JK
6/19/14
Item #9

AN ORDINANCE 2014-06-19-0447

ACCEPTING THE PROPOSAL FROM CREATIVE SOFTWARE SOLUTIONS, LLC. TO PROVIDE THE DEPARTMENT OF HUMAN SERVICES WITH THE PURCHASE AND DELIVERY OF THE SOFTWARE SOLUTION TO AUTOMATE AND GENERATE REPORTS REQUIRED TO ADMINISTER THE SENIOR MEAL AND TRANSPORTATION PROGRAM FOR A TOTAL COST OF $866,713.00, FUNDED BY THE IT CAPITAL PROJECT 09-00062 FOR THE INITIAL COSTS OF $344,625.00 AND PENDING THE FY15, FY16, AND FY17 BUDGET APPROVAL PROCESS FOR THE RECURRING COSTS OF $522,088.00.

* * * * *

WHEREAS, the Department of Human Services (DHS) currently relies on a manual process to generate reports for program monitoring performance and to provide statistical information to partners, meet grant requirements, and receive reimbursement for specific programs; and

WHEREAS, software automation will increase overall efficiencies within DHS; and

WHEREAS, the City issued a Request for Competitive Sealed Proposals (RFCSP) for "Senior Centers Automation Application Solution" RFCSP 14-004 (6100003638) on November 15, 2013, for which Creative Software Solutions, LLC was selected; **NOW THEREFORE,**

BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF SAN ANTONIO:

SECTION 1. A contract with Creative Software Solutions, LLC to provide DHS with the purchase and delivery of the software needed to automate the administration of the senior meal and transportation program, with 3 years of maintenance and support, for a total cost of $866,713.00, is hereby approved. A copy of the contract is attached hereto and is incorporated by reference as **Attachment 1**.

SECTION 2. Payment in the amount of $344,625.00 in SAP Fund 40099000, Other Capital Projects, SAP Project Definition 09-00062, DHS Senior Center Upgrade, is authorized to be encumbered with a purchase order and made payable to Creative Software Solutions, LLC., for the initial purchase and 3 years of maintenance and support.

SECTION 3. Additional funding in the amount of $522,088.00 for this ordinance as part of Fiscal Years 2015, 2016 and 2017's Budget is contingent upon City Council approval of the City's operating budget and the availability of funds.

SECTION 4. Payment not to exceed the budgeted amount is authorized to Creative Software Solutions, LLC and should be encumbered with a purchase order. All expenditures will comply with the approved operating budget for future fiscal years.

JK
6/19/14
Item #9

SECTION 5. The financial allocations in this Ordinance are subject to approval by the Director of Finance, City of San Antonio. The Director of Finance, may, subject to concurrence by the City Manager or the City Manager's designee, correct allocations to specific SAP Fund Numbers, SAP Project Definitions, SAP WBS Elements, SAP Internal Orders, SAP Fund Centers, SAP Cost Centers, SAP Functional Areas, SAP Funds Reservation Document Numbers, and SAP GL Accounts as necessary to carry out the purpose of this Ordinance.

SECTION 6. This ordinance shall be effective immediately upon passage by eight affirmative votes; otherwise it shall be effective on the tenth day after passage hereof.

PASSED and APPROVED this 19th day of June, 2014.

M A Y O R
Julián Castro

ATTEST:

Leticia M. Vacek, City Clerk

APPROVED AS TO FORM:

By:

Robert F. Greenblum, City Attorney

Agenda Item:	**9 (in consent vote: 6, 7, 8, 9, 10, 11, 12, 13, 14, 16, 18, 19, 20, 21, 24, 27, 28, 29, 30, 31, 32, 35, 36, 37, 38A, 38B, 39A, 39B, 40A, 40B, 40C)**
Date:	06/19/2014
Time:	10:29:56 AM
Vote Type:	Motion to Approve
Description:	An Ordinance authorizing a contract between Creative Software Solutions, LLC. and the City of San Antonio to provide the Department of Human Services with the purchase and delivery of the software needed to automate the administration of the senior meal and transportation program for a total cost of $866,713.00; funded by the Information Technology Capital Budget for the one-time purchase of $344,625.00 and estimated annual average maintenance and support cost of $174,029.33 for fiscal years 2015, 2016 and 2017 contingent upon City Council appropriation as part of the City's Annual Budget Process. [Ben Gorzell, Chief Financial Officer; Troy Elliott, Director, Finance]
Result:	Passed

Voter	Group	Not Present	Yea	Nay	Abstain	Motion	Second
Julián Castro	Mayor		x				
Diego Bernal	District 1		x				
Ivy R. Taylor	District 2		x				
Rebecca Viagran	District 3		x				
Rey Saldaña	District 4		x				
Shirley Gonzales	District 5		x				
Ray Lopez	District 6		x				x
Cris Medina	District 7		x				
Ron Nirenberg	District 8		x			x	
Joe Krier	District 9		x				
Michael Gallagher	District 10		x				

INTEGRATION AGREEMENT FOR SENIOR CENTER AUTOMATION APPLICATON FOR THE CITY OF SAN ANTONIO

REQUEST FOR COMPETITIVE SEALED PROPOSAL ("RFCSP")
NO.: 6100003638

BETWEEN THE CITY OF SAN ANTONIO, TEXAS ("CITY")
AND
CREATIVE SOFTWARE SOLUTIONS LLC.

STATE OF TEXAS §
§
COUNTY OF BEXAR §

This Agreement is entered into by and between the City of San Antonio, Texas, a home-rule municipal corporation (City), and Creative Software Solutions, LLC., (CSS), both of which may be referred to herein collectively as the "Parties".

The Parties hereto severally and collectively agree, and by the execution hereof are bound, to the mutual obligations herein contained and to the performance and accomplishment of the tasks hereinafter described.

1.0 CONTRACT DOCUMENTS

1.1 The terms and conditions for performance and payment of compensation for this Agreement are set forth in the following contract documents, true and correct copies of which are attached hereto and fully incorporated herein for all purposes (other than for the RFCSP 6100003638, which is not attached but incorporated by reference for which a previous signed copy has been received), and shall be interpreted in the order of priority as appears below:

a. This Integration Agreement;

b. City's Request for Competitive Sealed Proposal (RFCSP) 6100003638 (Not Attached), including all attachments, addendums and clarification statements thereto (Exhibit A);

c. CSS Breakdown of Milestones (Exhibit B)

d. CSS Response to RFCSP 6100003638 and Response from CSS Presentation (Exhibit C)

2.0 ENTIRE AGREEMENT

This Agreement, together with its exhibits, if any, constitutes the final and entire agreement between the parties hereto and contains all of the terms and conditions agreed upon. No other agreements, oral or otherwise, regarding the subject matter of this Agreement shall be deemed to

ATTACHMENT I

exist or to bind the parties hereto, unless the same are in writing, dated subsequent to the date hereto, and duly executed by the parties.

EXECUTED and **AGREED** to as of the dates indicated below. This Agreement may be executed in multiple copies, each of which shall constitute an original.

CITY OF SAN ANTONIO

Print Name: Melody Woosley
Title: Director of Department of Human Services
Date:

CREATIVE SOFTWARE SOLUTIONS, LLC.

Print Name: MICHAEL STAPPLER
Title: VICE-PRESIDENT / CFO
Date: 5/21/2014

Approved as to Form:

Assistant City Attorney

City of San Antonio

Milestone Details
For Senior Center Automation Application RFCSP No. 68100003638

May 15, 2014

Exhibit B

Creative Software Solutions, LLC COSA RFCSP No. 68100003638; Milestone Details. Copyright © 2014 All rights reserved.

Milestone Details

Section 1 – Equipment

Pricing Schedule	Description	Cost	Total
20	Touch Screens - 20 each @ $2,240/unit	$44,800	$192,125
21	BIP-100 Terminals - 68 each @ $1,240/unit	$84,320	
22	Android Tablets - 37 each @ $1,240/unit	$45,880	
23	Swipe Cards - 12,500 each @ $1/card	$12,500	
24	Android Tablet Mounts w/Cases-37 each @ $125/unit	$4,625	

The items in Section 1 above will be billed upon receipt of delivery to the agency. The agency has indicated they will place an order for all of the items in section 1 for delivery at one time. All items will be shipped (using Ground Service) to a central location.

Section 2 – One Time Setup Fees

Pricing Schedule	Description	Cost	Total
4a	Project Kick-Off Meeting 33% of 1-time setup fee ($152,500 x 33%)	$50,325	$152,500
4b	Signed Statement of Work; 33% of 1-time setup fee ($152,500 x 33%)	$50,325	
4c	Setup Customer Database to Production 24% of 1-time setup fee ($152,500 x 24%)	$36,600	
4d	Go Live - 10% of 1-time setup fee ($152,500 x 10%)	$15,250	

The items in Section 2 above will be billed upon acceptance of the deliverables to the agency.

- Item 4a, COSA DHS will be billed for this line item after completing the Project Kick off Meeting. The parties will discuss and refine the Statement of Work (SOW) as proposed in the response to the RPCPS, the detailed project plan, and documentation of configuration and business processes.
- Item 4b, COSA DHS will be billed for this line when the Statement of Work (SOW) is signed and returned to CSS. The signed SOW is the detailed plan that defines the project and contains the processes, steps, and timeline to implement the project and the business rules the agency uses to manage the program.
- Item 4c, COSA DHS will be billed when CSS sets up the customer database in the production environment and the project goes to the Pilot phase and training.
- Item 4d, COSA DHS will be billed when the Pilot phase is completed, the system is live in production and is available to the sites.

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Section 3 – Recurring Fees

Pricing Schedule	Description	Cost
2	Recurring License Fee	$120,000
15	Database fee	$20,800
25	ID Swipe Cards - $1.00 each. The cost assumes 10 cards per site for 125 sites. The actual cost will be the actual number of cards issued.	$1,250
26	Data Services for terminals $20/month per terminal (68)	$16,320
27	Data Services for tablets $20/month per tablets (37)	$8,880

The pricing in Section 3 is for Year 1; Subsequent years recurring fees (years 2 and 3) will be billed on the anniversary date of the go live date at the prices listed in the Pricing Schedule in the response to the RFCPS (pages 65-67).

- Items 2 and 15 - COSA DHS will be billed for these line items upon completion of the setup phase of the project and the project goes live. The first day of year 1 of the project will be the go live date and the anniversary date of the go live date is the completion of year 1.
- Item 25 - COSA DHS will be billed at the end of each month when the agency orders cards for delivery.
- Items 26 and 27 - COSA DHS will be billed at the beginning of each month for the number of units that are active on the system.

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Section 4 – D$ Items- Custom Development (Optional)

Section	Timeframe	Cost
1.0 Participant Registration	23 days	$24,500
2.0 Event Process	11 days	$11,560
3.0 Event Management- Calendar	3 days	$2,720
4.0 Meal Process	22 days	$23,460
5.0 Volunteer Tracking- Scheduling	4 days	$4,080
6.0 Transportation Tracking/Sched.	7 days	$7,480
7.0 Reporting	38 days	$40,320
8.0 Interfaces	0 days	$0
9.0 System Config- Bus Needs	10 days	$10,880
10.0 Participant Case Management	0 days	$0
TOTAL	118 days	$125,000
The items listed in Section 4 are custom development items and are optional. **The timeframes are estimated and based on using 2 resources**		

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Milestone Details

Sample plan for deployment of proposed solution from Section 1.1.1 of the Response to the RFCPS:

- **Project Initiation - Customer Meeting**	**MJM/Customer/Harmony**
Set Project Deliverables - GO Live	MJM
- **Project Planing**	**MJM/Customer/Harmony**
- **Requirements Gathering/Documentation**	**MJM/Customer/Harmony**
+ **Site Survey**	**Customer**
Provide contact information for each Senior Center	PM
Customer begins cleaning data	Customer
+ **Customer begins card development**	**Customer**
- **Product Development - Synergy Integration**	**MJM/Harmony**
+ **Develop Sandbox**	**MJM**
+ **Database Integration**	**MJM/Harmony**
+ **Web Portal Development**	**MJM**
- **Project Execution**	**MJM/Harmony**
- **Equipment Procurement & Configuration**	**MJM**
+ **Touch Screen/Terminal Configuration**	**MJM**
+ **Card Production**	**MJM**
+ **Quality Assurance in Development**	**MJM**
+ **Move Customer Database to Production**	**MJM/Harmony**
+ **Pilot Site Set Up and Install**	**Customer/MJM**
- **Go Live Pilot - 5 sites**	**Customer**
Install Remaining Sites in Rolling Release	MJM/Customer
Test SAMS Import to DADs	Harmony
+ **Closure**	**MJM/Customer/Harmony**

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Milestone Details

Description	Billing Milestone	Estimated Delivery
Project Initiation – Phase 1 Customer Meeting to set project deliverables, milestones and projected Go Live Date. (This phase is completed once the kickoff meeting has been held).	Project Kick-Off	1 month from contract signing
Project Planning Requirements Gathering/Documentation Site Survey Card Development (This phase is completed when COSA DHS signs off on the revised SOW).	SOW Signoff	2 months from contract signing
Product Development Develop Sandbox Database setup Application Development Web Portal Development	When development is complete	3 months from contract signing
Project Execution Equipment procurement and configuration Card Production Harmony Integration Quality Assurance in Development Setup Customer Database in Production Quality Assurance with COSA (UAT) (This phase is completed when hardware is delivered to COSA DHS).	When QA and UAT are complete	4 months from contract signing
Pilot Setup and implement at sites Training (This phase is complete when the pilot system is available to the sites).	When pilot system is available to sites	5 months from contract signing
Go Live and Closure – Phase 1	Go Live	6 months from contract signing
Project Initiation – Phase 2 D$ items and Harmony/DADS integration **Project Planning** **Product Development** **Project Execution** **Pilot** **Go Live and Closure – Phase 2**	Go Live	7 – 12 months from contract signing

The items in the schedule above will be billed upon acceptance of the deliverables by the agency.

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City of San Antonio

Response to REQUEST FOR COMPETITIVE SEALED PROPOSAL
For Senior Center Automation Application RFCSP No. 68100003638

Due Date: January 10, 2014

Exhibit C

GENERAL INFORMATION FORM and REFERENCES

Creative Software Solutions, LLC COSA RFCSP No. 68100003638. Copyright © 2014 All rights reserved.

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GENERAL INFORMATION FORM and REFERENCES

RFCSP ATTACHMENT A, PART ONE
GENERAL INFORMATION

1. **Respondent Information:** Provide the following information regarding the Respondent.

(NOTE: Co-Respondents are two or more entities proposing as a team or joint venture with each signing the contract, if awarded. Sub-contractors are not Co-Respondents and should not be identified here. If this proposal includes Co-Respondents, provide the required information in this Item #1 for each Co-Respondent by copying and inserting an additional block(s) before Item #2.)

Respondent Name: Creative Software Solutions, LLC.
(NOTE: Give exact legal name as it will appear on the contract, if awarded.)

Principal Address: 1501 Sulgrave Avenue, Suite 200

City: Baltimore State: MD Zip Code: 210209

Telephone No. 410-664-0700 Fax No: 410-664-4018

Website address: www.mjminnovations.com

Year established: 2001

Provide the number of years in business under present name: 12

Social Security Number or Federal Employer Identification Number: 52-2293760

Texas Comptroller's Taxpayer Number, if applicable: 1522293760
(NOTE: This 11-digit number is sometimes referred to as the Comptroller's TIN or TID.)

DUNS NUMBER: 961598153

Business Structure: Check the box that indicates the business structure of the Respondent.

___Individual or Sole Proprietorship If checked, list Assumed Name, if any: _____
___Partnership
___Corporation If checked, check one: X For-Profit ___ Nonprofit
Also, check one: X Domestic ___Foreign
X Other If checked, list business structure: LLC

Printed Name of Contract Signatory: Michael. Stappler
Job Title: Vice-President

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(NOTE: This RFCSP solicits proposals to provide services under a contract which has been identified as "High Profile". Therefore, Respondent must provide the name of person that will sign the contract for the Respondent, if awarded.)

Provide any other names under which Respondent has operated within the last 10 years and length of time under for each:

MJM Innovations (trade name since 2005)

Provide address of office from which this project would be managed:

Address: 1501 Sulgrave Avenue, Suite 200

City: Baltimore State: MD Zip Code: 21209

Telephone No. 410-664-0700 Fax No: 410-664-4018

Annual Revenue: $ 1M

Total Number of Employees: 30

Total Number of Current Clients/Customers: 60

Briefly describe other lines of business that the company is directly or indirectly affiliated with:

Creative Software Solutions provides technology systems for transportation agencies and companies delivered in a hosted model. Creative Software Solutions also provides full service management services including customer service, card printing, provider management, financial management and payment to service providers.

List Related Companies:
MJ Management Services, LLC

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Contact Information: List the one person who the City may contact concerning your proposal or setting dates for meetings.

Name: Jeff Venick Title: President
Address: 1501 Sulgrave Avenue, Suite 200
City: Baltimore State: MD Zip Code: 21209
Telephone No. 410-664-0700 Fax No: 410-664-4018
Email: jvenick@mjminnovations.com

2. Does Respondent anticipate any mergers, transfer of organization ownership, management reorganization, or departure of key personnel within the next twelve (12) months?

   Yes ___ No X

3. Is Respondent authorized and/or licensed to do business in Texas?

   Yes X No ___ If "Yes", list authorizations/licenses.

Texas Taxpayer ID No. 1522293760

COSA Supplier No. 10033885

4. Where is the Respondent's corporate headquarters located? Baltimore, MD

5. **Local/County Operation:** Does the Respondent have an office located in San Antonio, Texas?
   Yes ___ No X If "Yes", respond to a and b below:

   a. How long has the Respondent conducted business from its San Antonio office?

      Years _____ Months_____

   b. State the number of full-time employees at the San Antonio office.
      If "No", indicate if Respondent has an office located within Bexar County, Texas:

      Yes ___ No ___ If "Yes", respond to c and d below:

   c. How long has the Respondent conducted business from its Bexar County office?

      Years _____ Months_____

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d. State the number of full-time employees at the Bexar County office. _____

6. **Debarment/Suspension Information:** Has the Respondent or any of its principals been debarred or suspended from contracting with any public entity?

   Yes ___ No _X_ If "Yes", identify the public entity and the name and current phone number of a representative of the public entity familiar with the debarment or suspension, and state the reason for or circumstances surrounding the debarment or suspension, including but not limited to the period of time for such debarment or suspension.

   _____

   _____

7. **Surety Information:** Has the Respondent ever had a bond or surety canceled or forfeited?
   Yes ___ No _X_ If "Yes", state the name of the bonding company, date, amount of bond and reason for such cancellation or forfeiture.

   _____

   _____

8. **Bankruptcy Information:** Has the Respondent ever been declared bankrupt or filed for protection from creditors under state or federal proceedings?
   Yes ___ No _X_ If "Yes", state the date, court, jurisdiction, cause number, amount of liabilities and amount of assets.

   _____

   _____

9. **Disciplinary Action:** Has the Respondent ever received any disciplinary action, or any pending disciplinary action, from any regulatory bodies or professional organizations? If "Yes", state the name of the regulatory body or professional organization, date and reason for disciplinary or impending disciplinary action.
   No _____

   _____

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10. Previous Contracts:

a. Has the Respondent ever failed to complete any contract awarded?

Yes ___ No _X_ If "Yes", state the name of the organization contracted with, services contracted, date, contract amount and reason for failing to complete the contract.

_____

_____

b. Has any officer or partner proposed for this assignment ever been an officer or partner of some other organization that failed to complete a contract?

Yes ___ No _X_ If "Yes", state the name of the individual, organization contracted with, services contracted, date, contract amount and reason for failing to complete the contract.

_____

_____

c. Has any officer or partner proposed for this assignment ever failed to complete a contract handled in his or her own name?

Yes ___ No _X_ If "Yes", state the name of the individual, organization contracted with, services contracted, date, contract amount and reason for failing to complete the contract.

_____

_____

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REFERENCES

Provide three (3) references, that Respondent has provided services to within the past three (3) years. The contact person named should be familiar with the day-to-day management of the contract and be willing to respond to questions regarding the type, level, and quality of service provided.

Reference No. 1:

Firm/Company Name Aging Partners

Contact Name: Martha Hakenkamp Title: Program Monitor

Address: 1005 O Street

City: Lincoln State: NE Zip Code: 68508-3628

Telephone No. 402-441-6159 Fax No: 402-441-6154

Email address: mhakenkamp@lincoln.ne.gov

Date and Type of Service(s) Provided: UPT/SeniorStat System-Touch Screens and terminals; client since 2010.

Reference No. 2:

Firm/Company Name Northern Kentucky Area Development District (nKadd)

Contact Name: Shannen Kelch Title: Human Service Specialist

Address: 22 Spiral Drive

City: Florence State: KY Zip Code: 41042

Telephone No. 859-283-1885 Fax No: 859-283-8177

Email address: shannen.kelch@nkadd.org

Date and Type of Service(s) Provided: UPT/SeniorStat System- Touch Screens and terminals; client since 2010.

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Reference No. 3:

Firm/Company Name Carroll County Office on Aging

Contact Name: Patty Whitson Title: Community Services Supervisor

Address: 125 Stone Avenue

City: Westminster State: MD Zip Code: 21157-5451

Telephone No: 410-386-3819 Fax No: 410-840-0436

Email address: pwhitson@ccg.carr.org

Date and Type of Service(s) Provided: UPT/SeniorStat System -Touch Screens; client since 2008.

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EXPERIENCE, BACKGROUND & QUALIFICATIONS

RFCSP, ATTACHMENT A, PART TWO
EXPERIENCE, BACKGROUND, QUALIFICATIONS

Prepare and submit narrative responses to address the following items. If Respondent is proposing as a team or joint venture, provide the same information for each member of the team or joint venture.

1. Describe Respondent's experience relevant to the Scope of Services requested by this RFCSP. List and describe three relevant projects of similar size and scope performed over the past four years.

   Creative Software Solutions, LLC also trading as MJM Innovations (hereinafter referred to as CSS, MJM Innovations or MJM) created the Senior Stat™ System to track NAPIS units of service associated with senior and aging programs. This technology captures and tracks client services, such as meals, activities, transportation, case management, education and other pertinent NAPIS unit of service categories. The system tracks a wide variety of services and codes. All of the relevant data that is captured electronically is uploaded through our user-friendly and secure web-application directly into the Harmony Information System "SAMS" system. We developed a touch screen and terminal application (SAM'S Senior Center "SSC") that provides a point of service data collection that feeds the information into the SeniorStat database and ultimately into SAMS.

   Our company developed and maintains the system and we have numerous clients and agencies using the system. CSS has also developed systems for senior programs that track transportation services which have increased the efficiency of the programs and services to the participants.

   The Senior Stat system can be tailored to the agency's needs so that our solution will help them manage their data and provide comprehensive reports. Best of all, CSS is a strategic partner of Harmony Information Systems so the data collected by the Senior Stat system can be imported directly into the SAMS database. We are the only strategic partner of Harmony that offers this unique and critical function. No other system on the market can make the claim that they provide end to end integration with SAMS.

   The data is captured by one of two methods; by swiping an ID card through a magnetic card reader or by reading the bar code with a bar code reader. With our system, the agency can choose their preferred method of data collection. The agency can also edit the data on the Senior Stat website.

   Participant activity tracking information (ID number, location, time/date, and the event they are attending) or electronic payment transactions can be printed from the terminal or touch screen and uploaded to our user-friendly and secure web-application. You can easily review the data, make any necessary changes, and then import the data directly into your existing database application, including popular NAPIS intake and reporting systems.

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2. **Indicate the number of years Respondent has been in the business of providing Senior Centers Automation Application Solutions, respectively. Indicate if this is the Respondent's primary line of business. If not, state the Respondent's primary line of business.**

   Creative Software Solutions, LLC. was established in 2001 to provide technology solutions and management services to a variety of customers and clients. Our systems improve customer service and tracking of services delivered to senior citizens by providing a better, faster, less expensive and more secure system. CSS has been providing similar solutions and services for senior centers and AAAs since 2003. We manage some of the most elaborate and largest electronic processing programs in the country including programs in Maryland, Washington DC, Texas, California, Arizona, Nebraska and Kentucky. We work with multiple platforms of hardware and software, multiple providers, gateways, and transaction processing vendors. We have been a strategic business partner with Harmony since 2005.

   CSS has 2 principal lines of business including data capture, tracking and reporting solutions for aging programs and transportation programs throughout the United States. These services often merge together to provide solutions for seniors and the disabled population in programs that we manage.

3. **List all Senior Centers Automation Application Solution projects that the Respondent has completed in the last four years.**

   CSS currently has 18 agencies and sites utilizing the UPT/Senior Stat Automation System (also see number 1 above). Also see references provided in the General Information and References Section. Additional projects can be provided upon request.

4. **List all Senior Centers Automation Application Solution projects that Respondent has in progress as of the proposal due date. For each project listed, give the target date of completion, and the contact name, phone number, and email address for the project manager.**

   The COSA project is the only project in that area that we would be working on as a new install if we are awarded the contract.

5. **Describe Respondent's specific experience with public entities clients, especially large municipalities or authorities. If Respondent has provided services for the city in the past, identify the name of the project and the department for which Respondent provided those services.**

   CSS was established in 2001 to provide technology solutions and management services to the aging services market and the transportation industry. Our systems improve customer service and transaction tracking by providing a better, faster, less expensive and more secure system. The principals of CSS bring a wealth of talent and experience in running organizations dedicated to providing a high level of service, quality products, and technical and customer support.

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CSS manages electronic processing programs including stored value, credit card, voucher programs and paratransit programs for transportation providers in Maryland, Texas, Washington DC, Arizona and California. We process card payments for taxi providers in Texas, California, Colorado, Florida, Georgia, Maryland, Minnesota, Oregon, Virginia and Washington DC. Our projects and expertise include working with large cities and rural communities.

We work with a large taxi company in the City of San Antonio providing card systems to help them manage their corporate and agency programs as well as provide them credit card processing services. We also have large taxi customers in Houston and Austin. We provide transportation solutions to CARTS in Austin and the Rides program in Harris County.

Our technology solutions merge with our management capabilities to combine card processing, hardware and software integration, wireless communications, systems integration, and GPS tracking to help manage and report on required program information. CSS developed a cutting edge cardless, cashless system for the MetroAccess Program in Washington, DC to provide fare collection and management (EZPay® System). This unique program blends web based technology, software, data integration and cash management services to provide a better more efficient way to collect fares for their paratransit program. CSS is an industry leader in swipe and smart card technology, transaction processing and web based solutions for aging services and transportation agencies and the consumers they serve. For further information, please visit us on the web at **www.mjminnovations.com.**

6. **If Respondent is proposing as a team or joint venture or has included sub-contractors, describe the rationale for selecting the team and the extent to which the team, joint ventures and/or sub-contractors have worked together in the past.**

CSS and Harmony have teamed together to provide the proposed solution for a number of senior center and AAA automation projects. This successful partnership has implemented solutions in 11 agencies and CSS operates across 8 states, comprising 100's of users. Harmony Information System's list of customers includes more than 1,000 public and private entities, including state government agencies, city and municipal government agencies, and private payor and provider organizations. The City of San Antonio currently has access to Harmony's SAMS Case Management system to enter data for NAPIS reporting through licenses provided by Bexar County. It is a natural fit for CSS and Harmony to work together on this project because Harmony is currently providing their SAMS system and CSS brings the Senior Stat capabilities to the table. The companies have a solid history of working together on projects like the COSA project.

