historical purposes. The solution shall ensure that historical versions remain unaltered. Describe in Column B." - what is the intent of this requirement? Is the desire to save a copy of every report run by a user? Or rather the ability to generate reports covering different periods of time and different filtering criteria?	The intent is allow the each reports execution to be saved and stored as a separate unique file.	N/A Received after deadline
031820080701PM	069	Appendix A Part A / Requirements Tables / P9 #50	Functional Requirements / Data	Other than the Senior Navigator provider database, which is in PostgreSQL; what are the other databases (internal and/or external) that the NWD Tools Web-based solution will be expected to interface with and what are their formats (PostgreSQL, MySQL, Oracle, etc.)? Which agencies or partners are the owners of those databases?	The solution must be scalable to provide a means for database additions. Solution should include recommendation for this requirement.	N/A Received after deadline
031820080701PM	070	Appendix A Part A / Requirements Tables / P10 #57	Functional Requirements / Reporting	In addition to the list of "standard" or "default" data elements described in #57 under reporting, are there any additional data elements "standard" or "default" data elements that should be included for sorting or filtering?	Ideally, any data element would be available for use as 'order by' or 'filtering'. Please provide a description of a functionality that exists in the solution that may satisfy this condition.	N/A Received after deadline
031820080701PM	071	Appendix A Part A / Requirements Tables / P10 #59	Functional Requirements / Reporting	Besides the file formats listed in #59, are there any other file formats that might be needed for reports or the exportation of report data?	No. However, please indicate what others may be available with the solution.	N/A Received after deadline
031820080701PM	072	Appendix A Part A / Requirements Tables / P10 #61	Functional Requirements / Reporting	For item #61 in the requirements table, is this referring to standard reports or user defined/ad hoc reports or both?	Both. For the ad-hoc reports, the ability to create a user library and user defined saved queries for report generation is advised.	N/A Received after deadline
031820080701PM	073	Appendix A Part A / Requirements Tables / P10 #62	Functional Requirements / Reporting	For item #62, are there any additional data elements that should be standard for the system usage report, such as agency/partner/entity user is affiliated with?	These data elements are required. However, the ability to add or delete data elements for this report is needed.	N/A Received after deadline
031820080701PM	074	Appendix A Part A / Requirements Tables / P10 #62	Functional Requirements / Reporting	For item #62, what sorting or filtering data elements might be needed?	Date span parameter, user and client. Ideally, any data element would be available for use as 'order by' or 'filtering'. Please provide a description of a functionality that exists in the solution that may satisfy this condition.	N/A Received after deadline

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031820080701PM	075	Appendix A Part A / Requirements Tables / P11 #68	Functional Requirements / Maintenance and Hosting	For item #68, besides the Commonwealth data security requirements, VITA's requirements and HIPPA, are there any additional federal data security requirements NWD Tools Web-based solution will need to follow?	There is a specific VDA NWD Security Policy that must be adhered to as well. This document is the actual minimum requirements that the NWD System and each agency must abide by. It is basically built on the principles of VITA's Security Policies, Standards, and Guidelines. This document is not designed for public knowledge, but will be provided to the vendor selected.	N/A Received after deadline
031820080701PM	076	Appendix A Part A / Requirements Tables / P12 #83-#84	Functional Requirements / Information Delivery	For items #83 and #84, would there be a need or desire to run reports against alert data, such as how often a specific trigger appeared in a given time frame? What are the minimum browser versions that would need to be designed and coded for?	Yes, there is a need for stats on triggers initiated. The solution should support popular internet browsers at current version and one level back.	N/A Received after deadline
032020080526PM	077	Appendix A Part A / Requirements Tables / P20 #159; P12 #73	Functional Requirements / Architecture, Security and System Requirements / Maintenance and Hosting	Can very specific expectations for response time be included?	Vendor must describe optimization tools used to ensure stable and reasonable response times for end users and the technical characteristics in which these tools operate. For environment, the solution shall optimize performance and describe what it is that makes this solution better than another solution and how optimization for response time is performed. How does the solution make the environment remain stable and ensure reasonable response time. The maximum number of concurrent users will be adjusted / scaled as use of the application is distributed. We plan on starting with 100 concurrent users and adjust as appropriate. Bandwidth on server side should be optimized on a regular basis by vendor staff. Client side / browser side users of the application should be able to work reasonably at any connection speeds higher than analog dial-up. Acceptable response time is what we are looking for in the solution. Longer than several seconds is considered a technical problem. Optimization must be part of the solution for current and ongoing functionality. Scalability of	