Harmony Information Systems, Inc. has a suite of solutions that is tailored to individual organization needs so that they can serve more consumers with existing resources via home- and community-based approaches to long term care. More than 1,000 human services organizations of all sizes, including over 35 state-level agencies, rely on Harmony to maximize the effectiveness and efficiency of their service delivery. Harmony's solutions are highly configurable and easy to change, making Harmony the proven, safe choice for organizations of all sizes. Harmony's on-demand delivery model allows government agencies, private companies, nonprofits, and volunteer caregivers to securely collaborate and exchange

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information so that they can improve service delivery, comply with funding source requirements, and submit claims to federal programs such as Medicaid.

Harmony's solutions are based upon its proven social collaboration platform that creates a community of care to ensure that more consumers are able to receive high-quality home- and community-based long-term care via the most efficient means possible. States, local agencies, managed care organizations, service providers, and volunteer caregivers collaborate within a single web-based environment to seamlessly coordinate service delivery. As a result, the quality of care is improved by increasing service delivery efficiency, enabling consumer-driven delivery models, and providing critical business intelligence to optimize use of available funding sources.

Harmony is the nation's premier provider of solutions for management of the Older Americans Act (OAA), and its solutions are used exclusively by the Texas Department of Aging and Disability Services (DADS) and all Texas Area Agencies on Aging (AAAs) for OAA management and reporting (NAPIS). Creative Software Solutions, LLC partners with Harmony to offer the only senior center solution with direct integration to Harmony. MJM's SeniorStat solution is designed to automate senior center and meal site operations, while assuring accurate data tracking, native reporting and integration to *SAMS* for NAPIS reporting.

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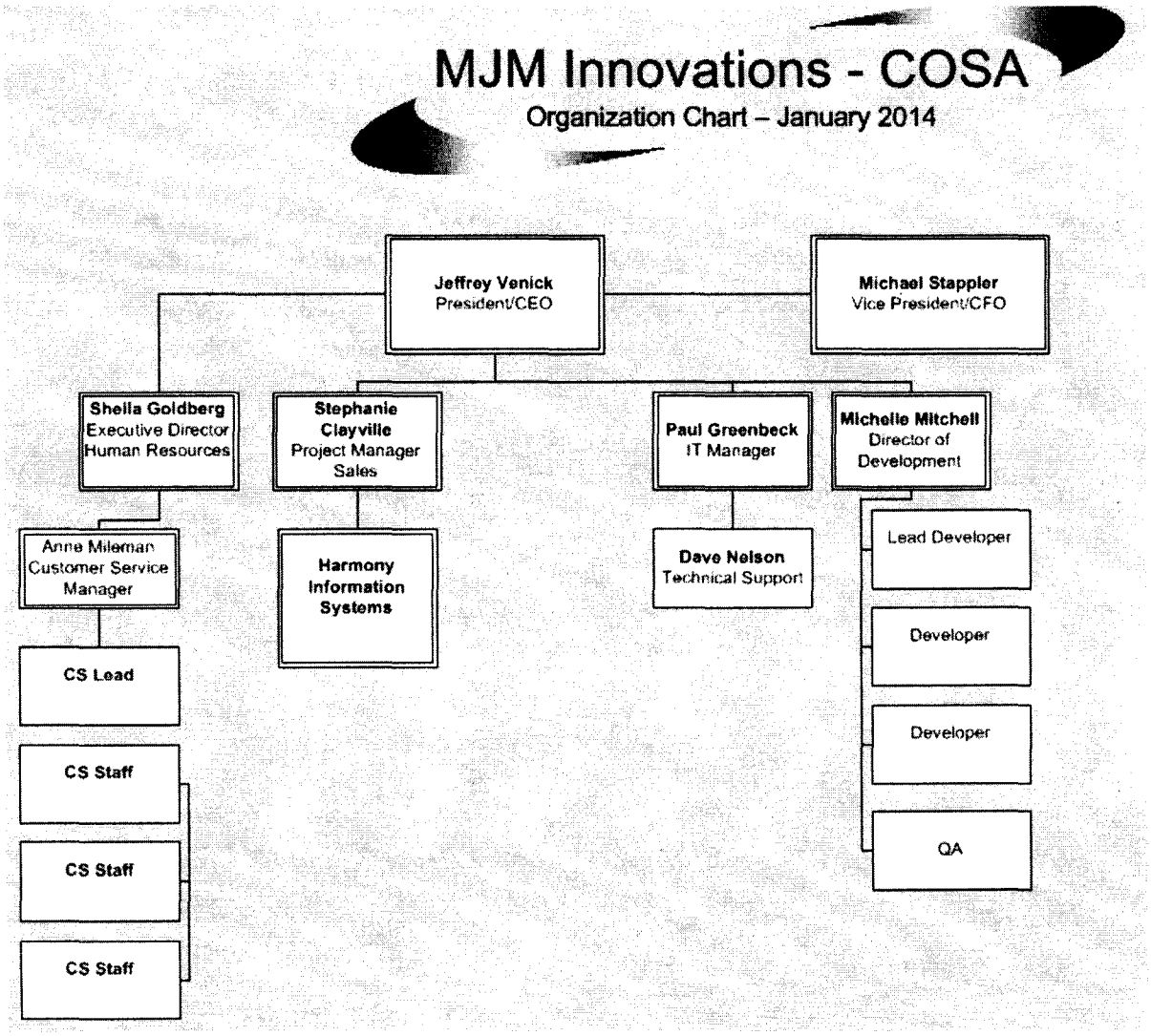
7. Provide an organizational chart showing how the Respondents proposes to staff the project. For each position reflected in the organizational chart:



a. Identify each individual's relationship with the Respondents organization-employee, contractor, 3rd party service/software provider.

   See chart above. Harmony Information Systems, Inc. will be a subcontractor to CSS for this project.

b. Identify the number and professional qualifications (to include licenses, certifications, associations)

   The number and professional qualifications necessary for this project are included in our proposal.

c. Identify relevant experience on projects of similar size and scope

   See number 10 below.

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d. **State the primary work assignment and the percentage of time to be devoted to the project**

The primary work assignment and management will be handled by Stephanie Clayville as the project manager for CSS. The percentage of time devoted to this project will be determined by the project tasks and the resources needed at the appropriate times to meet the project milestones. All of the staff for this project work full time for the company.

e. **Identify the length of service individual has been employed by the Respondent's organization**

See response to 7f.

f. **Provide resumes as an appendix to submitted proposal** - See attached resumes

Key Executive/Technology Management Staff:

Jeffrey Venick - CSS President/CEO: Mr. Venick is responsible for the company's overall operations and management. That responsibility includes making decisions at all levels, from the company's strategic direction to its policies and procedures. Mr. Venick also uses his technical expertise, as he leads the company's technology initiatives, including software development, network and Web-based interfaces, hardware integration and communication solutions. A Maryland-certified CPA, Mr. Venick holds a B.S degree in Business and Management from the University of Maryland College Park and an M.B.A. from the University of Baltimore. Mr. Venick oversees the Development and Information Technology departments and provides additional support to those units so they have adequate resources to support our programs. Mr. Venick is one of the 2 founding members of the company.

Michael Stappler – CSS Vice-President/CFO: Mr. Stappler is responsible for the company's financial and accounting functions. Mr. Stappler prepares budgets, tax returns, and manages corporate assets. In addition, he plays a key role in revenue generation as well. He writes contracts and responses to RFP and Bid requests, creates financial projections used to price contracts and evaluates service requests to make sure the contracts address the needs of the company and clients. He has worked with government agency contacts for most of his professional career. Mr. Stappler holds a B.S. degree in Business and Management from the University of Maryland College Park. He has been a Certified Public Accountant (CPA) in Maryland since 1981 and a Certified Management Accountant (CMA) since 1982. Mr. Stappler oversees the Financial Management of the company and works with the Executive Director to support the Human Resources functions. Mr. Stappler is one of the 2 founding members of the company.

Sheila Goldberg - Executive Director: Mrs. Goldberg graduated with honors from the University of Maryland with majors in Social Work and Sociology. Mrs. Goldberg is responsible for administration, management, and customer service. Mrs. Goldberg also manages Human Resources for the company. She is a professional administrative manager and brings over 30 years' experience in working with social and transportation programs. She is the hands on day to day administrator of the company. Mrs. Goldberg has been with the company since 2001.

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Project Management/Software, Web Development/System Maintenance/Tech Support:

Michelle Mitchell – Director of Information Technology and Development: Ms. Mitchell attended Valencia Community College in Orlando, FL and completed the Microsoft Certified Professional program (MCP). She earned the Advance Administration certification for MS Windows course and Configuration and Administration of MS Systems and Management Server certification.

Ms. Mitchell oversees the infrastructure, databases, hardware platform and software for the company. Ms. Mitchell also manages the Network Operations Center which provides a secure and redundant environment. Ms. Mitchell has 15 years of management experience in information technology and services for local and national technology providers. Ms. Mitchell has been with the company since 2005.

Stephanie Clayville – Project Manager: Mrs. Clayville graduated from Eastern University, St. Davids, PA with a Bachelor of Arts in Organizational Management and earned an MBA from Walden University in Baltimore, MD with a concentration in Technology.

Mrs. Clayville coordinates project implementations, prepares the Statement of Work and monitors the progress of the project. She is the liaison between agency staff, development and IT to expedite solutions and ensure a successful project. Ms. Clayville brings over 15 years of experience in Project Management in information technology and services for local and national technology providers. Ms. Clayville has been with the company since 2007.

Paul Greenbeck – Information Technology Manager: Manages the technical IT and support team and provides remote and on-site technical support to customers and internal customers. Mr. Greenbeck keeps track of technology related inventory and provides input to evaluate new products from an IT support perspective. He also provides product enhancement, documentation and quality enhancement suggestions. Mr. Greenbeck has 15 years of information technology experience for local and national technology providers. He has been with the company since 2011.

8. **Describe the company's support organization and volume of support inquiries managed per month over the past two years.**

   CSS has a fully staffed customer service and technical support department that is available to work with the agency to answer calls and provide support for the project. The customer service center handles thousands of customer service calls a month in programs we manage for transportation agencies. Our call center is fully staffed to handle the volume of calls that would be anticipated from this type of program. We also have a technical support staff that handles calls from the agency for technical and development issues.

9. **List the number of customers currently using proposed solution. Include company name, type of business, city & state.**

   See answer to response #1. Aging Partners in Lincoln, NE and nKadd in Kentucky are both SeniorStat customers integrated to SAMS. Carroll County, MD is an agency using Senior Stat and imports their data into AIM. Our company has the capacity to provide integration with multiple formats and back end systems.

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10. **For the three (3) references that have been provided in the previous section of this RFCSP, the City is requesting these references be recently engaged with Respondent on similar projects. In addition to listing them, please describe a general overview of the business function delivered for that project.**

    Aging Partners recently expanded their program to include new site installs and they also converted a number of their sites that previously used a terminal to collect their data to full service touch screens. That conversion gave the sites additional capabilities to manage their sites in a more comprehensive way because they were able to collect far more data than they could with a terminal.

    nKadd installed a "Lite" version of the SAMS Senior Center system in 6 of their sites. That version of the program gave the agency a very low cost way of collecting the information from sites with lower enrollment, but allowed them to create rosters and collect attendance data without the overhead they would have needed to install a more expensive system that they did not need for those sites. The agency also expanded the service to a new center and then went back and converted 2 Lite sites to full touch screen sites when the sites grew large enough to install the touch screen application.

    Carroll County recently engaged CSS to upgrade their county wide system with new features to give them a way to collect more data. They also added eCommerce capabilities so they could collect contributions and funds at the centers. They are currently evaluating the possibility of adding transportation features to their system as well.

11. **What percentage of existing customers are current with their annual support contract?**

    All of our customers are current with their annual support contract.

12. **Indicate if Respondent has any experience with a Senior Centers Automation Application Solution system.**

    CSS has been providing Senior Center Automation since 2003. Also see response to numbers 1, 2, 3, 4 and 5 above.

13. **Indicate Respondent's experience with any interfaces (i.e. Department of Aging & Disability Services (DADS), Social Assistance Management Software (SAMS).**

    Harmony is the provider of the SAMS system used by DADS. Harmony has interfaced SAMS with a variety of systems for more than a hundred customer implementations. CSS is also very experienced with integrating to 3rd party interfaces for our customers.

14. **Describe experience in which Respondent has recently delivered, installed and set up hardware such as Touch Screens, Card Swipe Terminals, and IOS/Android tablets to include installation of software, troubleshooting and support.**

    CSS recently worked on installing systems with Aging Partners (Lincoln, NE), nKadd and Carroll County (see response to #10 above). CSS is a software development and management company that has wide experience in providing web based software solutions and hardware including integration of existing systems. We are the preeminent provider of transportation services for fare collection and management for agencies in paratransit for the disabled community. CSS has developed software and deployed hardware using touch screen computers, POS terminals and Android tablets for aging and transportation projects.

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15. **Describe experience Respondent has with reporting features in the system.**

    CSS has been working with the reporting features of Senior Stat and SAMS since 2005. CSS will work with Harmony to integrate and produce reporting services consistent with the response for COSA.

16. **Describe experience Respondent has with project management. Indicate what methodology is used and how allocation of resources is handled.**

    CSS has over a decade of project management experience in the aging services and transportation market. The principals of the company have wide experience managing companies and services that include project management and allocating resources. The company also has staff that is knowledgeable about how to manage projects from kick off to go live.

    CSS includes project management as a part of every contract that is executed. The exact level of resources needed is dependent upon the scope of the job, the responses to the RFP, the discussions throughout the evaluation process and the ultimate contract that is written. It is a collaborative process in that once the scope is determined and the Statement of Work (SOW) is presented, the parties work together within the parameters set by the RFP, to achieve the project milestones.

    Harmony's professional services organization ensures that deployments are on time and on budget. Harmony's team helps customer agencies get the most out of Harmony and CSS solutions and maximize return on investment. Harmony employs a structured implementation process that has been refined through continuous quality improvement. The Implementation Services team streamlines deployments of Harmony products, making administration and management more efficient and with minimal footprint.

    The focus of the Harmony approach is to gather and manage system requirements, identify and comply with best practices, configure the system, and build consensus among users throughout the implementation.

    CSS will assign an experienced project manager to the San Antonio Senior Services initiative. This project manager will be responsible for working directly with COSA and the technical teams for the development and execution of the project plan. CSS's project manager will work with Harmony's team to coordinate project tasks. Services provided include advisory-level project management and specialized consulting in areas such as functional processes, program application, technical direction, reporting, data analysis, and training.

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COSA RFP RESPONSE - RFCSP ATTACHMENT A, PART THREE

PROPOSED PLAN

Introduction

This section addresses the vendor's plan to deploy the solution being proposed, to include specific client resource requirements, professional services to be provided, asset procurement specifications, service levels, and support details.

Vendor proposals must be formatted and labeled according to the layout of this document. The proposal section covering the information requested in this attachment must be titled "**Proposed Plan.**" Each response should include the heading and numbering schema shown below for the section that is being addressed. Failure to follow this format may result in vital information not being considered when reviewing the proposal.

1. Project Management:

1.1 Describe project management plan

1.1.1 Project Approach and Methodology

CSS and Harmony will implement the project in distinct phases. The Phases break the project into smaller, more manageable pieces, and help assess project progress through milestones. Phases typically do not start until the previous phases are completed. A brief description of each project phase is provided below. In the following sections, the project phases are further broken down into specific tasks and responsibilities.

1.1.1 Provide a sample plan for deployment of proposed solution, to include:

- Project Initiation - Customer Meeting	MJM/Customer/Harmony
Set Project Deliverables - GO Live	MJM
- Project Planing	MJM/Customer/Harmony
- Requirements Gathering/Documentation	MJM/Customer/Harmony
+ Site Survey	Customer
Provide contact information for each Senior Center	PM
Customer begins cleaning data	Customer
+ Customer begins card development	Customer
- Product Development - Synergy Integration	MJM/Harmony
+ Develop Sandbox	MJM
+ Database Integration	MJM/Harmony
+ Web Portal Development	MJM
- Project Execution	MJM/Harmony
- Equipment Procurement & Configuration	MJM
+ Touch Screen/Terminal Configuration	MJM
+ Card Production	MJM
+ Quality Assurance in Development	MJM
+ Move Customer Database to Production	MJM/Harmony
+ Pilot Site Set Up and Install	Customer/MJM
- Go Live Pilot - 5 sites	Customer
Install Remaining Sites in Rolling Release	MJM/Customer
Test SAMS Import to DADs	Harmony
+ Closure	MJM/Customer/Harmony

Sample Project Plan

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1.1.1.1.1 Milestones -See Sample Project Plan Above

1.1.1.2 List of deliverables for each milestone- See Sample Project Plan Above

INITIATION:

Project Kick Off:

The Project Kick Off phase occurs at the start of the project. Roles and responsibilities of each party are clarified and project critical tasks are initiated. A project kickoff meeting is held, and the Project Timeline and Implementation Plan are created. A key part of this phase will be the Needs Assessment to define the tasks in the Implementation and Operations Plan (Project Plan).

Deliverables:

- Conduct project introduction meeting
- Establish CSS, Harmony and client project team members and roles
- Conduct project kick-off meeting
- Develop project communication plan (Including schedule for Project Team Meetings and Steering committee Meetings)
- Draft high level project plan and timeline

PLANNING and REQUIREMENTS GATHERING:

Development of Technical Specifications and Project Plans:

During this phase CSS will work closely with COSA to develop and finalize all the technical specifications and business rules for the implementation. At this time, a final project plan will be developed and status meetings will be held on a weekly basis. Sign-offs on the technical specifications and business rules will be needed at this time.

Deliverables:

- Develop SOW
- Develop detailed project plan
- Documentation of configuration decision in support of functional requirements and business processes.

PRODUCT DEVELOPMENT

This phase of the project begins with the preparation of the *Harmony for Aging* database and hosted environment by Harmony's IT staff. This includes creating a *Harmony for Aging* database and admin structure to be used as a test ("Sandbox") environment, associating the appropriate project team users to the database and configuring the hosted environment to support the organizational unit. The database will be populated with San Antonio's client/services from the Texas DADS database via XML data import routines executed by Harmony and validated by the customer. Next, the software is configured in the sandbox environment based on the information gathered during the planning and requirements gathering phase. These configuration tasks will be completed jointly by CSS / Harmony technical consultants and San Antonio staff. All configuration changes and additions implemented in the Sandbox environment will documented such that they can be replicated in the production database after validation.

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During this phase CSS, will also be completing any custom development work required to complete the project as well as conducting testing of the system and software features.

Deliverables:

- SeniorStat and SAMS Database and environment preparation and development
- Development of SeniorStat Custom Reporting, Data Extracts, *SAMS* integration and Transportation Functionality where applicable.

Harmony Specific:

- *SAMS* Administrator orientation session for client staff
- Software configuration in alignment with TX DADS admin structure
- Remapping of new organizational hierarchy may be required if different from Texas DADS.
- San Antonio will assist with some manual setup of admin data as a preliminary step

PROJECT EXECUTION:

During this phase CSS will be ordering equipment for configuration and delivery, setting up the site databases from the data provided by COSA, finalizing the card proof and producing cards as well as performing site set ups and quality assurance.

During this validation phase, the team will perform end-to-end testing of all relevant features to ensure that the system is configured and optimized to meet the needs of San Antonio. During validation, any pertinent system configuration, hardware and interface issues will be addressed and the system configuration will be adjusted, as necessary. Once validated, San Antonio will be asked to sign off on the configuration and Functional Acceptance Test Plan; from that point forward it is expected that no further configuration changes will be made in order to minimize risk and project delays.

Deliverables:

- Hardware and software set up
- Card production
- Setup sites
- Develop Functional Acceptance Test Plan
- Team performs configuration validation in accordance to test plan
- San Antonio signoff on configuration
- Development of Managed Service Solution

Pilot Site Set up/Training:

During this phase, 5 sites will be chosen to participate in the pilot program. Any new issues identified must be disclosed to CSS using a Non-Conformance Report so that a resolution plan may be developed. During this period, remote support and troubleshooting will be provided as required.

The conclusion of this Phase, remaining sites will be installed per the agreed upon rollout plan and will coincide with a Project Acceptance document 30 days after Go Live. Any known issues

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will be resolved according to the resolution plans previously developed. Any new issues will be addressed under the Long Term Support Phase.

Deliverables:

- Card printing and Hardware Deployment
- Develop training plans
- Provide standard training materials
- Schedule training
- Instructor Led Onsite SeniorStat Training
- Pilot Go Live
- Post Live support provided by Harmony/CSS project teams
- Sign off to proceed on remaining site installs

Harmony Specific:

- Testing of DAD integration
- Instructor Led SAMS training via WebEx

CLOSURE:

Long Term Support Phase; Following project completion, support is provided according to the terms of the agreed upon Long Term Support Agreement.

Deliverables:

- Support handoff meeting to introduce customer to support teams
- Ongoing execution of Managed Service

1.1.1.3 Client resources required to complete milestone

- Resources appointed by the City for the project will be available as requested.
- The City will provide CSS with access to documentation or data required to complete project activities and deliverables.
- The City will provide CSS with access to business rules and practices required to configure the Solution.
- The City will provide CSS with center staff needed to configure the Solution.
- The City will provide timely feedback to requests on business rules and processes in order to keep timeframes intact and the project on schedule.
- A Project Committee will be established of core team members and staff appointed by the City, Harmony and CSS. As much as possible, these resources must attend meetings as called and participate in any discussion items as they relate to the successful completion of the project.
- Harmony Information systems resources will be required during the export process and data extraction from SAMS for each location.

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1.1.1.4 Percent of project completion at the end of each milestone

After each milestone the item should be 100% complete. Some milestones may not completed prior to the next milestone starting. If change requests are required, these will be handled under a separate Scope of Work and considered outside of the project deliverables. This helps to ensure that the 100% completion goal is attained.

1.1.1.5 Vendor travel requirements (if any)- See section 1.1.1.5.2 below.

1.1.1.5.1 If Client-hosted solution, System/Server installation Requirements

This is not applicable.

1.1.1.5.2 Training

CSS SeniorStat Training:

Included in the pricing of this proposal is 4 days (32 hours) of on-site training to be conducted by a live instructor at the customer location and 24 hours of instructor led web-based training.

The on-Site training will be provided to staff and management by a CSS Systems Engineer approximately one (1) week prior to implementation for both phases. Training will include terminal/touchscreen/android operations and web portal instructions.

Printed manuals will be provided for both. Quick Reference Guides will be provided as necessary. Travel expenses related to these training are included in the pricing of this proposal.

Since this is a large rollout, the team will defer to the customer as to which order the sites will be trained. This training may be on multiple days and based on site size or agency needs. There are various ways in which we can train clients. We typically train agency administrators separate from site administrators and users. This helps with the focus of the training as site-specific questions may be different from the agencies.

Agency administrator training takes approximately 4 hours and we instruct them on use of the entire system, including hardware. Site administrator training takes 4 hours as well and the training is limited to site functionality, hardware use and site specific reporting. It is recommended that a train the trainer approach be used after the initial training. This will allow agency designated users to train the staff on the system use going forward. These agency administrators usually know the privileges that they wish users to have and can determine the best approach for ongoing training. We can offer supplemental web based training when needed.

Harmony SAMS Training

Also included is a multi-day web based training on Harmony's SAMS product. The training dates and detailed training plan and agenda will be determined jointly by the Harmony Project Manager, the San Antonio Project Manager, and the Harmony Training Staff. It is expected that training will be delivered in two sessions as follow:

(1) Half Day SAMS Administrator training for COSA's designated Harmony for Aging Administrators conducted via webinar during phase 1.

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(1) Full day web based SAMS training session for up to 20 licensed COSA staff covering all relevant functionality expected to be employed by COSA including Consumer Records, Service Deliveries, Reports, Contracts, and fiscal management tools and workflows.

1.1.1.5.3 Client Roll-Out

CSS staff will travel to COSA for the client roll-out according to the Statement of Work agreed to by both parties.

1.1.2 Identify any known risks that have been experienced

The greatest known risk to a project this size is scope creep. We will ensure that client expectations are defined in the Statement of Work. If customizations are needed, these need to be properly documented and priced out appropriately through the Change Control Process. Another risk is lack of resources by the client or lack of responses by clients to requested items.

1.1.3 Identify active projects that are being worked on and/or planned from the date the proposals are due and for the following 6 months.

CSS has other active projects and they are in advanced stages of the implementation. CSS has the experience and resources available to manage a successful implementation of the COSA project.

1.2 Provide sample contracts/documents for proposed solution, to include:

1.2.1.1 Software Licensing - See attached software license agreement.

1.2.2 Professional Services Agreements - This is not applicable.

1.2.3 Maintenance & Support

CSS Support Service Level Agreement (SLA)

1. Purpose: The purpose of this document is to set forth and define the level of service that will enhance productivity and set expectations of CSS customers. The measures described in this document are designed to quantify the level of service and support to you, our customer. Further, they are designed to measure the achievement of these service levels and foster open dialogue regarding the achievement of the support service. The contents of this agreement are only guidelines and are subject to modification based on changing needs.

2. Location and Contact Information:

Creative Software Solutions, LLC.
T/A MJM Innovations
1501 Sulgrave Avenue, Suite 200, Baltimore, MD 21209
Phone: 410-664-0700, Fax: 410-664-4018, Toll Free: 1-800-690-6564
techsupport@mjminnovations.com

3. Services Provided by CSS Technical Support

- Support for CSS authorized applications and systems
- Support for CSS company standard software
- 1st level support for all calls for CSS customers

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- Escalation of problems based upon Service Level Compliance
- Training
- User manuals

4. Technical Support Objectives

1. Gather specific and sufficient information about user/systems problems and system enhancements for timely, efficient, and effective troubleshooting.
2. In cases where it is possible, immediately resolve the user requests. In other situations, respond to user with solution action plan within the SLA defined below.
3. Control all outstanding user requests by assigning each outstanding request a Tech Support request number, a Tech Support Analyst and a Severity Level. Utilize a PC based tracking system to generate information (reports and queries) identifying the status of each request.
4. Follow up with the users and gather additional information (when necessary) for pending Tech Support requests.
5. Keep the user regularly informed of the status of outstanding requests.

5. Issue Notification:

Support services are available from 8:30 a.m. to 5:30 p.m., Monday through Friday, excluding holidays via email requests to techsupport@mjminnovations.com or by calling 1-800-690-6564. On-call engineers are available 24 hours per day, 7 days per week and 365 days per year via our after-hours support number 1-877-360-2500.

CSS monitors all active services 24 hours per day, 7 days per week. If a service should fail, all on-call technicians are notified after 5 minutes of inactivity. Our standard response time is one hour from notification to determine the cause of problem. If the service failure results in a system outage, all efforts will be made to restore service within 4 hours.

To Report a Trouble Ticket:

Tech Support receives a call, email or web request from a customer. When this occurs a request is opened in the CRM tracking system. The Level 1 Analyst will assign and categorize the request. Level 1 will reply to the end user via a phone call and/or email upon receipt of initial request in accordance to the severity level listed below.

It is Tech Support's goal to contact customers within 24 hours and resolve issues within 1-4 business days of the initial contact and to the satisfaction of the end user unless the issue requires software development. In some cases a work around method will be presented until the initial issue is resolved. All issues that require advanced support will be assigned in accordance to the severity level and the end user will be informed in such a case. The advanced support staff will start working on escalated requests until the request is resolved.

Each request will be assigned a severity level by a technical support representative based on the guidelines below; however there may be instances when other requests will be resolved before an existing request. Generally, outages or systems down are top priority. However, requests with Critical Severity levels are assigned and worked on before lower requests. This means that

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an end user with a Critical Severity request will have their problem addressed before a lower level request.

At times, staffing, network conditions, and other outside factors may affect our ability to adhere strictly to this Service Level Agreement.

6. Service Level Guidelines:

CSS' hosting environment is located in our Network Operations Center in Hunt Valley, MD. Our NOC is monitored 24 hours a day, 7 days per week and 365 days per year. Our infrastructure is fully redundant utilizing Cisco ASA firewalls and switches on redundant ISP backbones with automatic failover implemented. All systems within the infrastructure are physically and fully redundant including, but not limited to power supplies, fans, CPUS, hard drives and network cards.

Severity	Description	Help Desk Support Response Time	Total Resolution Time
Critical **S1**	Critical system is down. Functions not usable. No workaround or alternative is available. Data is corrupted. Many end users are affected. Revenue effecting issue.	30 Minutes	24 – 48 Hours
High **S2**	Some functions are usable with severe restrictions. No workaround or alternative is available. Several end users affected.	1 Hour	1-2 Business Days*
Medium **S3**	Basic functions are usable with minor restrictions. Workaround or alternative is available. One or more users affected.	2-4 Hours	3 Business Days*
Low **S4**	Minor problem. Functions are usable. Defect is cosmetic or simply a nuisance.	8-16 Hours	5 Business Days*

1.2.4 Technical Support Service Level Agreement- See section 1.2.3.

1.2.4.1 Engineering Support- See section 1.2.3.

1.2.4.2 System/Application Problem Resolution- See section 1.2.3.

1.2.5 Customer Support Service Level Agreement (Help Desk, Phone Support)

See section 1.2.3. Harmony's Support Service Level Agreement is provided as an attachment to the proposal.

1.2.6 Statement of Work (SOW)

The Statement of Work will be provided as a deliverable in the planning and requirements phase of the project.

1.3 Describe the warranty period post go-live

The hardware warranty will follow the manufacturer's standard warranty and the software warranty will be in effect as long as the recurring licensing fees are paid.

1.3.1 How many months it covers - See section 1.3.

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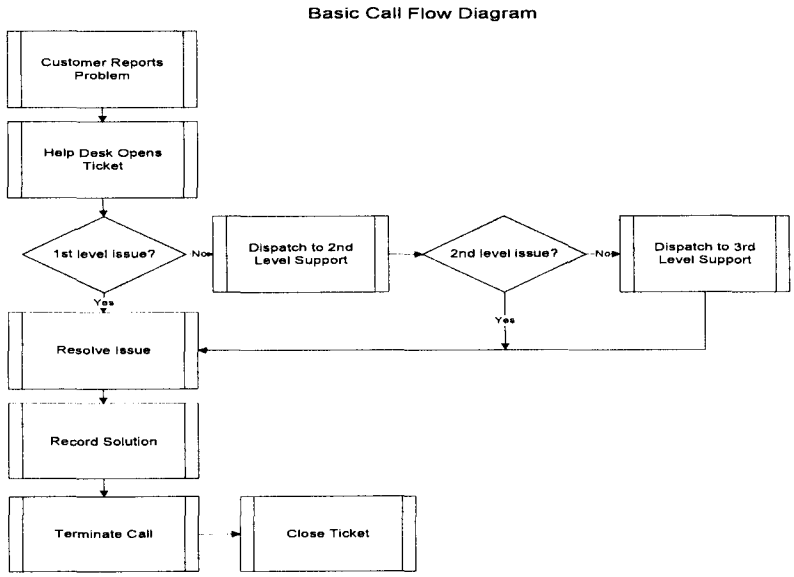
1.3.2 Provide severity levels of issues that may be encountered and response times –

See section 1.2.3.

1.3.3 Describe the process the client must follow to report issues/problems

CSS support receives a call, email or web request from a customer. When this occurs, a ticket is opened in our CRM tracking system. The Level 1 analyst will assign and categorize the request. Level 1 will reply to the end user via a phone call and/or email upon receipt of initial request in accordance to the severity level (included in Support SLA Attachment).

Each request will be assigned a severity level by a technical support representative based on the guidelines below; however there may be instances when other requests will be resolved before an existing request. Generally, outages or systems down are top priority. However, requests with Critical Severity levels are assigned and worked on before lower requests. This means that an end user with a Critical Severity request will have their problem addressed before a lower level request. At times, staffing, network conditions, and other outside factors may affect our ability to adhere strictly to this Service Level Agreement.



2. Solution Information:

2.1 Identify any limitations that may exist related to volume of transactions, storage capacity, and active users. If limitations are financially based, please include these potential fees in the Total Cost of Ownership section (Item 3.1)

CSS's web-hosted solution eliminates the need for the City to invest in costly hardware or overhead to support the SeniorStat product. It does not require any software to be downloaded on the City's Information Technology network as the application runs solely via the Internet. The elimination of the additional hardware and security software reduces the total cost of ownership

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and investment. As part of this solution, CSS's pricing model includes the SeniorStat Professional Edition which includes user access and reporting for licensed named users as well as hosting costs for the software and data.

2.1.1 If applicable, clarify if there are any solution components that may differ between Enterprise and Departmental solutions.

As part of this solution, CSS's pricing model includes the SeniorStat Professional Edition which includes user access, reporting and full access to the product for licensed named users. There are no volume or storage capacity limitations for the proposed SAMS solution. Access is limited to the licensed named users.

2.2 Describe any unique and/or innovative functionality and/or deployment methods that respondent may offer. Indicate whether these features are included as part of the proposal, including cost.

CSS's SeniorStat solution enables Senior Programs to register members, schedule services and programs, and report attendance at the City's senior centers. Senior programs and senior center staff members will rely on SeniorStat to manage consumer attendance, track client participation in center activities, and retrieve data on registered clients as well as units of service data. All senior center service data will reside within one integrated client management system and will allow for certain data to be exported into SAMS.

The SeniorStat solution we are proposing uses touch screens, terminals and swipe card technology to automate the capture of units of service at senior centers, sites and other high volume service providers (e.g., home-delivered meals, transportation) and then electronically transmit certain service units to SAMS. Upon entering a senior center, a consumer will swipe an identification card, choose programs and participate in senior center activities. The service data is held by SeniorStat and is uploaded and transmitted to the software system.

Client data is captured at each senior center when the client swipes an ID card through a terminal or touch screen device. The agency can also edit the data on the SeniorStat web site. Participant activity tracking information, including ID number, location, time and date, events attended can be printed from the terminal or touchscreen computer (with separate printer) and uploaded to the database. The senior program staff can easily review the data, make any necessary changes and then the data is transmitted directly into the SAMS database.

SeniorStat is designed to track NAPIS units of service associated with senior center programs. This technology captures and tracks client services, such as meals, exercise classes, transportation, education and other pertinent NAPIS unit of service categories. It can also track volunteer hours of service and donation funds if desired. The data can be reviewed and then transmitted electronically into the SAMS database.

The purpose of the SeniorStat System is to increase the accuracy and efficiency of tracking units of service associated with meals and other activities. This technology will electronically capture and track services and pass data into SeniorStat for reporting purposes. Currently only the consumer data and select services can be integrated into the SAMS system for state reporting purposes.

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The system is designed as follows:

1. New participants will be added into SeniorStat by the customer (COSA Senior Center or Agency Administrator) in order to process new intakes and assign new cards.
2. The customer (COSA Senior Center) will be given a group of SeniorStat cards to issue to participants at time of entry.
3. SeniorStat cards are then given to those participants by the customer (COSA Senior Center).
4. Participants will go to the site with their cards and swipe the cards prior to each congregate lunch meal or activity to capture transactions
5. At the end of the day, the touchscreen or terminal will be uploaded (at least) once a day by the staff from each site.
6. Prior to the upload, staff will validate units of service captured for accurate reporting.
   a. SeniorStat is the system of record for participants, meal and activities (service deliveries). Participant, activity and service data will be exported to SAMS for reporting to Bexar AAA/DADS.
7. SeniorStat will provide service delivery reporting that is available through a secure web interface.
8. A single directional integration between SeniorStat and SAMS will transfer participant and service delivery data to COSA's SAMS database. The data transfers are executed on demand and can be transferred as frequently as desired. (See SeniorStat/SAMS integration diagram below for detail)
   a. Data entry including the creation and management of participant records and the recording of service delivery will be done in the SeniorStat system.
9. SeniorStat will serve as a reporting tool for licensed users at the COSA main office.
   a. SAMS offers robust service delivery and expenditure reporting and consumer reporting including NAPIS data validation reports that will identify clients that are missing required NAPIS data elements.
10. SAMS will also serve as an integration point for a future integration that will transfer participant and service delivery data from the COSA SAMS database to the Bexar/DADS SAMS database.
    a. Note that until this interface is approved and supported by TX DADS, Harmony will provide a managed service to enter data into the Bexar/DADS database as part of this workflow. In this scenario the COSA SAMS database will be the system of record from which Harmony will gather the data to be entered into the TX DADS database. A custom report might need to be written to capture exactly what data should be entered into the TX Bexar/DADS database.

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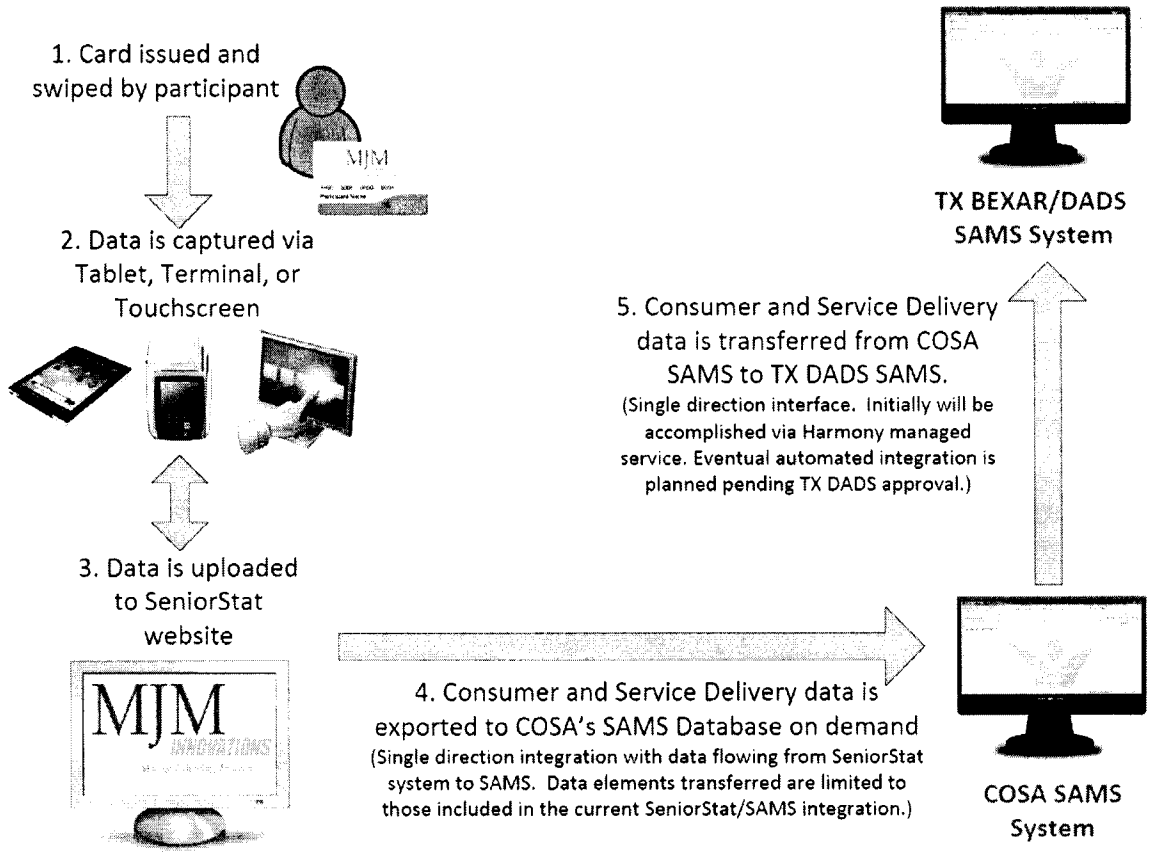
Systems and Data Flow Diagram



SeniorStat and Harmony Workflow Diagram

All of these features are included in the Professional edition and pricing is offered in this proposal. SAMS has a variety of unique and innovative functionality available for end-to-end management and delivery of home- and community-based long-term services and supports, including functionality for information and referral, assessment, care planning, service delivery and reporting. If the City's needs expand, Harmony is pleased to discuss additional capabilities and modules that the City might employ beyond this proposal.

Data Extract:

COSA will need to give written permission to allow CSS to obtain a copy of the data as well as work with SAMS on the integration. CSS will get the provided data exports from the SAMS system for sites to be pre-configured. Once CSS receives the data, we pull all active participants for a predetermined period of time to be loaded in the SeniorStat system.

- For the initial data load, a Harmony Project Manager will be assigned to the project and assist with the data extraction for each location during the implementation.

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- Customer accepts that data will "not" be screened by The Harmony/CSS team. Customer is solely responsible for selecting the correct filters. The Harmony/CSS team will complete data extraction based on the filter. However, The Harmony/CSS team will not validate each customer one at a time.
- The use of a customer-set filter will determine the way in which site data is extracted and exported to SAMS. The Harmony/CSS team will work with customer to implement the preferred filter configuration.
- Provider Association Filter: The customer will open and "tag" each customer with the site in which services are received. The Harmony/CSS team will read the tag and extract the consumer and service data
- Service Delivery Filter: The customer will identify the service delivery filter and Harmony will execute export package that includes provider name, site name, service, and date range.

2.3 List standard reports that are included in the proposed solution.

As part of CSS's solution, end-users can easily generate reports on service data segregated by client, program, service provider, senior center, date of service and other search criteria. The reporting capability is flexible, and end-users may choose to create reports using one or more filters to achieve the desired client and service data.

SAMS offers comprehensive reports on client and service information. Authorized City staff members can build full-featured reports based on templates available in the Reports section. Users can create reports without having to rely on technical staff. Security and administrative features ensure that the users have governed access to data. Authorized users can extract data specific to them and then create reports to analyze client and provider activity. Reports can be downloaded to numerous standard formats.

Reports allow users to create reports that cover the following areas:

- Consumer Demographics
- Service Deliveries
- Care Plans
- Service Orders
- Assessments
- Activities and Referrals
- Invoices
- Payments
- Contracts
- Administration

Reports can be saved for future use, and even shared with other users as appropriate. Report results can be printed or exported to various formats, including PDF, Excel, Word, Rich Text and XML.

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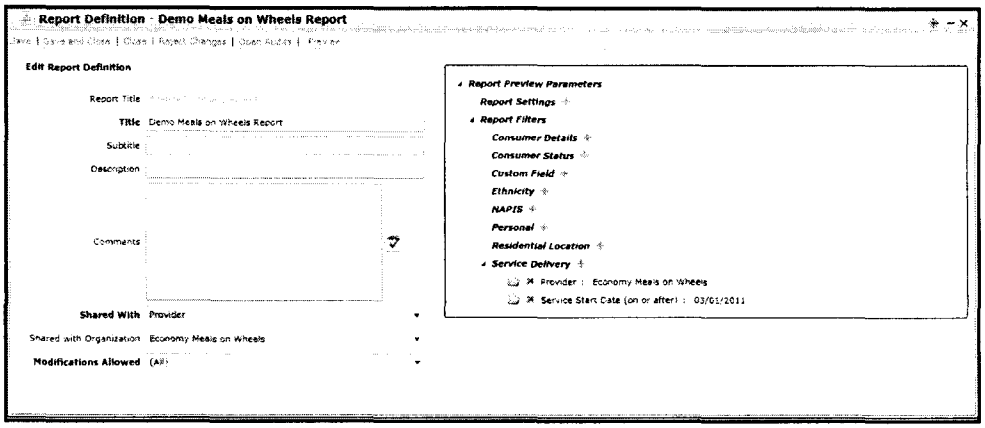
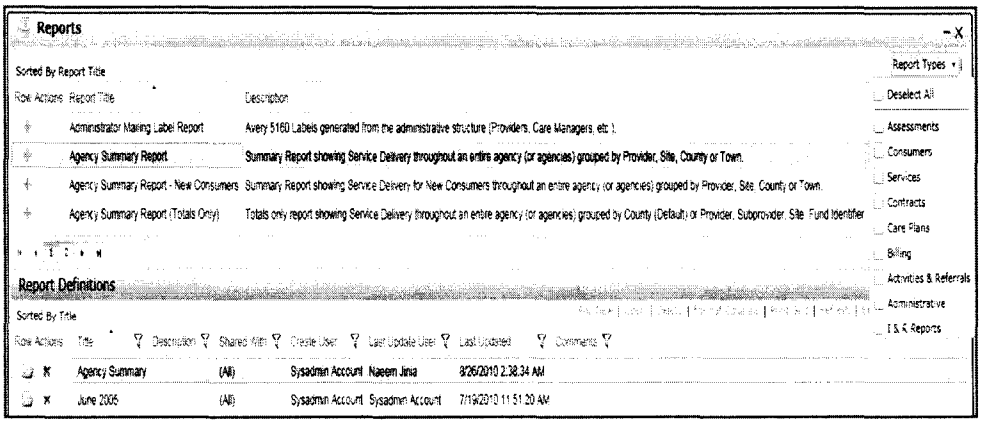
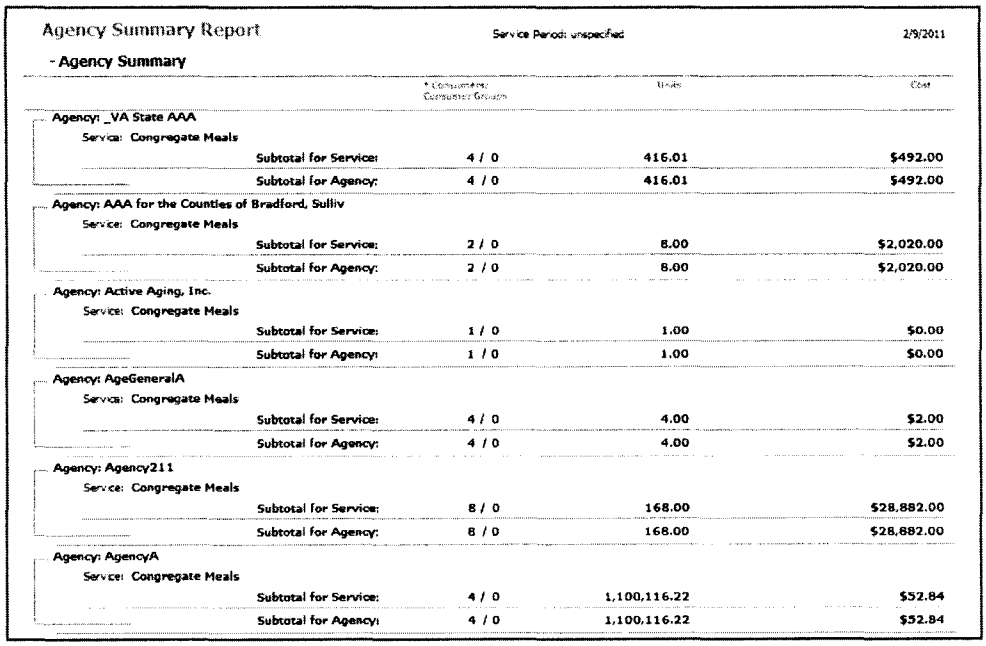
Report Definition screen



Agency Summary Template



Agency Summary Report



Agency Summary Report — Service Period: unspecified — 2/9/2011

- Agency Summary

	* Consumers/ Consumer Groups	Units	Cost
Agency: _VA State AAA			
Service: Congregate Meals			
Subtotal for Service:	4 / 0	416.01	$492.00
Subtotal for Agency:	4 / 0	416.01	$492.00
Agency: AAA for the Counties of Bradford, Sulliv			
Service: Congregate Meals			
Subtotal for Service:	2 / 0	8.00	$2,020.00
Subtotal for Agency:	2 / 0	8.00	$2,020.00
Agency: Active Aging, Inc.			
Service: Congregate Meals			
Subtotal for Service:	1 / 0	1.00	$0.00
Subtotal for Agency:	1 / 0	1.00	$0.00
Agency: AgeGeneralA			
Service: Congregate Meals			
Subtotal for Service:	4 / 0	4.00	$2.00
Subtotal for Agency:	4 / 0	4.00	$2.00
Agency: Agency211			
Service: Congregate Meals			
Subtotal for Service:	8 / 0	168.00	$28,882.00
Subtotal for Agency:	8 / 0	168.00	$28,882.00
Agency: AgencyA			
Service: Congregate Meals			
Subtotal for Service:	4 / 0	1,100,116.22	$52.84
Subtotal for Agency:	4 / 0	1,100,116.22	$52.84

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2.3.1 Include examples as attachments within the submitted proposal.

List of reports in 2.3.1.1; sample reports are available upon request.

2.3.1.1 Management Reports

The SeniorStat system is a web based software package that allows system users to access the software 24/7. Administrator and user level roles have access to all modules in the SeniorStat system. Once of these modules include Reporting. The reports comprised in this module include: Transaction Reports, Participant Reporting, Mailing Labels, Volunteer Reporting and Demographics Reporting. Below is a sample of the menu of reports currently available in SeniorStat Professional edition.

Transaction Reports
Participant Transactions Details Report
Deleted Transactions Report
Unduplicated Attendance By Activity Report
Last Upload Report
Transaction Analysis
Monthly Statistics Report
Transactions By Event
Participant Activity Summary

Participant Reports
Units of Service Per Participant Report
Participant Details Report
Birthday Report
Anniversary Reminder Report
Nutrition Reminder Report
Nutrition Assessment Report

Mailing Labels Reports
Mailing List Report
Mailing Label Report

Donation Reports
Donations By Location Graph
Donations Report by Transaction Date
Donations Report by Event
Donation Report

Volunteer Reports
Volunteer Hours
Unduplicated Volunteer Hours By Location Graph
Unduplicated Volunteers By Age Report

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Demographics Reports
Unduplicated Attendance By Age Graph
Unduplicated Attendance By Age Report
Unduplicated Attendance By Location Graph
Unduplicated Attendance By Location Report
Unduplicated Attendance By Race Report
Unduplicated Attendance By Ethnicity Report
Election District Report
Registration/Reservation Reports
Participant Event Mailing List Report
Participant Event Mailing Label Report
Participant Event Reservation List
Participant Event Reservation Label
Registration Report List
Reservation Report by Location
Participant Reservation Report

SeniorStat Professional Reports Menu

2.3.1.2 Financial Reports

Financial reporting in the SeniorStat Software includes a Payment Reconciliation Report for Ecommerce Management and Event Payment Management. In addition, donations can also be managed through this reporting feature or through a separate donations report.

See the sample below of the Payment Reconciliation Report. This report shows: 1) date of transaction, 2) card holder name,3) SeniorStat Card number, 4) Last 4 digits of the credit card number, 5) payment type, 6) transaction ID #, 7) payment amount, 8) what type of transaction, and 9) where the transaction originated from.

The report can be searchable by the following parameters: 1) start and end dates of the transaction, 2) the senior center or site it originated from, 3) payment type, 4) last name of the card holder,5) SeniorStat ID number, 6) transaction origination (web or center). It can also be exported to various formats including.csv, .pdf, .xml and other available file formats.

Payment Reconciliation Report

Start Date 10/25/2013 End Date 11/25/2013 Site All

Payment Type All Last Name Client Card #

Transaction Type . ALL

Transaction Date	Card Holder Name	Client Card #	CC #	Payment Type	TrouID	Payment Amount	Transaction Type	Transaction Origin
10/25/2013 2 04 00 PM			5454	MasterCard	4579636	$1 00	Donation	Members
10/26/2013 9 41 00 AM	Pareek Lokesh	3950017800020008	5454	MasterCard	4580939	$5 00	Event	Members
10/26/2013 8 49 00 PM	Pareek Lokesh	3950017800020008	5454	MasterCard	4580962	$5 00	Event	Members
10/29/2013 10 49 00 AM			5454	MasterCard	4585729	$2 00	Donation	Members
11/1/2013 10 40 00 AM			5454	MasterCard	4605424	$100 00	Donation	Members
11/11/2013 10 10 00 PM	Pareek Lokesh	3950017800020008	5454	MasterCard		$100 00	Event	Members
11/12/2013 7 47 00 AM	sehdev navneet	3950017000100337	5454	MasterCard	4627696	$100 00	Event	Members
11/12/2013 1 14 00 PM	Pareek Lokesh	3950017800020008	5454	MasterCard	4629656	$100 00	Event	Members
11/12/2013 1 33 00 PM	Pareek Lokesh	3950017800020008	5454	MasterCard	4629797	$50 00	Event	Members
11/12/2013 1 40 00 PM			5454	MasterCard	4629965	$10 00	Donation	Members
11/12/2013 1 52 00 PM	Clayville Stephanie	3950017000102903	5454	MasterCard	4629991	$400 00	Event	Members

Sample Payment Reconciliation Report

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3. Total Cost of Ownership

3.1 Describe any fee increases that may be assessed due to growth in transactions, users, data storage, and volume of data transfer. Include price change limitations.

As part of this solution, CSS's pricing model includes the SeniorStat Professional edition which includes named user access and reporting. The fees for licenses, transactions, support, users and data storage are included in the recurring proposed costs. The pricing does not include the sale of the software and/or the system. ***The software and source code is proprietary and will be licensed to COSA. A copy of a sample software license is attached to our proposal.***

The SaaS pricing model for SAMS includes an annual agency fee and annual named user fees. These prices include license to use the software as well as hosting, maintenance, and support. There are no increases for growth in transactions, number of consumers served, or data storage.

3.1.1 If vendor offers enterprise and departmental cost models, describe these pricing models, along with the differences between them.

As part of this solution, CSS's pricing model includes the SeniorStat Professional edition which includes named user access and reporting.

3.2 Describe the history of maintenance and support fees with respect to increases in cost and future price adjustments, limitations, and a notification plan to client of any potential price changes.

CSS offers regular upgrades to the system (minimum 2 per year) to ensure the system is running at peak performance and ensure that the system is enhanced with new features. Release notes are sent so customers are aware of the new services and features that are available.

Clients are offered upgrades as they are made available. Clients are informed prior to the release and of the availability of upgrades. Any costs that will be associated with the upgrades are also communicated.

Harmony's annual SaaS subscription fee (as above) includes software maintenance and full support. Harmony provides at least 60 days' notice prior to annual subscription renewal.

3.3 Describe the fee structure for client-requested changes to the configuration of the software.

Change requests are offered to the client outside the contracted agreements. In this case, CSS would perform a full requirements analysis and provide a proposal to the client prior to the work being started. Change control documents are created and client sign off is required prior to the change request being performed.