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032020080526PM	078	Appendix A Part A / Requirements Tables / P8 #41-43	Functional Requirements / Data	Where are the requirements in Appendix A that speak to sharing?	The solution shall provide a mechanism to adhere to the Commonwealth of Virginia's Uniform Authorization Consent to Exchange Information form. This method to share and exchange confidential data shall be based on the following parameters. Agency; Individual; Effective date; End Date; Type of Information Shared. Describe mechanism or data structure that allows these business rules to be enforced. The solution shall allow for unlimited iterations of Uniform Authorization Consent to Exchange Information forms for historical purposes. The solution shall ensure that historical versions remain unaltered. The solution shall provide a mechanism for an Agency / user notification to be generated when a Uniform Authorization Consent to Exchange Information form has been created, updated or deleted.	
032020080526PM	079	Appendix A Part A / Requirements Tables / P8 #41-43	Functional Requirements / Data	Can the evaluation team give more weight to sharing?	Concern acknowledged.	
032020080526PM	080	Mtg Minutes RFP Vendor Questions Conference Call 03192008	PSamuels	How will the proposals be scored?	NWD is a high profile project that will require a robust solution and a vendor that can make it happen. Ultimately, we will pick the best solution that will satisfy the most requirements.	
032020080526PM	081	RFP / Layout and Content of NWD Based System / P11 - 12, A; Mtg Minutes RFP Vendor Questions Conference Call 03192008	LEshmont	How will users of the current system be converted?	Cannot disclose current system schematics due to current vendor proprietary restriction. Yes, there will be a complete transition from current tool to the accepted solution.	

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032020080526PM	082	Appendix A Part A / Requirements Tables / P8 #41; P9 #47	Functional Requirements / Data	How will the existing problem of 'duplicates' be handled?	For this question, the term 'duplicate' refers to when system sharing logic does not completely conform to business rules. The business rule for sharing is that each agency should be able to have its own record for a given client. Additionally, all agencies collect their own data until a consent form exists that states which agencies will share. Upon activation of the consent form, the agencies identified to share will still maintain all historical information collected to date but will work with a shared record until the expiration of said consent form. In reference to the following requirements excerpt, 'data structure that allows these business rules to be enforced' refers to a data design that enforces data integrity with regards to duplicate data. ' The solution shall provide a mechanism to adhere to the Commonwealth of Virginia's Uniform Authorization Consent to Exchange Information form. This method to share and exchange confidential data shall be based on the following parameters. Agency; Individual; Effective date; End Date; Type of Information Shared. Describe mecha	
032020080526PM	083	Appendix A Part A / Requirements Tables / P8 #44	Functional Requirements / Data	Will the solution allow for referrals to be performed in other applications besides I&R?	' The solution shall provide a mechanism for an Agency / user notification to be generated when data is changed. Describe how this is achieved.' This preceding requirement does not specifically indicate where and how this is to be achieved. The vendors have been informed to submit proposals based on their recommendations.	

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032020080526PM	084	Appendix A Part A / Requirements Tables / P9 #51	Functional Requirements / Data	Can NPRMES fields be included as part of the I&R application?	' The solution shall provide a mechanism for authorized users to add user defined data elements to screens, databases, reports and files. Describe how data integrity is enforced.' This preceding requirement provides a means for users to add user defined data fields for any purpose specific to their agency. This could be used for NPRMES.	