Harmony regularly maintains and updates SAMS with enhancements that are driven by market requirements and customer requests. Customers may submit enhancement requests at any time for consideration for inclusion into the product roadmap. Some customers have contracted with Harmony for specific enhancements on an accelerated timeline. Costs of such enhancements are based on level of effort.

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3.4 Describe if there are any costs associated with customer enhancement requests that are submitted by multiple clients.

CSS assesses changes that occur for multiple clients in our release process. If we find that the request is universally requested, it will be considered for release to all clients as part of our normal maintenance and release cycle.

Harmony: Typically, when multiple customers have requested functionality or enhancement, these items are added to the product roadmap and deployed on Harmony's release schedule. When available, all customers using SAMS have access to the functionality. In contrast to many COTS products that could be customized to San Antonio's specific request, with SAMS, the City will benefit from enhancements suggestions from hundreds of other similar agencies as well as the needs of the greater market serving aging and disabled consumers. Since the annual SaaS subscription includes all product upgrades, SAMS is "future-proof" – the City's system will change to accommodate requirements and trends in delivery and management of LTSS as driven by best practices, new programs, funding streams, and regulations in Texas and across the country.

3.5 Describe the costs that may be associated with terminating the software licensing contract, including requirements.

There are no additional costs for terminating the software licensing contract as long as all outstanding invoices are paid in full.

Harmony: There are no additional charges for non-renewal of SAMS and associated products.

3.6 Describe any additional fees for after-hours, weekend, and/or holiday support as it relates to:

There are no additional fees associated with after -hours support, weekends or holidays. As part of CSS's contract, our support agreement includes support services that are available from 8:30 a.m. to 5:30 p.m., Monday through Friday (excluding holidays). On-call engineers are available 24 hours per day, 7 days per week and 365 days per year via our after-hours support number at no additional cost.

Harmony's support policies are provided as an attachment to this proposal. Annual SaaS subscription entitles the City to full product and technical support throughout the term, as well as product maintenance and updates as they are released.

3.6.1 System/Software Support

CSS's contract covers the cost of system and software support services and is included in the recurring fees.

Harmony's support policies are provided as an attachment to this proposal. Annual SaaS subscription entitles the City to full product and technical support throughout the term, as well as product maintenance and updates as they are released.

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3.6.2 Application Support

CSS's contract covers the cost of application support services and is included in the recurring fees. Harmony's support policies are detailed in Attachment A, Part Three, #4 of this proposal. Annual SaaS subscription entitles the City to full product and technical support throughout the term, as well as product maintenance and updates as they are released.

3.6.3 System Maintenance

CSS's contract covers the cost of system maintenance and is included in the recurring fees.

Harmony's support policies are provided as an attachment to this proposal. Annual SaaS subscription entitles the City to full product and technical support throughout the term, as well as product maintenance and updates as they are released.

3.7 Describe the additional costs that may be imposed for exporting/extracting customer data. Include price change limitations.

If custom data extraction services are required, CSS would evaluate the costs as part of our normal change control process. Costs for these services are based on level of effort required. The cost for these services is $150.00 per hour. Many of the reports have the capability to export data in multiple formats for no additional cost.

Harmony: The current proposal includes the Import/Export tool for eventual import of data from SAMS to DADS. Built-in standard reports allow export to Excel files. Harmony is pleased to provide quotes for custom export needs based on defined requirements, including volume and type of data to be exchanged, method of exchange, and trigger event for exchange.

3.8 Describe the costs that may be associated with terminating the service contract, including notification requirements.

There are no additional costs for terminating the service contract as long as all outstanding invoices are paid in full. Terminating the service contract will require a 60 day notice.

There are no additional charges for non-renewal of SAMS and associated products.

3.9 Describe any additional fees for after hours, weekend, and/or holiday support for hosting services.

There are no additional fees associated with after -hours, weekends or holiday support for hosting services.

Harmony: Annual SaaS subscription entitles the City to full technical hosting support 24/7/365.

4. Customer Support:

4.1 Describe Post-Production Warranty Period

The Post-Production warranty period is 90 days for hardware and software. Product and technical support will be provided throughout the term as long as the contract is in force.

Harmony: Annual SaaS subscription entitles the City to full product and technical support throughout the term, as well as product maintenance and updates as they are released.

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The Harmony's Customer Support Team comprises professional Customer Support Representatives (CSRs) who have extensive technical expertise and ongoing training in Harmony products. Harmony CSRs focus on responding to customers' support needs quickly and accurately, with the goal of consistently exceeding customers' expectations. The support team is dedicated to answering user questions, logging system enhancement requests, patch and update notifications, and providing assistance in troubleshooting problems.

Harmony provides support via telephone (toll-free), e-mail and the on line Customer Portal. The standard business hours of support from 8:00 AM to 9:00 PM ET, excluding Harmony observed holidays.

Harmony conveniently provides 24/7 access to an online Customer Portal for reporting any issues that require Harmony Customer Support Assistance. The customer portal is an automated solution for managing service and support incidents. Harmony Customer Support staff members use the portal to understand, track, and respond to customer needs; streamline and simplify support efforts; improve customer communications and satisfaction; and to ensure that all support requests are resolved in a timely and effective manner. Additionally, access to Harmony's Customer Portal provides real-time status, priority, and metrics related to the handling and resolution of customer tickets.

Harmony leverages collaborative web-based tools that enable the user and Harmony support personnel to view each other's desktops. Through this approach, CSRs are able to see illustrative examples and results of their analysis while also allowing customers to demonstrate a specific problem directly from the customer's database and product configuration.

The Customer Service team is committed to the following service goals:

Accelerate diagnosis and problem solving

- Accelerate diagnosis and problem solving
- Troubleshoot on customer hardware and solutions
- Provide real-time analysis while a problem is occurring
- Demonstrate product features when appropriate
- Assure customer satisfaction

4.1.1 Duration after Go-Live Date - The post production standard warranty is 90 days for hardware and software.

4.1.2 Customer Contact Process

The CSS's support includes support services that are available from 8:30 a.m. to 5:30 p.m., Monday through Friday (excluding holidays). On-call engineers are available 24 hours per day, 7 days per week and 365 days per year via our after-hours support number. Customers can also contact support via email.

4.1.3 After-Hours Support

CSS monitors all active services 24 hours per day, 7 days per week. If a service should fail, all on-call technicians are notified after 5 minutes of inactivity. Our standard response time is one hour

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from notification to log the ticket and research the problem. If the service failure results in a system outage, all efforts will be made to restore service within 4 hours.

4.2 Describe the various options available for customer and technical support.

Support services are available from 8:30 a.m. to 5:30 p.m., Monday through Friday, excluding holidays via email requests to techsupport@mjminnovations.com or by calling 1-800-690-6564. On-call engineers are available 24 hours per day; 7 days per week, 365 days per year via our after hours support number 1-877-360-2500.

Harmony provides phone, email, and online support through the Customer Portal. Harmony also uses web-based tools for analysis, troubleshooting, and collaboration with customers.

4.2.1 Online Chat Sessions - CSS does not offer online chat services at this time.

4.2.2 Phone Support - See response in section 4.2.

4.2.3 Email Support

Email support services are available from 8:30 a.m. to 5:30 p.m., Monday through Friday (excluding holidays) via email requests to techsupport@mjminnovations.com. Additionally, on call technicians monitor this email for severity levels and outages.

4.3 Describe Issue/Problem Severity levels and response times.

It is CSS Tech Support's goal to contact customers within 24 hours and resolve issues within 1-4 business days of the initial contact. We strive for first call resolution unless the issue requires a development or networking engineer to intervene. In some cases, a workaround method will be presented until the initial issue is resolved. All issues that require advanced support will be assigned in accordance to the severity level on the Support SLA and the end user will be informed in such a case. The advanced support staff will start working on escalated requests until the request is resolved.

Harmony: All support tickets, regardless of reporting method, are categorized as defined in the table below, and are based upon business impact to our user base. An acknowledgement of ticket receipt is communicated immediately. This provides a ticket tracking number that can be used to reference the case in further interactions with support representatives; the tracking number also allows System Administrators to follow status updates via our Customer Portal.

Severity levels and response times are outlined in the Customer Support service levels found in section - 4.6.2.2 Service Level Agreements (SLAs).

4.4 What are the support hours of operation?

Support services are available from 8:30 a.m. to 5:30 p.m., Monday through Friday (excluding holidays). On-call engineers are available 24 hours per day; 7 days per week, 365 days per year via our after-hours support number.

Harmony: The standard business hours of support from 8:00 AM to 9:00 PM ET, excluding Harmony observed holidays.

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4.5 If proposed solution includes 3rd party utilities, software, services, etc., describe how customer service support will be managed with these 3rd parties.

CSS uses its own staff for support of our clients. Our hosting services are managed by a 3rd part off site facility. We have a Service Level in place that follows our SLA in terms of response to clients. In addition, should our staff need to remotely support a client, LogMeIn, a 3rd party remote access utility, may be used on a workstation, touchscreen or device. This is used to remotely connect to and support our hardware and software. Access will need to be allowed for our system administrators utilize this tool to access the touchscreens, workstations or tablet devices.

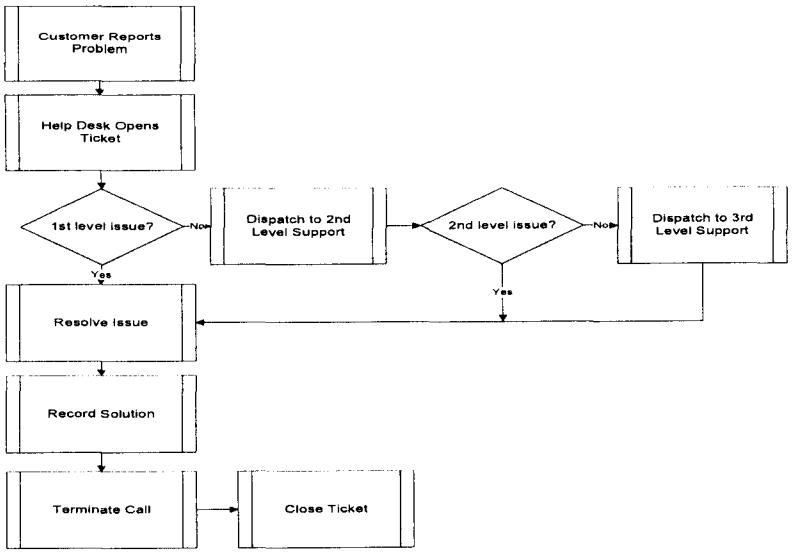
Harmony: All third-party software required by the SAMS application is maintained and supported within the SaaS environment, with the exception of users' desktop software, which would be supported by the City.

4.6 Describe how customer service incidents and/or technical issues are reported and managed.

CSS Support receives a call, email or web request from a customer. When this occurs a ticket is opened in our CRM tracking system. The Level 1 analyst will assign and categorize the request. Level 1 will reply to the end user via a phone call and/or email upon receipt of initial request in accordance to the severity level (included in Support SLA Attachment).

Each request will be assigned a severity level by a technical support representative based on the guidelines below; however there may be instances when other requests will be resolved before an existing request. Generally, outages or systems down are top priority. However, requests with Critical Severity levels are assigned and worked on before lower requests. This means that an end user with a Critical Severity request will have their problem addressed before a lower level request. At times, staffing, network conditions, and other outside factors may affect our ability to adhere strictly to this Service Level Agreement.

Basic Call Flow Diagram



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For Harmony related issues, a customer service incident may be initiated through phone or email contact, submission of a case through the Customer Portal or discovery by Harmony prior to notification by a customer. Regardless of how Harmony becomes aware of a problem, all issues are logged in the Customer Portal for triage and disposition. An immediate response is issued to acknowledge receipt of the issue and then Harmony CSRs address issues based on priority within the response and resolution timeframes. Harmony follows a set of internal processes for investigation, troubleshooting, escalation, and resolution, reporting progress and disposition through the Customer Portal to allow customers to track progress.

4.6.1 What are the days/hours of operation?

Support services are available from 8:30 a.m. to 5:30 p.m., Monday through Friday, excluding holidays. On-call engineers are available 24 hours per day; 7 days per week and 365 days per year via our after-hours support number.

Harmony: The standard business hours of support from 8:00 AM to 9:00 PM ET, excluding Harmony observed holidays, though support issues can be logged at any time through the Customer Portal. The hosting environment is monitored 24/7/365.

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4.6.2 Include any available documentation listed below as an appendix to the proposal, and include a reference to these appendices here.

See CSS SLA in section 1.2.3.

Harmony follows internal processes for triage and escalation of cases, but this information is proprietary. Terms of Harmony's Support SLA appear in the table below.

Priority Level	Priority Level Description	Initial Response Timeframe	Case Resolution Timeframe	Alternate Disposition
Password Reset	Request for Password Reset	Within 1 Hour during operating hours	Within 15 minutes of initial response	n/a
Medium	Low business impact, minor operational issue or question, product or operational questions, product issue which a reasonable workaround exist, training questions, or enhancement suggestion; resolution not required for continuity of customer's operation	Within 1 Day during operating hours	Varies based on request; generally within two weeks	"Resolution" may actually mean escalation to most appropriate resource from other teams including Product Management, IT, etc.
High	One or more features do not seem to be working as designed; workarounds may be available, timely resolution will prevent manual process or lost business value.	Within 4 hours during operating hours	Varies based on root cause; generally within 10 calendar days	Escalation to technical teams may take place behind the scenes, but Support owns driving resolution and customer updates
Urgent	Urgent business impact, solution is not functioning at an acceptable level for the majority of users; customer's operation is being seriously impacted, OR may refer to a request where resolution is key to a business critical time-sensitive task. Session Disconnects may be included in this category.	Within 2 hours during operating hours	Varies based on root cause; Within one week or sooner (as negotiated upon ticket opening based on circumstances at the customer site and within Harmony)	Multidisciplinary team is investigating and resolving issue from earliest identification, but Support owns driving resolution and customer updates If custom development is required, the request may be turned over to the Professional Services Team to be scoped & managed.

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Critical	Mission Critical Business Impact, solution is completely unavailable or unresponsive; the customer's operation is severely impacted.	Within 1 hour during operating hours	Varies based on root cause; resolution target within four to six business hours	Multidisciplinary team is investigating and resolving; may include external vendors as needed; incident managed by members of Executive Team

* If multiple customers are impacted, mass communication will be sent in lieu of individual responses.

** Resolution Time is only for support cases that are not associated with defects or enhancement requests. Note the final case resolution time also may vary based upon customer response time to required customer actions.

Guidelines are subject to change over time, end parties will be notified.

4.6.2.1 Process Diagrams – Hardware and software process support diagrams are included in section 1.2.3.

4.6.2.2 Service Level Agreements (SLAs) - See CSS SLA in section 1.2.3 and Harmony's SLA is attached to the proposal.

4.6.3 Application Support - Application support information is included in section 1.2.3. The previous sections under #4 detail support of the SAMS application and the SaaS technical hosting environment.

4.6.4 System/Application Availability- System and application support information is included in section 1.2.3.

Harmony: Attachment A, Part Three, #11.3 of this proposal details system availability.

4.7 Describe current and last year's support levels for software/systems deployed at customer sites.

CSS's goal is to provide 99.7% uptime for our clients. CSS responds to support calls on a very timely basis and resolves issues timely.

Harmony: The Harmony Support team has managed support inquiries from our collective user base, which vary greatly in size, and maturity from an implementation perspective. Harmony's 2012 Calendar year numbers are in disparate systems and less reliable than the data for 2013, however the notable variance is explained by an increase in customer administrators that are reporting issues. This was coupled by a technology update which included a User Interface update prompting an increase in "how-to" inquiries.

2012 Estimated Calls per Month – 830*
2013 Calls per Month – 878*

*These are total calls, and include new support inquiries and follow-ups to existing cases.

As with the case data, the call volumes for a comparable organization size significantly reduce the overall numbers. In the case of calls, there would likely be only 2 to 3 calls per month for an organization with the size and expected usage profile of the City.

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4.7.1 Calls per month

CSS handles approximately 25 support calls per month with 95% of responses being made within 24 hours or less to respond. First call resolutions and/or repairs are running at 97%.

5. Maintenance/Upgrades:

5.1 Describe how customers' requests for enhancements are handled. Include practice of how enhancement requests are reviewed and chosen for product upgrades.

CSS offers 24 X 7 world class support. This backed with our system warranties allow customers to feel comfortable with our solutions and services. CSS performs continuous quality improvement programs quarterly. Service Levels are refined as required and clients are requested to provide feedback on services.

CSS provides many ways for clients to provide feedback and for us to improve quality of services. These are typically done through many of the following activities:

- Ongoing meetings and program reporting and updates
- Client questionnaires and monitoring of services
- Data analysis of all center reporting and open issue reporting
- Software releases and Quality Controls during this process
- Versioning Controls of software
- Support for CSS authorized applications and systems
- Support for CSS company standard software
- World Class support for all calls for CSS customers, providers and clients as needed.
- Escalation of problems based upon Service Level Compliance
- Continued Training
- User manuals

During all of these processes, client feedback is managed through our release management system and evaluated at least twice per year. Items that are chosen for release can be based on the following criteria: 1) system bug, 2) system enhancement, 3) global requests and 4) critical change requests. Release notes are sent so customers are aware of the new services and features that are available.

Harmony periodically adds enhancements to all products based on internal product roadmaps developed through market research and customer input. All product upgrades are developed as a result of both internal improvements and customer-requested enhancements, and Harmony's Product Management Division actively seeks customer input to develop specifications for new functionality to ensure that new features and functions will meet customer needs. Software upgrades and enhanced versions are available to current product license holders at no additional charge. Harmony does not publish a schedule of planned updates, but notifies customers as far as possible in advance of any upgrade or update.

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5.2 Describe the frequency of maintenance/upgrades, to include any 3rd party components that may exist.

CSS evaluated upgrades at least twice per year to the system to ensure the system is running at peak performance and ensure that the system is enhanced with new features.

Harmony follows an internal release schedule for SAMS and related product modules, based on required product maintenance and enhancements. Typically, Harmony schedules two major releases per year with additional minor releases as needed for maintenance, defect correction, and update of third-party components.

6. Additional Information:

6.1 Provide any additional plans and/or relevant information about Respondent's approach to providing the required solution/services for this RFCSP.

CSS will be providing the features below for our solution presented in our proposal.
Items for SeniorStat Solution:

- **Participant registration**
  - Intake forms via the web with nutritional assessment and other information
  - Reservations via the web
  - Donations via the web
  - Electronic forms and printing of site specific forms
  - E-Signature on forms/storage
  - Queue of people to be approved or declined
- **Event Process**
  - Able to sign up and pay for event if already registered
  - Can pay via VISA, MC, AMEX – needs merchant account established
  - Print out confirmation
  - Go to site to take class/event show receipt and participate
- **Event Management/Calendar**
  - Manage events from central calendar for all site as long as they take place at the same time
  - Can print our calendar and one is posted on the web for the events that you wish to show.
- **Meal Processing**
  - Meal capturing upon entry into the site
  - Capturing of units of service upon entering the building
- **Volunteer tracking and Scheduling**
  - Can register and assign volunteers cards for tracking of hours.
- **Transportation Tracking**

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- Center based tracking only once the client comes to the site. Can choose transportation here and transportation home.

- **Reporting to include the following reports noted in requirements spreadsheet**
- **Cards provided will be magnetic swipe standard cards**

SENIORSTAT
senior service software

1. AAA or SENIOR CENTER PROCESSES REGIRSTRATION. Once registered and approved by staff a card is issued.

2. AAA or SITE ISSUES CARD. Card number can be added to the account at the time of approval by the AAA or the site.

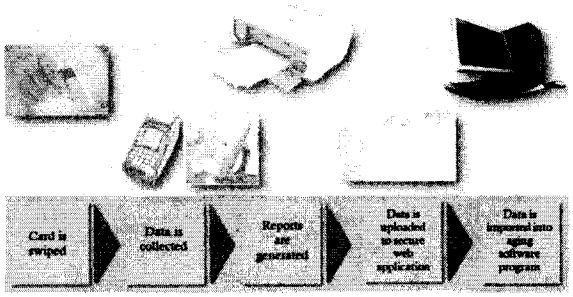
3. CARD IS SWIPED. Card number, date, time and unit of service are captured.

4. INFO IS COLLECTED. Data is stored in touch screen, terminal or mobile device until uploaded.

5. INFO IS UPLOADED FROM HARDWARE TO SENIORSTAT Data is stored on device until uploaded.

6. REPORTS ARE GENERATED Data is uploaded and stored in the SeniorStat web based software. Complete reporting is provided in the SeniorStat web based solution 24 hours 7 days a week where internet access is available.

7. INFO CAN BE IMPORTED INTO YOUR CURRENT REPORTING SYSTEM



SeniorStat Workflow Diagram

System Architecture

7.1 Submit comprehensive System Architecture Diagram(s) - Production and Non-Production environments.

CSS's hosting environment is located in our Network Operations Center located in Hunt Valley, MD. Our NOC is monitored 24 hours a day, 7 days per week and 365 days per year. Our infrastructure is fully redundant utilizing Cisco ASA firewalls and switches on redundant ISP backbones with automatic failover implemented. All systems within the infrastructure are physically redundant including, but not limited to power supplies, fans, CPUS, hard drives, network cards, etc. The SeniorStat solution is hosted at the CSS NOC on state-of-the-art Microsoft servers and is not deployable to the customer environment.

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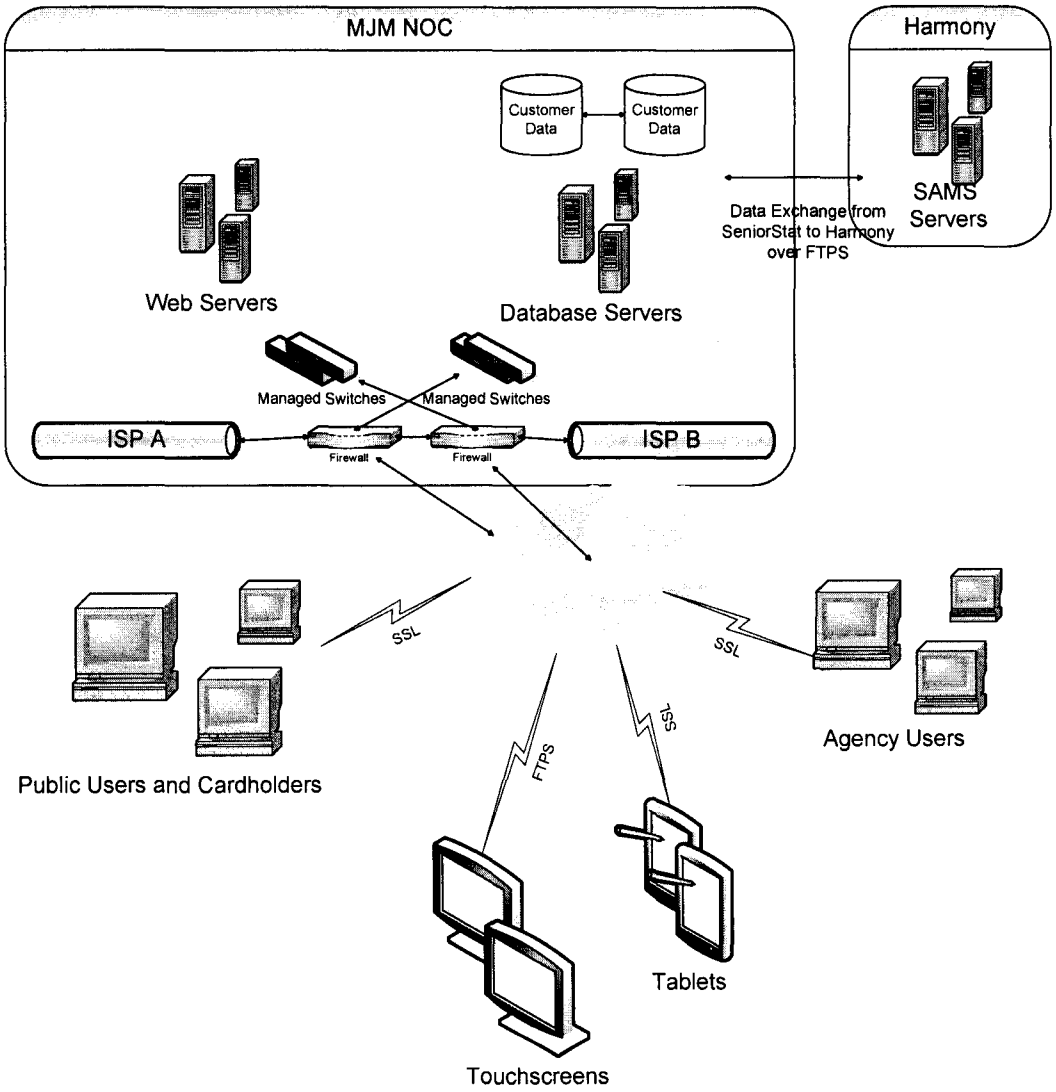
SeniorStat System Overview Diagram



SeniorStat System Design

SeniorStat is web-based and end-users access client information using a web portal and a standard browser. Since SeniorStat is web-based, CSS hosts the application and data in an external/off site- Network Operations Center.

The client is not required to purchase hardware; however, is required to have the following:

1) Touch screens require high speed internet access and wireless devices require reliable services to utilize the system.
2) Tablets and terminals require an authorized data plan.
3) CSS recommends that all equipment purchased has a minimum of high speed access and utilize Internet Explorer browser v 9.0 or higher.

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The following web portals will be provided as part of the proposed solution.

Web Portal (Administrators):

COSA will be provided the standard SeniorStat System web portal application. Access will be available 24/7. They will have Administrative access and be able to add/edit system users. The portal will include a client intake form, the ability to manage transactions, standard reporting and the setup of participants and sites. SeniorStat's web portal will be used for new client intakes and card issuance. All reports are exportable in multiple formats.

Participant Web Portal (Registrations and Reservations):

The Participant Web Portal is a web based interface for COSA clients to register for participation and make reservations. Phase I implementation will provide participants the ability to manage their accounts and view their transactions on-line. Users of the web portal need a login and password to log in to the system. Customers will register their accounts online, fill out the paperwork and be sent confirmation emails once they are approved.

a. Hardware Requirements

Since SeniorStat is web-based, CSS hosts the application and data in an external off site- Network Operations Center. The client is not required to purchase hardware to support the web-based solution.

There are hardware and devices used in the solution and they are purchased through a third party by CSS. The following hardware solutions will be provided to COSA for this project. It is highly recommended (but not required) that the customer maintain a 10% stock of backup units to minimize the business impact in the event of a hardware loss, damage or failure.

Touch Screen Computers:

The touch screen computer that will be used is an Elo and will be provided at designated locations. CSS will program and set up all touchscreens and install a software application to set up and troubleshoot any issues. Included with each touchscreen is a power cord. The customer will be responsible for providing an internet cable and connectivity, surge protector and a 12 inch X 10 inch space to place the touchscreen on a table in the entrance of the building. The customer will also be required to follow the instructions included with the touchscreen to set up the unit.

Terminals:

The Bluebird BIP-100 terminal will be provided at designated locations. Backup terminals are recommended. CSS will program and provide terminals as part of the implementation process. Included with each terminal will be a power cord. The customer will be responsible for providing a surge protector and a 5 inch X 10 inch space to place the terminal, preferably a table or counter. The customer will also be required to follow the instructions included with the terminal to set up the unit. In addition, the customer must supply thermal paper for the units for printing reports. Wireless fees may apply.

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Android Tablet:

The Android Tablet, swipe reader and printer (optional) will be provided at designated locations and/or vehicles. Backup units are recommended. Included with each tablet will be a power cord. Mounts and rugged cases can be added for an additional fee. The customer will also be required to follow the instructions included with the tablet to set up the unit. In addition, the customer must supply thermal paper for the units for printing reports if used. Wireless fees may apply.

Hardware Warranty:

There is a standard 1 year limited warranty on hardware devices (Touchscreens, Terminals, and Android Tablets). The warranty covers defects in materials and workmanship. External causes such as accident, abuse, misuse or problems with electrical power are not covered by warranty. Warranty issues are to be handled directly through CSS.

Customized Cards:

COSA will be provided standard plastic magnetic swipe cards. The cards will be distributed to clients by COSA. The number of cards is to be determined per location. The cards will follow the standard 4 color design. COSA will provide the following elements: logo and agency name for the front of the card plus verbiage for the back of the card. The customer will be sent a proof of the card for approval prior to production. At implementation only, the cards will have the participant name and card number. Instant issue cards will also be created also at the time of implementation for COSA to produce instant issue cards going forward. Lost or stolen cards can easily be deactivated and a new card can be issued in the administrative portal. Although the old card is deactivated, transactional information is retained for reporting and data integrity purposes.

b. Software Requirements

The client is not required to purchase software to support this solution. The client will need an internet connection and standard browser to access the software.

i. Server Operating System and version

The client is not required to purchase servers or software licenses to support this solution.

ii. Database and version

The client is not required to purchase a database to support this solution.

1. Storage Requirements

The client is not required to purchase a storage device to support this solution.

a. 1st 6 months – There are no storage requirements for this period.

b. 2nd 6 months - There are no storage requirements for this period.

SeniorStat is web-based and end-users access client information using a web portal. Since it is web based, CSS hosts the data in an external off-site Network Operations Center using efficient storage devices. Storage and data access will be reviewed after the contract term to see if additional costs or equipment are necessary.

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iii. Proposed solution software components with versions

There is hardware and devices used in the solution and they are purchased through a third party vendor. The following software may be required to remotely support the devices.

LogMeIn:

Should the CSS staff need to remotely support a client, LogMeIn, a 3rd party remote access utility, may be evoked on a workstation, touchscreen or device. This is used to remotely connect to and support our hardware and software. Access will need to be allowed for our system administrators utilize this tool to access the touchscreens, workstations or tablet devices.

1. **Indicate whether component is vendor owned or 3rd Party (OEM)** - LogMeIn is a 3rd party component.

c. **Subscription Requirements**- There are no subscription requirements as part of this solution.

d. **Connectivity Requirements**- Touch screen computers and software require high speed internet access and wireless devices require authorized data services to utilize the system.

   i. **Firewall Rules** - Access must be allowed for www.seniorstat.net to all devices and network hardware. In addition, www.gotomeeting.com must also be allowed to conduct trainings or offer demonstrations.

   ii. **Identify where system communications are initiated and received.** - Please refer to diagram in section 7.1 above.

e. External System interface

   i. **Interface file location – FTP, Shared Server Drive, Support Web Service or all?**- FTPS and HTTPS will be needed for the solution.

f. Mobile Devices

   i. **List all potential Operating Systems / Devices that are supported** - All computer access should have high speed access and utilize Internet Explorer browser v 8.0 or higher. The Android tablets will be using Android OS 4.x. The touch screen computers use Windows XP Pro and the terminals use Windows CE.

7.2 Verify if proposed solution is deployable in a virtual server environment.

SeniorStat is hosted on physical and virtual servers in CSS's NOC.

a. Describe proposed deployment plan

   i. Vendor deliver VM Image with system to be copied into client VM farm
   ii. Vendor to perform system installation on client provided VM instance
   iii. Supported VMWare version(s)

The SeniorStat solution is hosted at the CSS NOC and is not deployable to the customer environment. However, it is installed on virtual and physical servers in our hosted environment.

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7.3 Identify licensing required by client for deployment of solution

a. OS License- Since SeniorStat is web based, CSS hosts the data and application in an external off-site Network Operations Center. The client is not required to purchase OS licenses to support this solution.

b. Database License- The client is not required to purchase a database license to support this solution.

c. Other -Not Applicable.

7.4 Validate that proposed solution includes plan and cost for the deployment on a non-production instance of the system.

The plan proposed does include deployment for a non-production instance. CSS offers a hosted staging environment as a test platform between customers and/or partners when necessary.

7.5 Identify & describe any components that must be deployed outside of the City's managed datacenter environment.

All hardware included in this solution including touchscreens, terminals and Android Tablets will be outside of the CSS data center environment. Version control and releases are controlled by our technical support staff. Antivirus software is part of the customer's responsibility on the touch screen computers provided and workstations provided by the client.

8. Security & Privacy:

8.1 Validate that presentation & application services reside on separate server from the data servers

The presentation and application services for SeniorStat reside on web servers. The data tier resides on separate SQL servers from the web server. The diagram below illustrates the architecture of the SeniorStat solution in our hosted environment. Please refer to diagram in section 7.1 above.

9. Compliance

9.1 Identify any components within the proposed solution that does not meet CoSA Technology standards

There are not any components that do not meet COSA Technology standards to our knowledge.

10. Backup and Restore Strategy

1. Describe Backup and Restore strategy.

Our production servers are in a VMware virtual environment. We have redundant VMware ESX servers with auto-failover. Should an ESX server fail, the virtual servers will automatically migrate to another ESX server without taking down the virtual servers.

Server backups consist of virtual server snapshots stored to a local SANS vault at six hour intervals. These backups are then moved to an off-site vault where they are stored for ten days. Restore can be made at the local or off-site vault level, and recovery can be done at the

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file, folder, disk or entire machine level. In addition, databases backups are done in a native mode daily with hourly log backups. These native files are also stored on the local vault.

Our production environment is hosted at an off-site NOC location which provides physical controlled environment (access, temperature, power) as well as additional expert support. Our infrastructure also includes redundant CISCO Switches and Firewalls.

Restore Process:

For a failure in an ESX Server, the restore process is automatic. All assigned Virtual Servers are migrated to a working ESX Server and alert notifications are sent to the technology team. This process is typically transparent to the end users and does not take down the virtual servers. The technology team evaluates the failure of the ESX Server and resolves the issue. Once the ESX Server is up, tested and online, we manually migrate the assigned servers back to the original ESX Server.

Should a Virtual Server fail, the technology team receives an alert. Should we be unable to resolve the issue with an hour, we restore the Virtual Server from the last snapshot. Once up, if it is a SQL server, we restore the hourly log file backups from the point of the last snapshot. Should a folder or file need restoring, the technology team receives the request, accesses the appropriate server backup and restores the folder or file.

2. What is the estimated time for recovery should the system database become damaged.

CSS provides a documented and clear path for operating procedures, escalation, change control, assignment of duties and facilities management. CSS does periodic system maintenance of its systems to ensure that our SLA's are met. We provide approximately 48 hours notice prior to system outages to all customers and will use our best effort to minimize customer impact. Software and hardware issues follow escalations paths and are quickly sent through a change control team, which consists of management and IT staff. The issues are quickly assessed and protocols are implemented or followed to resolve issues. The team is alerted immediately of outages and appropriate processes are followed for resolution. Below is a sample of our escalation severity chart. Customers are notified immediately if any impact or implications will arise

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Severity	Description	Support Response Time	Total Resolution Time
Critical **S1**	Critical system is down. Functions not usable. No workaround or alternative is available. Data is corrupted. Many end users are affected. Revenue effecting issue.	30 Minutes	24 – 48 Hours
High **S2**	Some functions are usable with severe restrictions. No workaround or alternative is available. Several end users affected.	30 Minutes	1 Business Days*
Medium **S3**	Basic functions are usable with minor restrictions. Workaround or alternative is available. One or more users affected.	1 Hour	2 Business Days*
Low **S4**	Minor problem. Functions are usable. Defect is cosmetic or simply a nuisance.	4-8 Hours	4-5 Business Days*

3. Describe how system errors, delay in performance of the system are handled

CSS uses active monitoring from several sources (VMware, What's Up Gold, SQL Activity Monitoring and Windows Monitoring) for system health (up/down, power, network, memory, CPU, etc.), server health (CPU, memory, network usage, disk I/O, etc.) and SQL database health. Issues are reported via email and text alerts to the IT staff for diagnosis and resolution. Our support engineers are on call 24/7 and are available via toll-free telephone number and email.

11. Service/System Availability:

11.1 Include Service Level Agreement (SLA) with the proposal as it pertains to hosting services.

CSS's SLA and System Source's SLA are included as an attachment to our proposal.

11.1.1 If 3rd party solutions are part of the proposal, describe SLAs from all applicable vendors/contractors/partners. Include SLAs as proposal attachments, if available, and reference them in this section.

Harmony and System Source's SLAs have been provided as an attachment to our proposal.

11.2 Describe how planned and unplanned outages will be handled

CSS customers are normally notified via email of planned service/maintenance windows three business days prior to the system change when possible.

Harmony has a reserved standard maintenance window on Sundays from 6:00 PM – 10:00 PM ET. While maintenance does not occur each week, this time is reserved for Harmony to perform both hardware and software upgrades

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11.2.1 Include future dates of known scheduled/planned outages.

CSS has no scheduled/planned outages scheduled at this time. Harmony's standard maintenance window is on Sundays from 6:00 – 10:00 PM ET.

11.2.2 Describe how planned software maintenance/upgrade notifications to customers are handled. Include timing of notices.

CSS customers are normally notified via email of planned service/maintenance windows three business days prior to the system change when possible.

Harmony uses multiple methods to communicate about both standard and ad-hoc maintenance depending on the severity. These methods include:

- Emails to designated users.
- News entries visible on the home page of the customer portal.
- Click-through warning messages that users have to review and close upon log-in to the portal prior to accessing their applications.

For planned application releases, Harmony provides release notes and, when applicable, release preview documents. Notifications for planned releases occur at least one week prior to the release. It should be noted that Harmony deploys high-priority business critical updates as needed, so patches to address such items may result in less advanced notice. However, we attempt to provide as much advanced notice as possible for these type of updates.

11.2.3 Explain client notifications and what the user experiences when they try to access a system that is unavailable due to a scheduled outage.

As part of Support Services, CSS does have a Disaster Recovery Plan. This plan includes: 1) notifying customers of the event, 2) Provide a complete restoration solution, 3) Maintain regular and consistent communication with the customer about the outage and steps taken to restore the solution.

CSS will respond to the client per the Service Level Agreement supplied in response to this proposal. Escalation of issues will follow the severity chart provided. The user will experience a web page that the system has a scheduled outage.

When maintenance is conducted on the Harmony Customer Portal, the user will see a notice that the service is unavailable if they try to log in during the time of the maintenance. If applications from within the portal are under maintenance, users will still be able to access the application, but may not see changes until a subsequent login after the application update is complete.

11.3 Provide statistics related to uptime (system availability) per month for the last year and since inception.

Since we utilize the VMware environment and highly available SAN, CSS has not had any unscheduled downtime. We had a two hour planned outage on 7/25/2013 when we upgraded the switches.

The SAMS system has been available in excess of 99.9% of scheduled uptime since inception. The following table shows recent availability:

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Month	Availability
May 2013	99.95%
June 2013	99.96%
July 2013	99.93%
August 2013	99.96%
September 2013	99.87%
October 2013	99.89%
November 2013	99.93%

12. System Architecture

12.1 Describe hardware/software requirements for Senior Centers Automation solution for mobile devices. Proposal should include architecture diagrams showing connectivity between client mobile devices and vendor hosted infrastructure.

a. Hardware Requirements

b. Software Requirements

c. Subscription Requirements

d. Connectivity Requirements

i. Firewall Rules

ii. Identify where system communications are initiated and received.

e. External System interface

i. Interface file location – FTP, Shared Drive, other?

Please refer to Section 7.1 and the diagram above. Our standard configuration for mobile devices is communication over GPRS via 2048 bit encrypted SSL to the SeniorStat hosted platform. While Wi-Fi connectivity is possible, the security policies relating to Wi-Fi access is managed by the customer's IT security policies. All communication with the SeniorStat hosted platform from mobile devices is accomplished with 2048 bit encrypted SSL, regardless of public data network or Wi-Fi.

13. Security & Privacy:

13.1 Describe access management controls used by solution.

The security can be set up using different tiers of access. User access roles are created for SeniorStat end-users, and allow for multi-tiered access and user permissions. Roles can be easily created for all end-users, whether for administrators or volunteer data entry staff members. The roles provide broad access or restricted access depending on the end-user need. Administrators can access more database information, but clerical staff can be set up with narrow access and can be denied view/change/edit capabilities so their security allows a more limited access (greater

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restrictions). For example, the Senior Center Manager(s) and the Senior Programs Administrator(s) will be assigned a use access role that allows full system access. All Senior Center end-users will be monitored using a logging file system integrated with the existing security technologies and infrastructure security guidelines.

SeniorStat System will be secured using Secure Socket Layers (SSL) and will be encrypted using 128 bit encryption. The integration can take place with multiple API s on multiple platforms to provide seamless exchange data.

Harmony follows a comprehensive, multi-level security program to ensure integrity and protection of customer data from unauthorized access. This program is based on the need to secure sensitive data and regulatory compliance with HIPAA and consists of application-based role-based security configuration, best practices technical measures. Harmony's approach includes multi-tiered network security and is complemented by internal operational policy and procedures.

Application Security - Harmony

SAMS has a pre-defined set of standard security configurations includes multi-tiered role based security throughout the application. These configurations provide a series of roles with targeted security rights based on anticipated responsibility, functional needs, and authority within an organization that can be configured for the specific organizations and at the individual worker level. Each security role is defined by the City System Administrator within system administration interface. System administrators define the appropriate security roles. Role based access limits access to data by division, program, case worker or office, providing security down to the field level. These configurations provide a series of roles with targeted security rights based on anticipated responsibility, functional needs, and authority within an organization and this approach allows compliance with HIPAA privacy and security standards. With this flexible, multi-tiered security model System Administrators are empowered to limit (secure) access to business functions to specifically authorized individuals. Each user is authenticated, and password complexity is enforced by City system administrators via the system utilities. Such security controls provide a means to assure data integrity.

13.2 Describe secure communication for all access, integration, and data transfer including the level of security/monitoring that is in place for firewalls, intrusion detection, data encryption, SSL and application security, etc.

Creative Software Solutions off-site NOC uses the latest security protocols and practices. Mandatory escorting of all outside visitors at all times, with facility access limits strictly enforced. Creative Software Solutions utilizes its talented IT staff as well as vendor support for security advice. Since our software is not hosted on-site, data and facilities are constantly being monitored with dedicated firewall support with enhanced security rules for secured SSH and Remote Desktop connections and Comprehensive audit tracking in most Operating System environments. CSS meets regularly with our NOC partner to ensure that all procedures and processes have been documented and followed and that our policies are in line with customer expectations and Service Level Agreements. Should there be issues, any security issues are immediately discussed, remedied and communicated with our customers. CSS conducts periodic

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external audits to test data security and breaching. Maintenance records maintained for any changes to the physical security of the facility. We utilize advanced network monitoring software, combined with our monitoring and escalation procedures, to ensure the highest standards for security, reliability, performance and systems availability.

Our application communicates over 2048 bit encrypted SSL for web portal and tablet access. The touchscreens communicate via FTPS data transfers. All access is regulated by user credentials and security policies limiting access to agency data based on roles and security levels designated by CSS and agency resources.

Harmony Response:

Application Transport Security

SAMS is secured with 3rd Party Secure Socket Layer (SSL) SSL Certificate on all public URLS, including web services integration points. SAMS includes support for transport security using SSL.

Database/Server to Server Transport Security

Harmony secures server to server communication with 3rd Party Secure Socket Layer (SSL) SSL Certificates and SSL encrypted transport between servers in the architecture.

Interface Security

SAMS uses web services basic authentication, with username and password challenge, secured using SSL. This method provides authentication, data protection, and cryptographic token support for secure HTTP(s) connections.

13.3 Describe and provide Privacy Policy to include handling of customer data to 3rd parties, usage by service provider and non-customer access to customer data.

As part of CSS system and data access the following apply:

- The use of equipment, software, and data, provided by CSS for remotely accessing the computer network is limited to authorized persons only. Access to the network by an employee's immediate household members, or unauthorized employees of any contractor, vendor, or agent, is prohibited.
- At no such time shall any CSS employee, contractor, vendor, or agent, provide their network login account name, or password, to anyone, not even family members.
- CSS employees, contractors, vendors, and agents, are prohibited from loaning County provided hardware, software, and data, to any unauthorized individual for any use.
- All hosts connected to the CSS network via remote access technologies must use up-to-date anti-virus software. Users agree to report any unusual system behavior promptly to CSS for investigation. Abnormal system behavior may be a sign of virus infected, or otherwise compromised, systems.
- In addition, intrusion controls, key tag access, system monitoring and physical security measures are all taken to ensure customer data is secure.
- No data can be accessed without written customer permission.

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Harmony follows a comprehensive, multi-level security program beginning with the design and architecture of the of the Harmony product in the Software Development Life Cycle to the maintenance and operations of Harmony products in the production environment. This program is based on an organizational commitment to the security of customer data and regulatory compliance with HIPAA. Our security program consists of best practice technical measures and is complemented by internal operational policy and procedures as indicated in the attached Harmony SaaS Services Catalogue.

At Harmony, security management is an organizational undertaking, embedded in all aspects of Harmony's business operations to ensure compliance with industry security best practices and governing law. All Harmony employees, sub- contractors and Business Associates participate in annual HIPAA and security awareness training. To oversee organizational security, Harmony has a designated Chief Security Officer (CSO) responsible for ensuring the implementation, compliance, and on-going activities within the company as they relate to facility, network and data security. The Security Officer promotes a corporate-wide security philosophy supporting a comprehensive and practical set of security policies, procedures, and technology to protect customer data, protect Harmony from privacy-related liability and ensure to ensure compliance with the HIPAA security rule.

Harmony's security requirements, specifications, and strategy are heavily influenced by widely recognized industry standard sources including:

- the HIPAA Guidelines on Information Privacy and security;
- HI-TECH
- NIST Information Security , and
- OWASP

In addition, Harmony engages a 3rd party security consulting firm on an annual basis to conduct various security audits that the Harmony SaaS platform and infrastructure along with the SaaS applications we provide our customers. The audits consist of penetration and vulnerability scanning and a review of the architecture and operational practices and procedures performed by Harmony and its supporting 3rd party vendors. Harmony takes aggressive action to address any serious issues or recommendations resulting from the audits. In addition, Harmony has and will continue to work with its customers who would like to conduct similar independent audits. However, due the nature of such audits, they must be conducted in collaboration with Harmony. We must ensure that the process is well-defined and structured in a fashion that will ensure that there is no exposure introduced to our other clients as a result of the audit. Further, we also consult our customers for customer specific security requirements, and remain committed to evolving our security practices to meet the ever-changing security landscape.

Harmony has a comprehensive set of internal corporate HIPAA policies, including access control policies and procedures to secure PHI. These policies include an approach that provides access to data only by essential personnel according to job requirements. All employees complete annual HIPAA training. Below are some highlights of the HIPAA policies/ procedures now in place at Harmony:

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- Harmony maintains on staff a Chief Security Officer, responsible for developing, monitoring, and enforcing security practices, including implementation of policies and procedures to prevent, detect, contain, and correct security violations.
- Policies and procedures for responding to an emergency or other occurrence that damages systems that contain EPHI, including data backup plan, DR plan, emergency mode operation plan, testing, and revising procedures.

13.4 Clarify that customer will have read access to application database.

In SeniorStat, security can be set up using different tiers of access. User access roles are created for SeniorStat end-users, and allow for multi-tiered access and user permissions. Roles can be easily created for all end-users, whether for administrators or volunteer data entry staff members. The roles provide broad access or restricted access depending on the end-user need. Administrators can access more database information, but clerical staff can be set up with narrow access and can be denied view/change/edit capabilities so their security allows a more limited access (greater restrictions). For example, the Senior Center Manager(s) and the Senior Programs Administrator(s) will be assigned a use access role that allows full system access. All Senior Center end-users will be monitored using a logging file system integrated with the existing security technologies and infrastructure security guidelines. Read/write access level can be granted by administrative user.

Harmony: As a SaaS solution, only Harmony employees have direct access to the database "backend" of SAMS. Harmony employs a number of strategies to provide customers with "raw" data for data warehouses or other reporting needs. These strategies include one-time and scheduled periodic data extracts as well as the add-on *Harmony Advanced Reporting* module, a self-service reporting solution built upon MS SQL Server Reporting Services (SSRS), SQL Server Report Builder, and MS SharePoint. The data source for *Harmony Advanced Reporting* is a data warehouse in SQL Server that is created and updated through an Extract, Transform, and Load (ETL) process that runs against a copy of the transactional database.

13.4.1 Describe the process to access database if real on-demand access is not an option

Should the system not be available to access data on-demand, CSS can only supply data to a client upon written request. No data can be accessed without written customer permission.

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13.4.2 Indicate that customer can export data at will or if it must be requested

Data Exports can be performed from SeniorStat to SAMS at will by the client through our export utility. Any data extraction that is needed beyond this export can be done through our reporting tools. Exports can be exported into .csv, xml, pdf and other various formats; however, custom reporting is not a current feature of the system.

Harmony: Using SAMS standard reports, the City can export data contained in these reports as desired. More comprehensive data exports can be made available through a technical services engagement.

13.4.2.1 If data extract must be requested, indicate turnaround time

For CSS, the requested turnaround time for data requests would depend on the extent of the request and specific requirements. If it is determined that it is impacting critical operations, this would fall into our severity level and the service level response.

Harmony: When a technical services engagement for extraction is required, turn-around time depends upon specific requirements. Typically, Harmony would propose a scheduled periodic extract or another solution for ongoing needs.

13.4.3 Indicate if there are any limitations to customer data being accessible to customer

Data can be viewed, printed and exported by users with proper roles. No data can be accessed without written customer permission. The system keeps track of users that access the system.

Harmony: From an end user perspective, the system maintains audit record for each end user's access or modification of transactional data. The audit record identifies the user by unique system identifier, time and date of action, and the transactional data values before and after changes. This audit information is readily available for reporting by authorized users and provides the necessary forensics to reconstruct data manipulation sequences over time and identify the user(s) who performed the manipulation. From a system processing perspective, there are also audit trails created. When a process such as a data extraction or scheduled report generation is scheduled to execute, a pre and post event audit record is persisted. This data is also readily available to authorized users.

13.4.3.1 Audit logs of transactions

SeniorStat offers audit logging as part of the software and hardware solutions. All user accessing and/or changing data or settings are logged and can be tracked through logs. User changes can be seen throughout the application and application logs can be accessed on all devices.

13.4.3.2 Access to historical and current data (i.e. registration, events)

SeniorStat currently keeps data accessible online for a period of the contract. Beyond the current contract or a period of 5 years, data is then archived into tables and stored for access by customers as requested. If data storage is required for a longer period, this can be accommodated as deemed necessary and appropriate costs will be offered. Once a contract is terminated, data is no longer made available online 30 days of termination. Written notice is sent to the client and data can no longer be provided to a client following termination of a contract.

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13.5 Provide information on accredited independent auditor assessment of vendor controls program (i.e. SSAE 16 SOC1 Type II, SOC 2 Type II, ISO 27001 certification)

CSS does not have information on accredited independent auditor assessment of vendor controls program available at this time.

14 Hosting Site Information

14.1. Clarify if vendor proposing solution uses 3rd party hosting services or if vendor manages their own datacenters.

CSS uses a third party service for its hosting services. CSS's hosting environment is located in our Network Operations Center located in Hunt Valley, MD. Our NOC is monitored 24 hours a day, 7 days per week and 365 days per year. Our infrastructure is fully redundant utilizing Cisco ASA firewalls and switches on redundant ISP backbones with automatic failover implemented. All systems within the infrastructure are physically redundant including, but not limited to power supplies, fans, CPUS, hard drives, network cards, etc.

Harmony uses commercial data centers to host SAMS.

14.2 Describe the geographical layout of where data centers (primary & backup) are located, including network topology that connects multiple sites.

Our local backup storage vault resides at System Source, 338 Clubhouse Rd, Hunt Valley MD on a local SANS vault at six hour intervals. These backups are then moved to an off-site vault with Evault, at their Salt Lake City facility located in Lindon Utah, where they are stored for ten days. The backup data is constantly replicated from the on-site to the off-site vault.

Harmony:

Production: Windstream Data Center, McLean, VA
Disaster Recovery: Level 3, South Burlington, VT

Sites are connected via a private MPLS circuit secured with point to point security configurations/restrictions enforced by firewalls at each location.

15 Backup & Disaster Recovery:

1. **Describe your disaster recovery plan.**

CSS's disaster recovery plan will be invoked under one of the following circumstances – An overview of the plan is provided below:

An incident which has disabled or will disable, partially or completely, the central computing facilities, and/or the communications network for a period of 24 hours.

- An incident, which has impaired the use of computers and networks, managed by CSS technology areas due to circumstances which fall beyond the normal processing of day-to-day operations. This includes all academic and administrative systems, which Creative Software Solutions technology areas manage.
- An incident, which was caused by problems with computers and/or networks, managed by Creative Software Solutions technology areas and has resulted in the injury of one or

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more persons at Creative Software Solutions.

As part of Support Services, CSS does have a Disaster Recovery Plan. This plan includes: 1) notifying customers of the event, 2) Provide a complete restoration solution, 3) Maintain regular and consistent communication with the customer about the outage and steps taken to restore the solution.

CSS's goal is to recover from a disaster within twenty-four (24) hours from the disruption of the Production Environment or precipitating event. Vendor shall restore the System Data to a point no greater than twenty-four (24) hours prior to the declaration of the Disaster or to the last available recovery point prior to the disaster. The customer shall be able to logon to the Disaster Recovery site within forty-eight (48) hours of the declaration of the Disaster or as soon as services are restored to appropriate production levels.

Harmony modifies its disaster recovery process as the state of technology, industry best practices and operational needs change.

Harmony's current standard Disaster Recovery (D/R) approach employs a two data center strategy. In the event of a catastrophic disaster at the production data center, Harmony begins a process of synchronizing network domain information at the secondary site via restoration of the backup of the production active directory. Non-production physical servers at the secondary facility are repurposed as production database servers. Existing physical capacity at the secondary site is used for initial application installation and restoration of the most recent database backups. Additional capacity is then provisioned on front end servers through virtualized physical servers and cloud computing services provided by our secondary data center hosting vendor (*cloud services only available at one of our data centers*). Once the initial footprint is operational, Harmony initiates a DNS change to redirect the production application URL to the new production instance of the application running at the secondary data center. Until full DNS propagation is complete, Harmony provides the customer with a direct interim IP address. Incremental capacity is provisioned until either:

- we reach full production capacity,
- we roll back to the original production data center, or
- a replacement footprint is established at another location

Harmony defines the overall service level of our Disaster Recovery service in the form of "Recovery Objectives". These include:

- Recovery Point Objective (RPO) – Restoration point of database in event of disaster.
- Recovery Time Objective (RTO) – Time it takes to restore basic level of service after we officially declare a disaster.
- Recovery Capacity Objective (RCO) – The amount of capacity provided incrementally at various stages of the restoration process. This capacity is measured in percentages of normal production capacity.

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Specific recovery objectives can be accommodated upon customer request as a customized hosting service. However, our recovery objectives with our standard disaster recovery service are listed below.

Recovery Objective	Target	Likely
RPO	48hrs	24hrs
RCO/RTO	25% in 48 hours 50% in 96 hours 100% in 144 hours	

a. **Indicate when the last time the plan was tested along with the results.**

This Disaster Recovery process is tested once a year.

16. External System Integration:

1. **Describe external system interface to import data into the Texas Department of Aging and Disability Services (DADS)**

Harmony: SAMS will serve as an integration point for a future data exchange that will transfer participant and service delivery data from the COSA *SAMS* database to the Bexar/DADS SAMS database. This interface will transfer consumer and service delivery data from the COSA SAMS database to the TX DADS database using a standard XML file format. COSA will automatically create the XML file from the source database and import it to the destination database on demand. This data transfer process can be run as frequently as desired.

Note that until utilization of this interface is approved by TX DADS, Harmony will provide a managed service whereby a Harmony resource will manually enter data into the Bexar/DADS database on an agreed upon schedule, likely to be monthly. In this scenario the COSA SAMS database will be the system of record from which Harmony will gather the data to be entered into the TX DADS database. A custom report will likely be developed to capture the exact data set to be manually entered into the TX Bexar/DADS database.

a. **Describe vendor responsibilities**

   Vendor assumes all responsibility for the transfer of data via the managed service agreement.

b. **Describe customer responsibilities**

   The customer shall assume responsibility for validating that data was transferred to the Bexar/DADS database as expected and shall report any issues to Harmony.

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c. Provide specifications for interface file.
   i. Does integration allow use of an ASCII Text File?
   ii. Does integration allow use of Standard XML file format?
   iii. Indicate whether integration file must be Fixed Length, Delimited or either.
   iv. List/identify acceptable field delimiters that may be used by your solution

There are no interface specs as this integration involves a process whereby data is manually keyed into the Bexar/DADS system.

d. Describe any limitations to interface file
   i. Limitations in length of file
   ii. Limitations on number of fields
   iii. Limitations on field length

The data to be transferred to the Bexar/DADS system is limited to Consumer Demographic and Service Delivery data.

17. Standards of Attestation Engagements:

1. Provide your Statement on Standards of Attestation Engagements (SSAE) No. 16 report issued by the
   a. American Institute of Certified Public Accountants (AICPA).

CSS does not currently have a Statement on Standards of Attestation Engagements (SSAE) No. 16 report.

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Department of Human Services - Senior Centers Automation

Total Cost shall be in accordance with the requirements stated in the RFCSP. An itemized list of what constitutes the Total Cost shall be provided with this Pricing Schedule as backup documentation. **This excel file must be submitted in its native format (unprotected) along with a hardcopy version attached with the proposal. Respondents submitting proposals for a City-Hosted Solution and a Vendor-Hosted Solution shall submit Price Schedules for each solution and mark the designated type of solution for consideration.** Only complete those cost items that apply to the solution being proposed.

Solution Type: *(only check one. If you are submitting both options they must be on separate Pricing Schedule responses)*

[X] Vendor Hosted Solution

Item #	Item	Type (1*)	Initial Period (2*)	Three Year Period Year 1	Year 2	Year 3	Contract Period (3*)	Total Cost	Proposal Reference (4*)
System/Application									
1	One-time License Fee with 1 Year Warranty							$ -	
2	Recurring license fee	R		$120,000	$ 124,800	$ 129,792	3 Years	$ 374,592	
3	Annual Maintenance Fee							$ -	
4	One-Time Setup Fee	F	$ 152,500					$ 152,500	
5	Hosting / Service Cost							$ -	
6	Fee by user (concurrent)							$ -	
7	Fee by user (named user)							$ -	
8	Fee by data usage							$ -	
Other Software - One-time License Fee								$ -	
9	Database							$ -	
10	Software							$ -	
11	Operating System and Utilities							$ -	
12	Development Tools							$ -	
13	Reporting Tools							$ -	
14	Other Software - One Time Fee	F		$125,000				$ 125,000	Attachment F-Functional Requirements Matrix-See D$ Items
Other Software - Re-Occurring Maintenance/Support Fee (5*)								$ -	
15	Database	R		$ 20,800	$ 21,632	$ 22,497		$ 64,929	
16	Operating System and Utilities							$ -	
17	Development Tools							$ -	
18	Reporting Tools							$ -	
19	Other software -Annual Maintence							$ -	
Specialized Hardware - One Time Cost (5*)								$ -	
20	Touch Screens (ELO) - 20 each @ $2,240/Unit	F	$ 44,800					$ 44,800	
21	Terminals (Bluebird BIP -100) - 68 each @ $1,240/Unit	F	$ 84,320					$ 84,320	
22	Android or iPad Tablets - 37 each @ $1,240/unit	F	$ 45,880					$ 45,880	
23	ID Swipe cards - $1/card; assumes 100 cards per site for 125 sites. The actual cost will be the actual number of cards issued. (see note 6)	F	$ 12,500					$ 12,500	
24	Other Android or iPad Tablets, Mounts - 37 each @ $125/unit	F	$ 4,625					$ 4,625	
Specialied Hardware - Re-Occurring Maintenance/Support (5*)								$ -	
25	ID Swipe cards - $1/card; assumes 10 cards per site for 125 sites. The actual cost will be the actual number of cards issued. (see note 7)	R		$ 1,250	$ 1,300	$ 1,352	3 Years	$ 3,902	
26	Data Service for terminals (is data service in SOW); $20/month per unit; assumes 68 units	R		$ 16,320	$ 16,973	$ 17,652	3 Years	$ 50,945	
27	Data Service for tablets; $20/month per unit; assumes 37 units	R		$ 8,880	$ 9,235	$ 9,605	3 Years	$ 27,720	
28	Other Costs							$ -	

Pricing Schedule

Item #	Item	Type (1*)	Initial Period (2*)	Three Year Period Year 1	Year 2	Year 3	Contract Period (3*)	Total Cost	Proposal Reference (4*)
Solution Implementation								$ -	
29	Project Initiation and Management							$ -	
30	Functional Requirements/Validation							$ -	
31	Software Installation							$ -	
32	Business Process/Change Management							$ -	
33	System Design							$ -	
34	System Configuration							$ -	
35	Development- Customization							$ -	
36	Development-Integration							$ -	
37	Development - Other							$ -	
38	Conversion/Migration							$ -	
39	System Testing							$ -	
40	Training Deployment							$ -	
41	Cut-Over, Go-Live, Post Go Live							$ -	
42	Final Acceptance Testing							$ -	
43	Other-Implementation							$ -	
Other costs								$ -	
44								$ -	
45								$ -	
46								$ -	
47								$ -	
	Total Fixed Cost :		$ 344,625	$ 125,000	$ -	$ -		$ 469,625	
	Total Re-Occuring Cost :		$ -	$ 167,250	$ 173,940	$ 180,898		$ 522,088	

Total costs formula requires "Type" designation in order to be included in Total Cost

Notes:

(1*) **Type** of cost - **'R'** for re-occuring, **'F'** for fixed price

(2*) **Initial Period** is the period when the project is active (between contract date & project closure).

(3*) **Contract Period** only applies to re-occuring contract specific on-going services. Enter the number of years the contract will cover. i.e. a 2 year maintenance contract would reflect the cost of the contract on the year it will be assessed under the "Three Year Period" Columns and the value in this cell would be "2 Years" .

(4*) **Proposal Reference** - reference to section/page in proposal that further explains/itemizes cost information.

(5*) **Specialized Hardware/Other Software** - unique hardware/software components that are specific to proposed solution. i.e. GPS device, antenna, software utility, etc. Does not include servers, network components, desktop devices, laptops, database...

(6) **Billing Assumption- ID Swipe cards, Initial Setup, One time Cost** - Card are billed at $1/card; for the setup and implementation, we assumed we will issue 100 cards per site for 125 sites. The actual bill to the agency will be the actual number of cards delievered to the agency. (See Item 23). Cards will be sent by standard mail or UPS Ground to a central location. Upgraded shipping and freight options are available upon request and will be billed with the card invoices as incurred.

(7) **Billing Assumption- ID Swipe cards, Recurring Cost** - Cards are billed at $1/card for new cards and/or lost, stolen, or replacement cards. For the purposes of the response, we assumed 10% of the initial implementation number of cards will be issued per year (12,500x 10%=1,250). The actual bill to the agency will be the actual number of cards delievered to the agency. (See Item 25). Cards will be sent by standard mail or UPS Ground to a central location. Upgraded shipping and freight options are available upon request and will be billed with the card invoices as incurred.

(8) **Billing Assumption- Data Service for terminals and tablets** - $20 per month for each terminal (68 each) and $20 per month for each tablet (37 each) for a total of 105 units ($25,200 for a year in year one). The actual billing to the agency will be the actual number of devices using data service; 4% increases in year 2 and year 3. The agency is responsible to acquire hi-speed internet connection for any touch screen computers and surge protection for all units that are plugged in.

(9) **Billing Assumptions;** See Billing Milestones Attached.

Billing Milestones for One Time Costs and Re-Occurring Costs:

One Time Setup Fees - Pricing Schedule Item 4 ($152,500):

Completion of Project Kick-Off Meeting ; 33% of 1-time setup fee ($152,500 x 33% = $50,325)

Signed Statement of Work-33% of 1-time setup fee ($152,500 x 33% = $50,325)

Move Customer Database to Production-24% of 1-time setup fee ($152,500 x 24% = $36,600)

Go Live - 10% of 1-time setup fee ($152,500 x 10% = $15,250).

One Time Specialized Hardware - Pricing Schedule Items 20-24:

Hardware, including Touch Screen Computers, BIP-100 Terminals, Android Tablets, and Android Tablet Mounts w/ Cases - These items will be billed upon delivery to the agency ($179,625; if the equipment is delivered in phases, the equipment will be billed as delivered).

Payment terms for Swipe Cards ($12,500 estimated) - Billed upon delivery to the agency.

Other Software - Attachment F-D$ Items - Pricing Schedule Item 14:

Completion of Custom Development (D$ Items) Project Kick Off Meeting - 33% of 1-time D$ Items ($125,000 x 33% = $41,250)

Signed Statement of Work for Custom Development (D$ Items) – 33% of 1-time D$ Items ($125,000 x 33% = $41,250)

Move Custom Development (D$ Items) to Production – 24% of 1-time D$ Items ($125,000 x 24% = $30,000)

Go Live of Custom Development Work- 10% of D$ Items ($125,000 x 10% = $12,500).

Re-Occurring Costs - Pricing Schedule Item 2, Item 15, Items 25-27:

Recurring License Fees and Database (Item 2 and Item 15) will be billed on the Go Live date of the project and then annually on the anniversary date of the Go Live based on the pricing schedule for Years 1-3.

Data Services (Item 26 and Item 27) - Billed Monthly as soon as devices are activated based on the pricing schedule Years 1-3.

Swipe Cards (Item 25) - Billed upon delivery to the agency based on the pricing schedule Years 1-3.

Custom Development is available at an additional charge-the scope of any project and the cost of custom development will be quoted prior to beginning any services

All Invoices are due, Net 30 Days.

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* = Required fields

City of San Antonio
Contracts Disclosure Form

Office of the City Clerk

Please fill out this form online, print completed form and submit with proposal to originating department. All questions must be answered.

For details on use of this form, see Section 2-59 through 2-61 of the City's Ethics Code.

*This is a ◉ New Submission or ◯ Correction or ◯ Update to previous submission.

1. Name of person completing this disclosure form

First: Michael M.I. _____ Last: Stappler Suffix: _____

2. Contract information

a) Contract or project name: Senior Center Automation Application RFCSP No. 68100003638

b) Originating department: _____

3. Name of individuals or entities seeking a contract with the City or parties to the contract

Creative Software Solutions, LLC.

4. List any individuals or entities, partner, parent, joint venture, or subsidiary entities, and individual or entity board members

☑ Not applicable. Contracting party(ies) does not have partner, parent, joint venture, or subsidiary entities.

☐ Names of partner, parent, joint venture or subsidiary entities, and all the board members, executive committee members, and officers of each entity:

5. List any individuals or entities that will be subcontractors on this contract

☐ Not applicable. No subcontractors will be retained for this contract.

☐ Subcontractors may be retained, but have not been selected at the time of this submission.

☑ List of subcontractors, including the name of the owner(s), and business name:

Harmony Information Systems, Inc.

6. List any attorneys, lobbyists, or consultants retained by any individuals listed in Question 3 to assist in seeking this contract

☑ Not applicable. No attorneys, lobbyists, or consultants have been retained to assist in seeking this contract.

☐ List of attorneys, lobbyists, or consultants retained to assist in seeking this contract:

* = Required fields

City of San Antonio
Contracts Disclosure Form

Office of the City Clerk

[illegible] Contributions

List any campaign or officeholder contributions made by the following individuals in the past 24 months totaling more than $100 to any current member of City Council, former member of City Council, any candidate for City Council, or to any political action committee that contributes to City Council elections:

a) any individual seeking contract with the city (Question 3)
b) any owner or officer of entity seeking contract with the city (Question 3)
c) any individual or owner or officer of an entity listed above as a partner, parent, or subsidiary business (Question 4)
d) any subcontractor or owner/officer of subcontracting entity retained for the contract (Question 5)
e) the spouse of any individual listed in response to (a) through (d) above
f) any attorney, lobbyist, or consultant retained to assist in seeking contract (Question 6)

☑ Not applicable. No campaign or officeholder contributions have been made in preceding 24 months by these individuals.

☐ List of contributions:

Updates on Contributions Required

Information regarding contributions must be updated by submission of a revised form from the date of the submission of this form, up through the time City Council takes action on the contract identified in response to Question 2 and continuing for 30 calendar days after the contract has been awarded.

Notice Regarding Contribution Prohibitions for High-Profile Contracts

Under Section 2-309 of the Municipal Campaign Finance Code, the following listed individuals are prohibited from making a campaign or officeholder contribution to any member of City Council, candidate for City Council or political action committee that contributes to City Council elections from the 10th business day after a contract solicitation has been released until 30 calendar days after the contract has been awarded:

a) Legal signatory of a high-profile contract
b) Any individual seeking a high-profile contract
c) Any owner or officer of an entity seeking a high-profile contract
d) The spouse of any of individual listed in response to (a) through (c) above
e) Any attorney, lobbyist, or consultant retained to assist in seeking a high-profile contract

Penalty. A high-profile contract cannot be awarded to the individual or entity if a prohibited contribution has been made by any of these individuals during the contribution "black-out" period, which is the 10th business day after a solicitation has been released until 30 calendar days after the contract has been awarded.

[illegible] Disclosure of Conflict of Interest

Are you aware of any fact(s) with regard to this contract that would raise a "conflict of interest" issue under Sections 2-43 or 2-44 of the City Ethics Code for any City Council member or board/commission member that has not or will not be raised by these city officials?

☑ I am not aware of any conflict(s) of interest issues under Section 2-43 or 2-44 of the City Ethics Code for members of City Council or a city board/commission.

☐ I am aware of the following conflict(s) of interest:

* = Required fields

City of San Antonio
Contracts Disclosure Form

Office of the City Clerk

Prohibited Interest in Contracts

Currently, or within the past twelve (12) months, have you, your spouse, sibling, parent, child or other family member within the first degree of consanguinity or affinity served on a City board or commission?

Currently, or within the past twelve (12) months, has an owner, partner or employee of a business entity in which you, your spouse, parent, child own 10% or more of the voting stock or shares, or 10% or more of the fair market value served on a City board or commission?

Currently, or within the past twelve (12) months, has an owner, partner, or employee of a business entity who owns 10% or more of the voting stock or shares, or 10% or more of the fair market value, that will be a subcontractor for this contract, served on a City board or commission?

☑ No

☐ Yes

Notice Regarding Prohibited Interest in Contracts

Please be aware, the City's Charter and Ethics Code prohibits members of certain more-than-advisory boards and commissions, as well as their close family members and any businesses they or their families hold a 10% or greater ownership interest from obtaining a contract with the City during their board or commission service. The prohibition extends to subcontracts on City contracts, and would also apply to parent, subsidiary or partner businesses owned by the member of the board or commission and their family. Please see Section 141 of the City Charter and Section 2-52 of the City Ethics Code (Prohibited Interests in Contracts) for complete information.

Former members of certain more-than-advisory boards and commissions, their family members and the businesses they own will continue to be prohibited from obtaining any discretionary contracts for one year after leaving City service. Please see Section 2-58 of the City Ethics Code (Prohibited Interest in Discretionary Contracts) for complete information.

Please note that any contract in place at the time the applicant becomes a City officer may remain in effect, but cannot be amended, extended, modified, or changed in any manner during the officer's City service on the more-than-advisory board.

If you have any questions, please contact the Office of the City Attorney to request to speak with a member of the Ethics staff: (210) 207-8940.

Acknowledgements

***1. Updates Required**

☐ I understand that this form must be updated by submission of a revised form if there is any change in the information before the discretionary contract, housing and retail development incentive, or the purchase, sale,or lease of real estate to or from the City is the subject of action by the City Council, and no later than 5 business days after any change has occurred, whichever comes first. This includes information about political contributions made after the initial submission and up until 30 calendar days after contract has been awarded.

***2. No Contact with City Officials or Staff during Contract Evaluation**

☑ I understand that a person or entity who seeks or applies for a city contract or any other person acting on behalf of that person or entity is prohibited from contacting city officials and employees regarding the contract after a Request for Proposal (RFP), Request for Qualification (RFQ), or other solicitation has been released.

This no-contact provision shall conclude when the contract is posted as a City Council agenda item. If contact is required with city officials or employees, the contact will take place in accordance with procedures incorporated into the solicitation documents. Violation of this prohibited contacts provision set out in Section 2-61 of the City Ethics Code by respondents or their agents may lead to disqualification of their offer from consideration.

* = Required fields

City of San Antonio
Contracts Disclosure Form

Office of the City Clerk

***3. Contribution Prohibitions for "High-Profile" Contracts**

◉ This is not a high-profile contract.

○ This is a high-profile contract.

***4. Conflict of Interest Questionnaire (CIQ)**

Chapter 176 of the Local Government Code requires all contractors and vendors to submit a Conflict of Interest Questionnaire Form (CIQ) to the Office of the City Clerk, even if contract is not designated as "High Profile".

☑ I acknowledge that I have been advised of the requirement to file a CIQ form under Chapter 176 of the Local Government Code.

Oath

☑ I swear or affirm that the statements contained in this Contracts Disclosure Form, including any attachments, to the best of my knowledge and belief are true, correct, and complete.

Your Name: Michael Stappler **Title:** Vice-President

Company Name or DBA: Creative Software Solutions, LLC **Date:** 01/09/2014

Please fill this form out online, print completed form and submit with proposal to originating department. All questions must be answered.
If necessary to mail, send to:
Purchasing
P.O. Box 839966
San Antonio, Texas 78283-3966

* = Required fields

City of San Antonio
Contracts Disclosure Form

Office of the City Clerk

Please fill out this form online, print completed form and submit with proposal to originating department. All questions must be answered.

For details on use of this form, see Section 2-59 through 2-61 of the City's Ethics Code.

*This is a ◉ New Submission or ◯ Correction or ◯ Update to previous submission.

1. Name of person submitting this disclosure form

First: David M.I. _____ Last: McMillan Suffix: _____

2. Contract Information

a) Contract or project name: RFCSP 6100003638

b) Originating department: _____

3. Name of individual or entity seeking a contract with the City (separate form for each)

Harmony Information Systems, Inc.

4. List any individuals or entities that are partner, parent, joint venture, or subsidiary entities of the individual or entity listed in Question 3

☑ Not applicable. Contracting party(ies) does not have partner, parent, joint venture, or subsidiary entities.

☐ Names of partner, parent, joint venture or subsidiary entities, and all the board members, executive committee members, and officers of each entity:

5. List any individuals or entities that will be subcontractors on this contract

☑ Not applicable. No subcontractors will be retained for this contract.

☐ Subcontractors may be retained, but have not been selected at the time of this submission.

☐ List of subcontractors, including the name of the owner(s), and business name:

6. List any attorneys, lobbyists, or consultants retained by any individual or entity listed in Question 3 to assist in seeking this contract

☑ Not applicable. No attorneys, lobbyists, or consultants have been retained to assist in seeking this contract.

☐ List of attorneys, lobbyists, or consultants retained to assist in seeking this contract:

* = Required fields

City of San Antonio
Contracts Disclosure Form

Office of the City Clerk

7. List of campaign contributions

List any campaign or officeholder contributions made by the following individuals in the past 24 months totaling more than $100 to any current member of City Council, former member of City Council, any candidate for City Council, or to any political action committee that contributes to City Council elections:

a) any individual seeking contract with the city (Question 3)
b) any owner or officer of entity seeking contract with the city (Question 3)
c) any individual or owner or officer of an entity listed above as a partner, parent, or subsidiary business (Question 4)
d) any subcontractor or owner/officer of subcontracting entity retained for the contract (Question 5)
e) the spouse of any individual listed in response to (a) through (d) above
f) any attorney, lobbyist, or consultant retained to assist in seeking contract (Question 6)

☑ Not applicable. No campaign or officeholder contributions have been made in preceding 24 months by these individuals.

☐ List of contributions:

Update of Contributions Required

Information regarding contributions must be updated by submission of a revised form from the date of the submission of this form, up through the time City Council takes action on the contract identified in response to Question 2 and continuing for 30 calendar days after the contract has been awarded.

Notice Regarding Contribution Prohibitions for High-Profile Contracts

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c) Any owner or officer of an entity seeking a high-profile contract
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e) Any attorney, lobbyist, or consultant retained to assist in seeking a high-profile contract

Penalty. A high-profile contract cannot be awarded to the individual or entity if a prohibited contribution has been made by any of these individuals during the contribution "black-out" period, which is the 10th business day after a solicitation has been released until 30 calendar days after the contract has been awarded.

8. Disclosure of Conflict of Interest

Are you aware of any fact(s) with regard to this contract that would raise a "conflict of interest" issue under Sections 2-43 or 2-44 of the City Ethics Code for any City Council member or board/commission member that has not or will not be raised by these city officials?

☑ I am not aware of any conflict(s) of interest issues under Section 2-43 or 2-44 of the City Ethics Code for members of City Council or a city board/commission.

☐ I am aware of the following conflict(s) of interest:

* = Required fields

City of San Antonio
Contracts Disclosure Form

Office of the City Clerk

Prohibited Interest in Contracts

Currently, or within the past twelve (12) months, have you, your spouse, sibling, parent, child or other family member within the first degree of consanguinity or affinity served on a City board or commission?

Currently, or within the past twelve (12) months, has an owner, partner or employee of a business entity in which you, your spouse, parent, child own 10% or more of the voting stock or shares, or 10% or more of the fair market value served on a City board or commission?

Currently, or within the past twelve (12) months, has an owner, partner, or employee of a business entity who owns 10% or more of the voting stock or shares, or 10% or more of the fair market value, that will be a subcontractor for this contract, served on a City board or commission?

☑ No

☐ Yes

Notice Regarding Prohibited Interests in Contracts

Please be aware, the City's Charter and Ethics Code prohibits members of certain more-than-advisory boards and commissions, as well as their close family members and any businesses they or their families hold a 10% or greater ownership interest from obtaining a contract with the City during their board or commission service. The prohibition extends to subcontracts on City contracts, and would also apply to parent, subsidiary or partner businesses owned by the member of the board or commission and their family. Please see Section 141 of the City Charter and Section 2-52 of the City Ethics Code (Prohibited Interests in Contracts) for complete information.

Former members of certain more-than-advisory boards and commissions, their family members and the businesses they own will continue to be prohibited from obtaining any discretionary contracts for one year after leaving City service. Please see Section 2-58 of the City Ethics Code (Prohibited Interest in Discretionary Contracts) for complete information.

Please note that any contract in place at the time the applicant becomes a City officer may remain in effect, but cannot be amended, extended, modified, or changed in any manner during the officer's City service on the more-than-advisory board.

If you have any questions, please contact the Office of the City Attorney to request to speak with a member of the Ethics staff: (210) 207-8940.

Acknowledgements

***1. Updates Required**

☑ I understand that this form must be updated by submission of a revised form if there is any change in the information before the discretionary contract, housing and retail development incentive, or the purchase, sale,or lease of real estate to or from the City is the subject of action by the City Council, and no later than 5 business days after any change has occurred, whichever comes first. This includes information about political contributions made after the initial submission and up until 30 calendar days after contract has been awarded.

***2. No Contact with City Officials or Staff during Contract Evaluation**

☑ I understand that a person or entity who seeks or applies for a city contract or any other person acting on behalf of that person or entity is prohibited from contacting city officials and employees regarding the contract after a Request for Proposal (RFP), Request for Qualification (RFQ), or other solicitation has been released.

This no-contact provision shall conclude when the contract is posted as a City Council agenda item. If contact is required with city officials or employees, the contact will take place in accordance with procedures incorporated into the solicitation documents. Violation of this prohibited contacts provision set out in Section 2-61 of the City Ethics Code by respondents or their agents may lead to disqualification of their offer from consideration.

* = Required fields

City of San Antonio
Contracts Disclosure Form

Office of the City Clerk

***3. Contribution Prohibitions for "High-Profile" Contracts**

◉ This is not a high-profile contract.

○ This is a high-profile contract.

***4. Conflict of Interest Questionnaire (CIQ)**

Chapter 176 of the Local Government Code requires all contractors and vendors to submit a Conflict of Interest Questionnaire Form (CIQ) to the Office of the City Clerk, even if contract is not designated as "High Profile".

☑ I acknowledge that I have been advised of the requirement to file a CIQ form under Chapter 176 of the Local Government Code.

☑ I swear or affirm that the statements contained in this Contracts Disclosure Form, including any attachments, to the best of my knowledge and belief are true, correct, and complete.

Your Name: David McMillan **Title:** Proposal Manager

Company Name or DBA: Harmony Information Systems, Inc. **Date:** 01/09/2014

Please fill this form out online, print completed form and submit with proposal to originating department. All questions must be answered.
If necessary to mail, send to:
Purchasing
P.O. Box 839966
San Antonio, Texas 78283-3966

LITIGATION DISCLOSURE FORM

RFCSP ATTACHMENT D
LITIGATION DISCLOSURE FORM - CREATIVE SOFTWARE SOLUTIONS, LLC.

Respond to each of the questions below by checking the appropriate box. Failure to fully and truthfully disclose the information required by this Litigation Disclosure form may result in the disqualification of your proposal from consideration or termination of the contract, once awarded.

Have you or any member of your Firm or Team to be assigned to this engagement ever been indicted or convicted of a felony or misdemeanor greater than a Class C in the last five (5) years?

Yes ___ No _X_

Have you or any member of your Firm or Team to be assigned to this engagement been terminated (for cause or otherwise) from any work being performed for the City of San Antonio or any other Federal, State or Local Government, or Private Entity?

Yes ___ No _X_

Have you or any member of your Firm or Team to be assigned to this engagement been involved in any claim or litigation with the City of San Antonio or any other Federal, State or Local Government, or Private Entity during the last ten (10) years?

Yes ___ No _X_

If you have answered "Yes" to any of the above questions, please indicate the name(s) of the person(s), the nature, and the status and/or outcome of the information, indictment, conviction, termination, claim or litigation, as applicable. Any such information should be provided on a separate page, attached to this form and submitted with your proposal.

RFCSP ATTACHMENT D
LITIGATION DISCLOSURE FORM-HARMONY INFORMATION SYSTEMS, INC.

Respond to each of the questions below by checking the appropriate box. Failure to fully and truthfully disclose the information required by this Litigation Disclosure form may result in the disqualification of your proposal from consideration or termination of the contract, once awarded.

Have you or any member of your Firm or Team to be assigned to this engagement ever been indicted or convicted of a felony or misdemeanor greater than a Class C in the last five (5) years?

Yes ___ No _X_

Have you or any member of your Firm or Team to be assigned to this engagement been terminated (for cause or otherwise) from any work being performed for the City of San Antonio or any other Federal, State or Local Government, or Private Entity?

Yes ___ No _X_

Have you or any member of your Firm or Team to be assigned to this engagement been involved in any claim or litigation with the City of San Antonio or any other Federal, State or Local Government, or Private Entity during the last ten (10) years?

Yes _X_ No ___

If you have answered "Yes" to any of the above questions, please indicate the name(s) of the person(s), the nature, and the status and/or outcome of the information, indictment, conviction, termination, claim or litigation, as applicable. Any such information should be provided on a separate page, attached to this form and submitted with your proposal.

Harmony Information Systems, Inc. Response:
Harmony cannot provide information regarding previous litigation pursuant to non-disclosure order.

CITY OF SAN ANTONIO
ECONOMIC DEVELOPMENT
DEPARTMENT

CITY OF SAN ANTONIO
SUBCONTRACTOR/SUPPLIER UTILIZATION PLAN

SOLICITATION NAME: ***DHS Senior Centers Automation Application Solution***

RESPONDENT NAME: Creative Software Solutions, LLC.

SOLICITATION API: ***Small Business Enterprise (SBE) Prime Contract***

API REQUIREMENTS: In order to receive the **fifteen (15)** evaluation preference points associated with the SBE Prime Contract Program, SBE Prime Respondents must document on this form that at least 51% of this contract shall be self-performed or shall be subcontracted to other certified SBEs with a Significant Business Presence within the San Antonio Metropolitan Statistical Area (SAMSA).

SBEs must be certified with the South Central Texas Regional Certification Agency and be headquartered or have Significant Business Presence in SAMSA to receive preference points. For further clarification, please contact Catherine Olukotun at (210) 207-8088.

Enter Respondent's (Prime) proposed contract participation level. Leave blank for revenue generating contracts.

	PARTICIPATION DOLLAR AMOUNT	% LEVEL OF PARTICIPATION	CERTIFICATION TYPE AND NUMBER	TYPE OF WORK TO BE PERFORMED (BY NIGP CODE)
Prime: Creative Software Solutions, LLC	$ 516,700	81 %	N/A	Senior Center Automation Application
SAePS Vendor #: 10033885			SCTRCA #:	

List ALL subcontractors/suppliers that will be utilized for the entire contract period, excluding possible extensions, renewals and/or alternates. Use additional pages if necessary.

Sub: Harmony Information Systems, Inc.	$ 120,175	19 %	N/A	Integration and Support for Sr Ctr App
SAePS Vendor #: 10029849			SCTRCA #:	
Sub:	$	%		
SAePS Vendor #:			SCTRCA #:	
Sub:	$	%		
SAePS Vendor #:			SCTRCA #:	
Sub:	$	%		
SAePS Vendor #:			SCTRCA #:	

***** Prime respondent and all subcontractors/suppliers must be registered in the City of San Antonio Electronic Procurement System (SAePS). To learn more about how to register, please call (210) 207-0118 or visit http://www.sanantonio.gov/purchasing/saeps.aspx.***

Sub:	$	%		
SAePS Vendor #:			SCTRCA #:	
Sub:	$	%		
SAePS Vendor #:			SCTRCA #:	
Sub:	$	%		
SAePS Vendor #:			SCTRCA #:	
Sub:	$	%		
SAePS Vendor #:			SCTRCA #:	
Sub:	$	%		
SAePS Vendor #:			SCTRCA #:	
A.Total Prime Participation:	$ 516,700	81 %	*A. Total base bid amount to be kept by prime.*	
B.Total Sub Participation:	$ 120,175	19 %	*B. Total amount prime will pay to certified and non-certified subcontractors/suppliers*	
C.Total Certified Sub Participation:	$ N/A	N/A %	*C. Total amount prime will pay to certified subcontractors/suppliers per the eligibility requirements stated above*	
D.Total Prime & Sub Participation*:	$ 636,875	100 %	*D. Total prime and subcontractor(s)/supplier(s) participation must equal your base bid amount (A+B)*	

If a business is not certified, please call the Small Business Program Office at (210) 207-3900 for information and details on how subcontractors and suppliers may obtain certification.

I HEREBY AFFIRM THAT I POSSESS DOCUMENTATION FROM ALL PROPOSED SUBCONTRACTORS/SUPPLIERS CONFIRMING THEIR INTENT TO PERFORM THE SCOPE OF WORK FOR THE PRICE INDICATED ABOVE. I FURTHER AFFIRM THAT THE ABOVE INFORMATION IS TRUE AND COMPLETE TO THE BEST OF MY KNOWLEDGE AND BELIEF. I UNDERSTAND AND AGREE THAT, IF AWARDED THE CONTRACT, THIS DOCUMENT SHALL BE ATTACHED THERETO AND BECOME A BINDING PART OF THE CONTRACT.

Print Name: MICHAEL STAPPLER **Sign:** _____ **Title:** VICE-PRESIDENT

Date: 1/9/14

****

FOR CITY USE

Action Taken: **Approved**_____ **Denied**_____ _____

ASSISTANT DIRECTOR
ECONOMIC DEVELOPMENT DEPARTMENT

Version 09/04/13

Exception to SBEDA Program Requirements Request Form

RESPONDENT NAME:	Creative Software Solutions, LLC	DATE:	1/9/14
SOLICITATION NAME:	Senior Center Automation Application - COSA RFCSP No. 68100003638		
API APPLIED:			

1. Please check the box that best describes the reason you are requesting an Exception to the SBEDA Program requirements associated with this solicitation:

- ☐ The value of the contract is below the $50,000 threshold for application of the SBEDA Program
- ☒ No commercially-useful subcontracting opportunities exist within the contract
- ☐ The type of contract is beyond the scope of the SBEDA Ordinance

2. Describe the rationale for your request for an Exception to SBEDA program requirements associated with this solicitation. Attach additional pages, if necessary.

We understand the City and the agency have goals they would like to achieve, however we believe that the reason there is no DBE/ACDBE Requirement for this RFCPS is because the services are unique (see cover page of the RFCPS). This project calls for integration with Harmony Information Systems, Inc. (an existing vendor). Creative Software Solutions Software (CSS) has proprietary software that interfaces directly with Harmony that is licensed under an exclusive contract with Harmony. The license allows CSS to export agency data into the Harmony SAMS system. CSS and Harmony's software work together with unique applications and integration points. Each party develops their own proprietary software that is licensed independently. The project includes connecting existing products and a significant amount of custom software development to meet the specifications of the RFCPS. This does not allow for commercially useful subcontracting opportunities for this contract except for Harmony, and they were included with our response. If opportunities arise to use DBE/ACDBE companies in the future, we would consider using them for the project.

3. Name and phone number of person appointed to coordinate this project.

Name:	Michael Stappler, Vice-President
Phone Number:	(410) 664-0700 ext. 208
E-mail:	mstappler@mjminnovations.com

AFFIRMATION

I CERTIFY THAT ALL INFORMATION CONTAINED IN THIS FORM IS ACCURATE AND COMPLETE AND I UNDERSTAND THAT IF THIS REQUEST FOR EXCEPTION IS DENIED AND I FAIL TO MEET THE REQUIREMENTS OF THIS SOLICITATION, MY RESPONSE TO THIS SOLICITATION WILL BE DEEMED **NON-RESPONSIVE**.

SIGNATURE _____ DATE 1/9/14

MICHAEL STAPPLER, V.P.
PRINT NAME/TITLE

Revised: 12/20/2011

****

FOR CITY USE ONLY - ORIGINATING DEPARTMENT

DEPARTMENT:

DATE RECEIVED: STAFF NAME:

****

FOR CITY USE ONLY - SBO STAFF

DATE RECEIVED: STAFF NAME:

RECOMMENDATION: ☐ APPROVED ☐ DENIED

EDD DIRECTOR:

DATE OF ORIGINATING DEPARTMENT/CIMS/PGS/GSC NOTIFICATION:

Justification:

Revised: 12/20/2011

MJMAN-1 OP ID: KA

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 01/07/2014

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER
Lyons Companies
One Righter Parkway, Suite 110
Wilmington, DE 19803
John B. Pierson

Phone: 302-658-5508
Fax: 302-658-1253

CONTACT NAME:
PHONE (A/C, No, Ext):
FAX (A/C, No):
E-MAIL ADDRESS:

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : Injured Workers Insurance Fund	
INSURER B : Hartford Casualty Ins Co	29424
INSURER C : Hartford Underwriters Ins. Co.	30104
INSURER D :	
INSURER E :	
INSURER F :	

INSURED
Creative SoftwareSolutions,LLC
Suite 200
1501 Sulgrave Avenue
Baltimore, MD 21209

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
B	GENERAL LIABILITY X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: POLICY PRO-JECT LOC			44SBAAH7164	10/01/2013	10/01/2014	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 1,000,000 $ 300,000 $ 10,000 $ 1,000,000 $ 2,000,000 $ 2,000,000
B	AUTOMOBILE LIABILITY ANY AUTO ALL OWNED AUTOS SCHEDULED AUTOS HIRED AUTOS NON-OWNED AUTOS			44UECAS0464	10/01/2013	10/01/2014	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ 1,000,000 $ $ $
B	X UMBRELLA LIAB EXCESS LIAB OCCUR CLAIMS-MADE DED RETENTION $			44SBAAH7164	10/01/2013	10/01/2014	EACH OCCURRENCE AGGREGATE	$ 4,000,000 $ 4,000,000
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y/N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A		4449630	10/01/2013	10/01/2014	WC STATU-TORY LIMITS OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$ 1,000,000 $ 1,000,000 $ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

The City of San Antonio, its officers, employees, volunteers and elected representatives are included as additional insureds where required by written contract.

CERTIFICATE HOLDER

CITYSAN

City of San Antonio
Finance Department of
Purchasing Division
P.O. Box 839966
San Antonio, TX 78283-3966

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

David F. Lyons

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The ACORD name and logo are registered marks of ACORD

LYONS
COMPANIES

December 13, 2013

City of San Antonio
Attn: Finance Department of Purchasing Division
PO Box 839966
San Antonio, TX 78283-3966

MJ Management Services, LLC
Suite 200
1501 Sulgrave Avenue
Baltimore, MD 21209

RE: Bid for Contract with City of San Antonio

To Whom It May Concern:

Should MJ Management Services, LLC be awarded the contract with the City of San Antonio, Lyons Insurance Companies shall provide proof of insurance as per your requirements as follows:

TYPE AMOUNTS

1. Workers' Compensation
   - Statutory
2. Employers' Liability Statutory
   - $500,000/$500,000/$500,000
3. Broad form Commercial General Liability Insurance to include coverage for the following:
   - Premises/Operations
   - Independent Contractors
   - Products/Completed Operations
   - Personal Injury
   - Contractual Liability
   - Damage to property rented by you - $100,000
   - For Bodily Injury and Property Damage of
   - $1,000,000 per occurrence;
   - $2,000,000 General Aggregate, or its Equivalent in Umbrella or Excess Liability Coverage
4. Business Automobile Liability
   a) Owned/leased vehicles
   b) Non-owned vehicles
   c) Hired Vehicles
   - Combined Single Limit for Bodily Injury and
   - Property Damage of $1,000,000 per occurrence

Regards,

Karla Hannah
Select Business Consultant

HARMINF-01 SSWAIN

ACORD

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 12/17/2013

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER License # CA#0658748
AHT Insurance
20 S. King Street
Leesburg, VA 20175

CONTACT NAME: Candice Wilson
PHONE (A/C, No, Ext): (703) 777-2341 FAX (A/C, No): (703) 771-1852
E-MAIL ADDRESS: CWILSON@AHTINS.COM

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : Hartford Casualty Insurance Company	29424
INSURER B : Sentinel Insurance Company Ltd	11000
INSURER C : Twin City Fire Insurance Company	29459
INSURER D : National Union Fire Insurance Company of Pittsburgh, PA	19445
INSURER E :	
INSURER F :	

INSURED
Harmony Information Systems Inc
11700 Plaza America Drive
Suite 1001, Floor 10
Reston, VA 20190

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	GENERAL LIABILITY X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: POLICY PRO-JECT LOC	X	X	42UUNZW1652	03/12/2013	03/12/2014	EACH OCCURRENCE	$ 1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 300,000
							MED EXP (Any one person)	$ 10,000
							PERSONAL & ADV INJURY	$ 1,000,000
							GENERAL AGGREGATE	$ 2,000,000
							PRODUCTS - COMP/OP AGG	$ 2,000,000
								$
B	AUTOMOBILE LIABILITY ANY AUTO ALL OWNED AUTOS SCHEDULED AUTOS X HIRED AUTOS X NON-OWNED AUTOS	X	X	42UUNZW1652	03/12/2013	03/12/2014	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (PER ACCIDENT)	$
								$
A	X UMBRELLA LIAB X OCCUR EXCESS LIAB CLAIMS-MADE DED X RETENTION $ 10,000			42RHUZW1511	03/12/2013	03/12/2014	EACH OCCURRENCE	$ 5,000,000
							AGGREGATE	$ 5,000,000
								$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y/N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A	X	42WECM0856	03/12/2013	03/12/2014	X WC STATU-TORY LIMITS OTH-ER	
							E.L. EACH ACCIDENT	$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000
D	Errors and Omissions			018412097	03/12/2013	03/12/2014	Retention: $25,000	5,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)
The City of San Antonio, its officials, employees, volunteers and elected representatives are included as Additional Insured under the General and Automobile Liability when required by written contract. Coverage provided under the General and Automobile Liability is provided on a Primary and Non-Contributory basis. Waiver of Subrogation in favor of the City of San Antonio exists under the General and Automobile Liability and Workers Compensation when required by written contract. 30 Day Notice of Cancellation exists under the General, Automobile and Professional Liability and Workers Compenastion.

CERTIFICATE HOLDER

City of San Antonio
Attn: Finance Department, Purchasing Department
PO Box 839966
San Antonio, TX 78283-3966

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

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Creative Software Solutions Llc

DUNS: 96-159-8153

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Phone: (410) 664-0700
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PEERS 1 available

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Scores and Ratings

PAYDEX® Score	80
Delinquency Predictor Score	479
Financial Stress Score	1530
Supplier Eval Risk Rating	4
Credit Limit Rec	$750
D&B Rating	2R2

PAYDEX®

80

3 Month PAYDEX®

NA

Alerts

INQUIRY

10/12/13

1 New Inquiry

Peers

Benchmark your scores against other companies.

You have not added any peer companies for benchmarking.
Visit the action center to learn more.

ADD PEERS

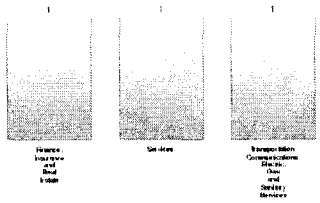
Inquiries

Most Recent

Date	SIC Group	Report Type
10/08/13	Transportation, Communications, Electric, Gas and Sanitary Services	Comprehensive Report
05/22/13	Services	Comprehensive Report
05/14/13	Finance, Insurance and Real Estate	Comprehensive Report

Top 5 Inquiries by SIC / Category (12 Months)

Show Category / Report Type



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Site Links
- Business Directory
- Site Map
- Privacy Policy
- Terms of Service

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Printed By: Mike Borton
Date Printed: December 07, 2013

Live Report : HARMONY INFORMATION SYSTEMS, INC.

D-U-N-S® Number: 61-535-0076
Trade Names: No trade names for this company.

D&B Address

Address	11700 Plaza America Drive Suite 1001 Reston,VA - 20190	**Location Type**	Headquarters
Phone	703 674-5100	**Web**	www.harmonyis.com
Fax			

Last View Date: 09/19/2013

Company Summary

Trade Payments - Timeliness of Historical Payments

When weighted by amount, Payments to suppliers average generally within terms

This assessment is based on D&Bs 12-month PAYDEX® Score

Predictive Indicators - Risk of Financial Stress

Medium risk of severe financial stress over the next 12 months.

This assessment is based on D&Bs Financial Stress Score

History & Operations

This is a headquarters location

Branch(es) or Division(s) exist	Y
Chief Executive	JOSEPH SANDER, CEO
Year Started	2006
Employees	130 (75 Here)
Financing	SECURED
SIC	7372
Line of business	Prepackaged software services
NAICS	511210

View Report Snapshots

Date Created
11/11/2011
09/29/2011

Predictive Indicators - Risk of Payment Delinquency

This assessment is based on D&Bs Commercial Credit Score.

Predictive Indicators - Supplier Evaluation Risk

Low risk of supplier experiencing severe financial stress over the next 12 months.

This assessment is based on D&Bs Supplier Evaluation Risk Rating

Predictive Indicators - Credit Capacity

D&B RATING : --

The blank rating symbol should not be interpreted as indicating that credit should be denied. It simply means that the information available to D&B does not permit us

Functional Requirements		
Functional Category #	**Functional Category Name**	
1.0	**Participant registration**	1.0 Participant Registration
2.0	**Event Process**	2.0 Event Process
3.0	**Event Management/Calendar**	3.0 Event Management-Calendar
4.0	**Meal Process**	4.0 Meal Process
5.0	**Volunteer Tracking/Scheduling**	5.0 Volunteer Tracking-Sched
6.0	**Transportation Tracking/Scheduling**	6.0 Transportation Tracking-Sch
7.0	**Reporting**	7.0 Reporting
8.0	**Interfaces**	8.0 Interfaces
9.0	**System Configuration/Business Need**	9.0 System Config-Bus Needs
10.0	**Participant Record/Case Management**	10.0 Participant Case Mgmt

(1) - Vendor Response Legend

Y	Functionality is resident in the software solution, neither configuration nor customization is required
C	Functionality is not currently resident but vendor is willing to provide functionality by configuration (not
C$	Functionality is not currently resident but vendor is willing to provide functionality by configuration (not custom development) at a cost to the client. Respondent must provide cost details within proposal section.
D	Functionality is not currently resident but vendor is willing to provide fnctionality by additional custom
D$	Functionality is not currently resident but vendor is willing to provide functionality by additional custom
N	Functionality is not resident in the software solution and vendor is not willing to provide this functionality.

Functional Requirements

Functional Category #	Functional Category Name	Requirement #	Functional Requirement	Priority Mandatory= M Desired=D	Vendor Response (1)	Comments
1.0	Participant Registration	1.0	System supports the completion of registration/eligibility/assessment forms through a web based application by the participant. System supports the completion of intake forms prior to their participation in the meal or other senior center activities. They also support the completion of forms that may need to be completed every 1 to 3 years.	M	Y	
		1.1	**Login Process**			
		1.1.1	System supports the creation of a unique user profile prior to the completion of the registration / eligibility / assessment process as a means of identifying the specific participant.	M	Y	MJM SeniorStat system allows for client registrations and unique profiles based on their registration and eligibility.
		1.1.2	System supports the assignment of a unique identifier associated with each participant / applicant.	M	Y	
		1.1.3	System supports the creation of a unique user login associated with a participant profile.	M	Y	MJM SeniorStat system allows for client registrations and unique profiles based on their registration and eligibility.
		1.1.4	System supports the creation of a unique user password associated with the participant profile. Password to be known only to the specified participant.	M	Y	MJM SeniorStat system allows for client registrations and unique profiles based on their registration and eligibility.
		1.1.5	System supports password re-set by COSA application administrators.	M	Y	
		1.1.6	System supports the use of an identification card with a barcode or other "smart card" device.	M	Y	
		1.1.7	System supports the de-activation of lost COSA Identification cards.	M	Y	
		1.1.8	System supports the re-issuance of a new COSA identification card to a registered participant when the original card is lost.	M	Y	
		1.1.9	System maintains a record of the number of cards issued to a participant.	D	Y	
		1.1.10	System provides ability to record notes at the time of intake/enrollment.	D	Y	
		1.1.11	System includes automatically searching against existing participants database and suggesting possible matches before allowing the completion of a new registration.	M	Y	
		1.1.12	System supports a process for center staff to act as a proxy for a participant that experiences difficulty in completing the registration / eligibility / assessment process for themselves.	M	Y	MJM SeniorStat administrators can assist clients once the form is electronically signed. Administrator can use the admin portal to assist clients with any items that were not complete or need to be updated
		1.2	**Nutrition Assessment**			
		1.2.1	System supports assessment at the time of initial contact, allowing staff to conduct initial eligibility and nutritional risk screening assessments for services.	M	Y	
		1.2.2	System supports assessment and reassessment throughout the life cycle of participant contact.	M	Y	
		1.2.3	System allows for reassessment intervals to be configured by COSA.	M	Y	SeniorStat offers standard intake & nutritional risk assessments that are scheduled but not customer driven
		1.2.4	System includes scheduled reassessments to include automated reminders to participants and designated COSA staff.	M	Y	SeniorStat does have reports that include assessment reminder dates
		1.2.5	System supports multiple assessments per participant, with security-controlled access by users.	M	N	SAMS Case Management offers this functionality but is not being proposed for end users in Processes 1-6. As stated, only the data elements captured in processes 1-6 by MJM that are imported into SAMS would be able to be managed by COSA Central office end users. COSA may choose to expand the use of SAMS in the future to meet more general business needs, including case management, etc.
		1.2.6	System offers standard assessment forms as well as facility for creating agency-defined assessments by non-technical users without vendor assistance.	M	N	See response in 1.2.5.
		1.2.7	System includes assessment form builder available to COSA application administrator without vendor assistance and includes the following features;	M	N	See response in 1.2.5.
		1.2.8	Role-based authorization to create assessment forms;	M	N	See response in 1.2.5.
		1.2.9	Central management of assessment forms;	M	N	See response in 1.2.5.
		1.2.10	Ability to re-order assessment form questions / fields while maintaining consistency of data associated with previous versions;	M	N	See response in 1.2.5.
		1.2.11	Ability to designate specific questions as MANDATORY;	M	N	See response in 1.2.5.
		1.2.12	Ability to specify certain questions as MANDATORY based on response to associated question(s)	M	N	See response in 1.2.5.
		1.2.13	Ability to insert electronic (facsimile) signatures.	M	N	See response in 1.2.5.
		1.2.14	Ability to print summary version of assessment / eligibility screening documents;	M	N	See response in 1.2.5.
		1.2.15	Print version of on-line assessments form to facilitate pencil and paper entry;	M	Y	
		1.2.16	System offers participant the ability to conduct quick reassessments by noting "No Changes" to previous form.	M	D$	
		1.2.17	System provides the participant with the ability to review responses from previous assessment.	M	N	See response in 1.2.5.
		1.2.18	System includes feature to "ACCEPT" and/or edit a previous assessment to speed the completion of an assessment where only a few items have changed.	M	N	See response in 1.2.5.
		1.2.19	System includes assessment item response options, scores, and weights which are user-configured (i.e. agency may define acceptable responses for assessment items).	M	N	See response in 1.2.5.
		1.2.20	System provides the ability to publish read-only assessment information to participants and their caregivers through a standard web page via secure log in.	M	Y	Any assessments in SeniorStat can be accessed via the web by caregivers with read only privileges
		1.2.21	System includes assessment information that can be used to automatically suggest service plans	M	N	See response in 1.2.5.
		1.2.22	System provides predefined assessment forms and user-defined forms, including custom indicators to calculate need and enrollment eligibility status.	M	D$	
		1.2.23	System must provide or duplicate existing custom assessment forms at no additional charge.	M	D$	
		1.3	**Nutrition Self-Assessment Score Card**			
		1.3.1	Nutrition Self-Assessment Score Card. (Mandatory) System includes assessment responses that may be scored through a variety of user-configured methods and scores may be calculated using mathematical and logical operations. Basic assessment questions:	M	Y	
		1.3.2	1. I have an illness or condition that made me change the kind or amount of food I eat. 2. I eat fewer than two meals per day. 3. I eat few fruits or vegetables or milk products. 4. I have tooth or mouth problems that make it difficult for me to eat. 5. I have three or more drinks of beer, liquor or wine almost every day. 6. I don't always have enough money to buy the food I need. 7. I eat alone most of the time. 8. I take three or more different prescribed or over-the-counter drugs each day. 9. Without wanting to, I have lost or gained ten or more pounds in the last six months. 10. I am not always physically able to shop, cook and/or feed myself.	M	Y	

Functional Requirements						
Functional Category #	Functional Category Name	Requirement #	Functional Requirement	Priority Mandatory= M Desired=D	Vendor Response (1)	Comments
		1.3.3	Each question is assessed a risk value from 0 to 10. The sum of the response totals provides an overall nutritional risk assessment (NRA).	M	Y	
		1.3.4	System assigns designation based on total score. (Scoring: 0-2 Good; 3-5 Moderate Risk; 6-10 High Risk)	M	Y	
		1.3.5	The System supports data analysis of the results (individually and in total.)	M	Y	
		1.3.6	The System supports multiple NRA evaluations to be maintained in the participant's record.	D	Y	
		1.3.7	System includes record of all assessment answers with the history of each response viewable by the user or COSA supervisor.	D	Y	
		1.3.8	System e-mails specified COSA employee (nutritionist) when a threshold NRA score is received by the system.	D	D$	
		1.3.9	System allows user (staff) to sort clients who have assessments due by site which they attend and only have the sites selected be displayed.	M	Y	
		1.3.10	System provides user (staff) with option to provide a customer end date per center and have the individual automatically removed from needing an assessment for those centers which the participant no longer attends.	M	Y	
		1.3.11	System allows full control of assessment forms without requiring vendor assistance.	D	N	
		1.3.12	System allows full control of assessment indicators and calculations to help determine eligibility without requiring vendor assistance	D	N	
		1.4	**Senior Center Location Selection**			
		1.4.1	System automatically selects the closest Senior One-Stop to the participant's address and returns the address of the center to the participant.	D	N	
		1.4.2	List of all Senior Centers by region (N, S, E, W, Central) are provided to participant and allows the participant to override the auto-selection.	M	D$	
		1.4.3	System recommends a list of centers closest to the participant address location.	M	D$	
		1.5	**Registration/Eligibility/Assessment Error Checking**			
		1.5.1	System error checks the application forms and ensures all mandatory fields are complete and eligibility criteria are met.	M	Y	
		1.5.2	Format Errors: System directs participant to errors for edits – conducts error check after all errors addressed.	M	Y	
		1.5.3	Non-eligible: System alerts participant to the criteria that negates his/her eligibility and allows for edits - conducts error check after all issues addressed.	M	Y	
		1.5.4	No Errors – participant meets eligibility: Application Ready for Submission.	M	Y	
		1.5.5	System supports enrollment of participants in agency-defined programs, tracking enrollment information, including but not limited to level of care; service program; care program; facility; status; reasons for status change; and dates of application, receipt, start, termination, and status.	D	Y	
		1.6	**Registration/Eligibility/Assessment Data Capture**			
		1.6.1	System includes ability for participants to complete a self intake via Web.	M	Y	
		1.6.2	System captures the basic information (fields) during the registration / eligibility / assessment process, including but not limited to:	M	Y	
		1.6.3	First Name (Mandatory)	M	Y	
		1.6.4	Middle Initial	M	Y	
		1.6.5	Last Name (Mandatory / NAPIS)	M	Y	
		1.6.6	Alias	M	N	This information cannot be passed to SAMS
		1.6.7	Date of Birth (Mandatory)	M	Y	
		1.6.8	Street Address (Mandatory)	M	Y	
		1.6.9	Apartment Number	M	Y	
		1.6.10	City (Mandatory)	M	Y	
		1.6.11	County (Mandatory)	M	Y	
		1.6.12	State (Mandatory)	M	Y	
		1.6.13	Zip Code (Mandatory)	M	Y	
		1.6.14	Email Address	M	Y	
		1.6.15	Participant's Phone #	M	Y	
		1.6.16	Emergency Contact Information (Mandatory)	M	Y	
		1.6.17	Contact Name	M	Y	
		1.6.18	Relationship to participant	M	Y	
		1.6.19	Contact's Phone #	M	Y	
		1.6.20	Physician's Name	M	Y	
		1.6.21	Physician's Phone #	M	Y	
		1.6.22	Last four of SSN	M	Y	
		1.6.23	Eligibility Criteria for applicants under age 60 (auto-calculates from date of birth) (Multi-select) (Mandatory)	M	D$	
		1.6.24	Spouse of Eligible Registered Participant	M	D$	
		1.6.25	Name of Eligible Spouse (Mandatory if *Spouse of Eligible Registered Participant* is selected)	M	D$	
		1.6.26	Disabled and residing in a senior housing complex with a senior nutrition program	M	D$	
		1.6.27	Disabled, residing with and accompanying an eligible participant over 60 years of age	M	D$	
		1.6.28	Name of Eligible participant (Mandatory if *Disabled, residing with and accompanying an eligible participant* is selected)	M	D$	
		1.6.29	Underage Meal Volunteer (Underage)	M	D$	
		1.6.30	Interested in volunteering (Yes/No)	M	Y	
		1.6.31	Volunteer area of interest	D	Y	
		1.6.32	Meal Program: i.e., serving meals or general meal assistant	D	Y	
		1.6.33	Front desk	D	Y	
		1.6.34	Special events	D	Y	
		1.6.35	Computer lab	D	D$	
		1.6.36	Instructor for specialty training	D	D$	
		1.6.37	Other volunteer skill set	D	Y	
		1.6.38	Marital Status (Mandatory)	M	Y	
		1.6.39	Married	M	Y	
		1.6.40	Separated	M	Y	
		1.6.41	Divorced	M	Y	
		1.6.42	Single	M	D$	Information does not get passed to SAMS
		1.6.43	Opt Out: I chose not to report	M	Y	
		1.6.44	Race (Mandatory / should mirror DADS' NAPIS fields) (Multi-select)	M	Y	
		1.6.45	White	M	Y	
		1.6.46	American Indian	M	Y	

Functional Requirements

Functional Category #	Functional Category Name	Requirement #	Functional Requirement	Priority Mandatory= M Desired=D	Vendor Response (1)	Comments
		1.6.47	Alaska Native	M	Y	
		1.6.48	Asian	M	Y	
		1.6.49	Black / African-American	M	Y	
		1.6.50	Native Hawaiian / Pacific Islander	M	Y	
		1.6.51	Other	M	Y	
		1.6.52	Opt Out: I chose not to report	M	Y	
		1.6.53	Ethnicity (Mandatory / should mirror DADS' NAPIS fields)	M	Y	
		1.6.54	Hispanic	M	Y	
		1.6.55	Non-Hispanic	M	Y	
		1.6.56	Opt Out: I chose not to report	M	Y	
		1.6.57	Members of Household (Mandatory / NAPIS)	M	Y	
		1.6.58	Number of members in household	M	Y	
		1.6.59	Live alone	M	Y	
		1.6.60	Income Level	M	Y	
		1.6.61	Low (Single < $11,490; Couple < $15,510)	M	Y	Free text
		1.6.62	Moderate	M	Y	Free text
		1.6.63	High	M	Y	Free text
		1.6.64	Opt Out: I chose not to report	M	Y	Free text
		1.6.65	Gender (mandatory)	M	Y	Free text
		1.6.66	Male	M	Y	
		1.6.67	Female	M	Y	
		1.6.68	System to allow for a non-elegible participant to volunteer and complete select portions of registration form.	D	Y	
		1.6.69	System to allow for non-elegible participants who volunteer to be restricted to specific activities, specifically the option to volunteer.	D	D$	
		1.6.70	System provides predefined assessment forms and user-defined forms, including custom indicators to calculate need and enrollment eligibility status.	M	D$	The amount of assessments would be limited.
		1.6.71	System includes calculating age of person based on DOB or estimated DOB.	M	Y	
		1.6.72	System includes field identifiers to prevent duplicate participant records in DB.	M	Y	
		1.6.73	System allows for user (staff) to search for duplicates from the following fields (multi-select):	M	Y	Proposed solution databases do not allow for duplicates.
		1.6.74	First name of participant	M	Y	
		1.6.75	Last name of participant	M	Y	
		1.6.76	Name of center(s)	M	Y	
		1.6.77	Date of Birth	M	Y	
		1.6.78	Age	M	Y	
		1.6.79	Last 4 of SSN	M	Y	
		1.6.80	Address	M	Y	
		1.6.81	Phone #	M	Y	
		1.6.82	Gender	M	Y	
		1.6.83	System allows for user (staff) to search for duplicates by partial first or last name. For example, to search for Francisco Rubalcaba user could search "Fran" for first name or "Rub" for last name.	M	D$	
		1.6.84	System includes a user friendly approach of notifying a user (staff) that a participant is missing critical reporting or service delivery data.	D	D$	
		1.7	**Participant Agreement/Rights/Disclaimer Statements**			
		1.7.1	Participant Agreement Statement (COSA specified language that defines Rules of conduct). Participant selects box acknowledging acceptance of the agreement.	M	Y	
		1.7.2	Accepts: Mandatory for eligibility	M	Y	
		1.7.3	Rejects: Application denied	M	Y	
		1.7.4	Client Rights and Confidentiality Statement (COSA specified language that advises participant of his/her right to confidentiality). Participant selects box acknowledging advisement of rights.	M	Y	
		1.7.5	Accepts: Mandatory for eligibility	M	Y	
		1.7.6	Rejects: Application flagged for review by site supervisor.	M	Y	
		1.7.7	Participant submission application disclaimers / acknowledgements:	M	Y	
		1.7.8	1. Participant acknowledges that the information contained in the form is true and accurate to the best of their knowledge.	M	Y	
		1.7.9	2. Participant acknowledges that he/she is the person represented in the application.	M	Y	
		1.7.10	3. Participant acknowledges that the act of submitting the application serves as his/her consent to apply for services through COSA and AACOG.	M	C	Wording would need to be adjusted for the client.
		1.7.11	4. Participant acknowledges that the act of submitting the application electronically serves as his/her signature.	M	Y	
		1.8	**Registration Verification/Approval Queue**			
		1.8.1	System will provide an automated time-date stamp at the time the participant submits the application to the approval queue.	M	Y	
		1.8.2	Participant applications (registration / eligibility / assessment) routed to selected Senior Center Manager Review queue.	M	Y	
		1.8.3	System supports an approval queue for holding all participant submitted applications until an authorized COSA staff has reviewed.	M	Y	
		1.8.4	System automatically assigns a Funding Code to participant based on the type of center attending (City, Vendor, Volunteer). Authorized staff has ability to change assigned funding code.	D	D$	MJM SeniorStat Software is the point of entry for participants and does not attach multiple funding sources to client accounts. Harmony for Aging SAMS Case Management (used at the COSA Central Office) allows for re-distribution of service units to various funding sources in aggregate (not at the client level) - This would require customizations to the existing SAMS/MJM integration.
		1.8.5	System geo-codes the participant's address and automatically assigns the appropriate Council District (1 through 10) based on COSA Geo data file. If field is blank, system to indicate "County".	M	D$	This information does not get passed to SAMS through the MJM/SAMS integration.
		1.8.6	System will provide an automated time-date stamp at the time COSA approves the application and submits to the system.	M	Y	
		1.8.7	System includes a user friendly approach of notifying a participant that they have not completed registration.	M	Y	SeniorStat notifies clients if they have completed the application. It does not allow a client to save their results without completing the required fields. The system identifies the areas for the client on the screen that need to be completed.
		1.9	**Administrative Tools**			

Functional Requirements

Functional Category #	Functional Category Name	Requirement #	Functional Requirement	Priority Mandatory= M Desired=D	Vendor Response (1)	Comments
		1.9.1	System should allow full control of all Administrative tables without requiring vendor assistance. Including, but not limited to the following:	M	N	Harmony for Aging SAMS Case Management solution meets this requirement. MJM is the system of record for "Participant Registration" and does not offer full control of administrative tables. Because Harmony will be meeting the TX DADS reporting requirements as outlined in the vendor comments in functional category 8, further discussion with COSA will be required to define limitations on COSA's use of SAMS administrative tables as this can affect the data being reported to DADS
		1.9.2	· Demographic fields and response types	M	N	See comment for 1.9.1
		1.9.3	· Designation and configuration of custom fields	M	N	See comment for 1.9.1
		1.9.4	· Status fields and response types	M	N	See comment for 1.9.1
		1.9.5	· Nationality fields and responses	M	N	See comment for 1.9.1
		1.9.6	· Ethnicity/Race fields and available responses	M	N	See comment for 1.9.1
		1.9.7	· Care Recipients details and response types	M	N	See comment for 1.9.1
		1.9.8	· Languages fields and available responses	M	N	See comment for 1.9.1
		1.9.9	· User Defined Fields designation and configuration	M	N	See comment for 1.9.1
		1.9.10	· Status Codes designation and linking to Reason Codes	M	N	See comment for 1.9.1
		1.9.11	· Reason Code designation	M	N	See comment for 1.9.1
		1.9.12	· Marital status and available responses	M	N	See comment for 1.9.1
		1.9.13	· Contact Types and available categories	M	N	See comment for 1.9.1
		1.9.14	· Journal Types and available categories	M	N	See comment for 1.9.1
		1.9.15	· Location Types and available categories	M	N	See comment for 1.9.1
		1.9.16	· Places, including counties, municipalities, towns, zip codes and council district and available choices for each	M	N	See comment for 1.9.1
		1.9.17	· Activation of NSIP Meal Types	M	N	See comment for 1.9.1
		1.9.18	· Definition of Payment Methods	M	N	See comment for 1.9.1
		1.9.19	· Phone Types and available categories	M	N	See comment for 1.9.1
		1.9.20	· Provider Types and available categories	M	N	See comment for 1.9.1
		1.9.21	· Unit Types and available categories	M	N	See comment for 1.9.1
		1.9.22	· Activation of USDA (NSIP) Meal Types	M	N	See comment for 1.9.1
		1.9.23	· Levels of Care and available categories	M	N	See comment for 1.9.1
		1.9.24	· Definition of Service Programs and attributes and security	M	N	See comment for 1.9.1
		1.9.25	· Definition of Fund Identifiers and attributes and available services	M	N	See comment for 1.9.1
		1.9.26	· Definition of Service Categories and attributes and available services	M	N	See comment for 1.9.1
		1.9.27	· Definition of Services and attributes and linking to subservices	M	N	See comment for 1.9.1
		1.9.28	· Definition of Subservices and attributes	M	N	See comment for 1.9.1
		1.9.29	· Definition of Topic Categories	M	N	See comment for 1.9.1
		1.9.30	· Definition of Topics and attributes and linking to services	M	N	See comment for 1.9.1
		1.9.31	· Definition of Topic Outcomes and attributes and linking to topics	M	N	See comment for 1.9.1
		1.9.32	· Definition of Programs not tied to service units and attributes	M	N	See comment for 1.9.1
		1.9.33	· Definition of Actions and attributes	M	N	See comment for 1.9.1
		1.9.34	· Definition of multiple levels of organization, including associated security privileges, staffing profiles for NAPIS reporting, available services, contacts, locations, sites, contact information and other attributes.	M	N	See comment for 1.9.1
		1.9.35	· Define and link Care Plan elements, including Functional Categories, Functional Areas, and Care Plan Goals	M	N	See response in 1.2.5.
		1.9.36	· Manage custom reports and document templates	M	N	See response in 1.2.5.
		1.9.37	System shall include security measures that meets or exceeds COSA standards including access to data, data hosting, and physical security.	M	Y	Harmony & MJM will need to be provided with written copy of COSA standards prior to committing a response.
		1.9.38	System includes protection for all information both specific and summary stored within the system from any access unless specifically authorized by COSA.	M	Y	Harmony & MJM will need to be provided with written copy of COSA standards prior to committing a response.

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Functional Requirements

Functional Category #	Functional Category Name	Requirement #	Functional Requirement	Priority Mandatory= M Desired=D	Vendor Response (1)	Comments
2.0	**Event Process**	2.0	System supports participant to select and sign up for an activity. System supports the loading of activity/event information that is viewable by the participant at the time of sign up such as menus, activity description, limitations, etc. System supports the reservation of the following Center Activities: Meal Reservation (Meal Option A or B) Classes Field Trips Special Events	M	Y	
		2.1	**Sign In Process**			
		2.1.1	System allows participant to automatically sign in at the center to participate in activities or services	M	Y	
		2.1.2	System supports participant check in with readable identification card.	M	Y	
		2.1.3	System allows participant to utilize the same COSA identification card to access activities at any COSA senior center.	M	Y	
		2.1.4	System allows for a participant to be automatically "signed in" when they swipe their card without having to select a menu option called "Sign In".	M	Y	
		2.1.5	System saves the information selected by a participant signing in for activities whether or not they sign out (select "Finish").	D	Y	
		2.1.6	System allows for a participant's name to be displayed when they scan in, whether or not the previous individual properly closed out of their account by selecting "Finish".	M	Y	
		2.1.7	System to have capability to allow or prevent a participant to check in to the same event/activity twice on the same day across centers.	M	Y	
		2.1.8	System includes alternate methods for participant check in that is easy for participants to use themselves. Example: Participant forgot or lost barcode scan card. Touch screen for entering last name (or phone number, or barcode ID number).	M	Y	
		2.1.9	System can distinguish between a participant who used a card	M	Y	
		2.1.10	System includes a 'designed for' participant facing touch screen;	M	Y	
		2.1.11	(i) with simplified menu option	M	Y	
		2.1.12	(ii) with menus to include submenus, for example, ability for user (staff) to create a menu option called "Meals" with submenus called "Meal option A" and "Meal Option B"	M	D$	Menu options A and B would need to be customized based on the customer requirements.
		2.1.13	(iii) with graphic symbols in addition to simple menus. Example: A menu choice labeled 'Meals' would also have a picture / graphic of a plate of food or a recognizable symbol of that menu selection.	M	Y	SeniorStat comes with preconfigured graphics for events. They cannot be customized.
		2.1.14	System includes displays in multiple languages.	D	D$	
		2.2	**Event Reservation (Classes, Field trips, Special events)**			
		2.2.1	System to allow for an interest sheet to be created where participants can indicate they would be interested in attending a proposed event.	D	D$	This can be accomplished when clients register for online events; however if this is needed for the touch screen users this would require customizations.
		2.2.2	System to allow for participants on an interest list to receive a pop-up notice asking if they want to RSVP for a class they had originally signed an interest list.	D	N	
		2.2.3	System allows for staff to email participants in regards to upcoming events for which they can reserve.	D	D$	MJM offers customer customization for areas not natively supported in their off the shelf applications.
		2.2.4	System supports participants to sign up for events days/weeks in advance; many events have limited spots available.	D	Y	SeniorStat offers this as part of the web portal. Customizations to the touch screen can be considered.
		2.2.5	System includes ability for participants to register for activities or events via Web.	M	Y	
		2.2.6	System allows for printing of roster of participants who reserved event which can be used for roll call; roster to include at least the first and last names and phone numbers of the participant and their emergency contact.	M	Y	
		2.2.7	System to have an archive function that recalls the names of those who participated in a previous related event and asks if they would like to attend this year.	D	Y	
		2.2.8	System to have the capability of timing-out the reservation event at a specified time, such as the start of the event or the day before. This would eliminate the need for staff to remove the event.	M	Y	
		2.2.9	System provides the ability to publish read only service delivery information to consumers and their caregivers through a standard web page via secure log in.	M	Y	
		2.2.10	System allows for staff to schedule appointments in 15 minute increments for specific events	M	Y	

Functional Requirements

Functional Category #	Functional Category Name	Requirement #	Functional Requirement	Priority Mandatory= M Desired=D	Vendor Response (1)	Comments
		2.3	**Participating in Current Event**			
		2.3.1	System supports service delivery including recording service deliveries, dates, times, durations, units and notes about service delivery.	D	Y	
		2.3.2	System to include participant self-service stations for multiple entry points to COSA Senior Centers, which allow participants to sign in electronically for services and activities.	D	Y	
			System to display description of class when participant is registering.	M	Y	When registering for an event online, the system does show a description of the event. The touch screen and/or terminals only display short names. Customizations can be considered for the Touch Screen only.
		2.3.3	System supports service authorization, including identifying services, frequencies, durations, and schedule of delivery.	D	Y	This is handled in the SeniorStat system through the calendar. The Touch screen and terminal doe not have these features available.
		2.3.4	System to allow participant to be in a waiting list if class is full.	D	D$	
		2.3.5	System to allow staff member to cap the waiting list to a designated number.	M	Y	This can be handled in the SeniorStat system under event management.
		2.3.6	System will offer participant an alternative class if desired class is full.	D	N	The SeniorStat web portal will allow for clients to find an alternative event, but not offer alternatives. The Touch screen and terminals do not allow for reservations.
		2.3.7	System supports recording of delivered services by individual participant or to multiple participants in bulk, from a central office or remote locations.	D	Y	
		2.3.8	System prevents recording of unplanned service deliveries when service plans are required.	D	Y	
		2.3.9	System supports recording of delivered services without authorization, when allowed.	D	Y	
		2.3.10	System supports recording of delivered services without a corresponding service plan, when allowed.	D	Y	
		2.3.11	System includes that when authorized service deliveries are recorded, System automatically decrements the service order (authorization).	D	N	
		2.3.12	System supports recording of delivered services as needed or at intervals, as determined by COSA.	M	Y	
		2.3.13	System includes scheduled activities that appear on assigned users' dashboards according to due dates.	D	D$	SeniorStat does not have dashboarding at this time. This is being considered as part of a future release.
		2.3.14	System to allow participant feedback on event through a use of a survey.	D	N	
		2.4	**Activity Reconciliation**			
		2.4.1	System supports inline/real-time data validation during service delivery entry, including the ability for an end user to edit problem data "on-the-fly".	M	Y	
		2.4.2	System to easily provide a roster of active and inactive participants for specific events by center. For example, a senior may be an active participant of a center's congregate meal program but not an active participant of its transportation or exercise program. Also, a senior may be an active member of a congregate meal program at one center, and an inactive member of the center for which he/she originally joined.	M	Y	
		2.4.3	System to allow user to define "active participant" by the number of days since he/she last participated in a specific event in a specific center. Therefore, the user would be able to easily print a roster of all participants of a particular center who last participated in a specific event within the last 90 days.	M	Y	
		2.4.4	Staff to have the ability to search for participants by center and select (check) the participants to add as having participated an event or having received a service.	M	Y	
		2.5	**System Configuration/Business Needs**			
		2.5.1	System includes having the ability to schedule events in advance, by appropriate staff including local center and central administrative staff.	M	Y	
		2.5.2	System tracks individual participant activities regardless of the center attended.	M	Y	
		2.5.3	System prevents recording of unauthorized service deliveries when authorization is required.	M	Y	
		2.5.4	System includes ability for "dashboards" for location directors and central administration to monitor activities and events.	M	D$	SeniorStat does not have dashboarding at this time. This is being considered as part of a future release.
		2.5.5	System supports agencies with multiple programs and funding sources, including variations in eligibility criteria, business rules, funding rules, reimbursement rates, and data collection requirements.	M	N	

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Functional Requirements

Functional Category #	Functional Category Name	Requirement #	Functional Requirement	Priority Mandatory= M Desired=D	Vendor Response (1)	Comments
3.0	Event management/ Calendar	3.0	System supports the creation of event calendars and makes the calendar available to participants. System informs participants of upcoming events through different media such as email, website etc.	D	Y	
		3.1	**Event Calendar Creation**			
		3.1.1	System supports special event planning in which "seats available" are limited.	D	Y	This feature is offered in Senior Stat system on event scheduling and editing.
		3.1.2	System allows for the scheduling of daily events, by appropriate staff including local center staff and central administrative staff.	M	Y	
		3.1.3	System supports creation of events that are site or sites specific.	M	Y	
		3.1.4	System includes having events come from a table of standard event types and names maintained by designated COSA staff.	M	Y	Events are assigned on the calendar but no table management is required
		3.1.5	System includes having an override for adding additional events that are not in the "table of standard event types and names".	M	N	
		3.1.6	System's participant record shows all the services that the senior has received, including services from multiple centers and funded by differing sources.	M	Y	SeniorStat does not currently support multiple funding sources.
		3.1.7	System allows authorized staff to customize senior center activities and events.	M	Y	
		3.1.8	System includes tracking participants and services at both the group and individual level.	M	Y	
		3.1.9	System supports the creation of unlimited services.	D	Y	
		3.1.10	System supports individual activity schedules for each site.	M	Y	
		3.1.11	System supports the ability for multiple sites to share the same activity schedule.	D	D$	This is being considered in a future release of the system.
		3.1.12	System supports the ability for authorized staff to add one or multiple activities/events for select sites.	M	Y	
		3.1.13	System provides automatic alerts to users (staff) for overdue, upcoming, and incoming tasks, referrals, activities, and events.	D	N	These alerts are provided to COSA staff using MJM technology by using the available reports, of which two reports act as alerts. They should be reviewed periodically by staff to ensure that the proper items are followed: Anniversary Reminder Report, Nutritional Assessment Reminder Report.
		3.1.14	System generates a monthly calendar from the daily event and activity calendar.	D	Y	
		3.1.15	System to provide a way for staff to print a monthly calendar of activities and events that can be posted on a bulletin board.	D	Y	
		3.1.16	Monthly event calendar to be available via website.	D	Y	
		3.2	**Roster Creation**			
		3.2.1	System supports creating rosters of participants to record service delivery based on criteria, including:	M	Y	
		3.2.2	· Service	M	Y	
		3.2.3	· Previous service delivery	M	Y	
		3.2.4	· Existing care plan	D	Y	
		3.2.5	· Inclusion on a meal route	D	Y	
		3.2.6	· Planned activity at a specified site	D	Y	
		3.2.7	System supports filtering of roster lists by useful criteria, including but not limited to participant's geographical location (county, city, zip, Council District), demographic information (i.e., gender, race, ethnicity), volunteer status, NRA risk; and/or criteria related to previous service delivery, or inclusion on routes.	D	Y	
		3.2.8	System supports printing of blank rosters in a variety of formats to support recording services by hand, as needed	D	Y	

Functional Requirements

Functional Category #	Functional Category Name	Requirement #	Functional Requirement	Priority Mandatory= M Desired=D	Vendor Response (1)	Comments
		3.3	**Event Notification to Participants**			
		3.3.1	System includes having the ability to capture, store and print:	D	Y	
		3.3.2	(i) event calendar to be posted on bulletin board	D	Y	
		3.3.3	(i) lists of participants for a scheduled activity (ROSTER);	D	Y	
		3.3.4	(ii) lists of participants for a scheduled activity with emergency contact information. Examples: participants that may use physical workout equipment or attend field trips sponsored or provided by the Center.	D	Y	
		3.3.5	Event calendar to be accessible via website	D	Y	
		3.4	**User (Staff) Business Requirements**			
		3.4.1	System provides an administrative module allowing authorized users to configure screens, arrange fields, show and hide fields and screens by role, configure dropdown lists, define default values, and manage security permissions without assistance from technical resources.	D	N	
		3.4.2	System allows users to manage their own IDs and Passwords.	M	Y	
		3.4.3	System automates the business practices of the customer and allows administrators to create workflow rules within the application.	M	N	
		3.4.4	System allows providers the ability to manage their own records, including users and services offered.	M	Y	
		3.4.5	System provides an administrative module allowing authorized users to configure screens, arrange fields, show and hide fields and screens by role, configure dropdown lists, define default values and manage security permissions without assistance from vendor technical resources.	M	N	MJM Senior Stat does allow for system security by roles without the assistance of MJM. The default fields and drop downs cannot be controlled by the agency.
		3.4.6	System provides user configuration tools allowing users to set colors and appearance of screens; define default values for agency, zip code, area code, state, county, city default settings for assessments and care plans; and default sequence of fields on data entry screens.	D	N	MJM Senior Stat does allow for system security by roles without the assistance of MJM. The default fields and drop downs cannot be controlled by the agency.
		3.4.7	System allows users to manage their own Passwords.	M	Y	
		3.4.8	System includes access to specific participant records controlled via security permissions, allowing users to view only those participant records and pages relevant to their job duties.	M	Y	
		3.4.9	System includes access based on security permissions where users may view, add, edit or delete assessments from the participant record.	M	Y	

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Functional Requirements						
Functional Category #	Functional Category Name	Requirement #	Functional Requirement	Priority Mandatory= M Desired=D	Vendor Response (1)	Comments
4.0	Meal Process	4.0	System supports meal ordering which include the following activities: Meal reservations by participant Ordering of meals by center staff CSS review of meal order Nutritionist review and placing order to vendor System allows for electronic sign in for meals by seniors and meal reconciliation and reporting by staff	M	Y	
		4.1	**Meal Menu**			
		4.1.1	Authorized staff to have capability to enter the names of the meal entrees for Meal Options A & B for every day of the month (Monday - Friday) for specified centers in order for participants to select meals by entrée name	M	Y	
		4.1.2	System allows for lunch menu for current and upcoming months to be made available to participants on a central Senior Services website.	D	Y	Senior Stat has this capability in the participant portal only.
		4.1.3	System allows for lunch menu for current and upcoming months to be emailed to participants on an email distribution list stored in the system.	D	N	
		4.2	**Meal Reservations by Participant**			
		4.2.1	Lunch menu is accessible for participant to reserve meals via a Center touch screen/terminal	M	D$	Senior Stat has this capability in the participant portal only. This can be considered for future releases. The capability cannot be provided on terminals and the touch screen would require customizations to display the menu.
		4.2.2	Lunch menu is accessible for participant to reserve meals via a website	M	D$	The lunch menu is not part of the external system; however, a description can be entered into the event. This feature can be considered in a future release.
		4.2.3	Participant scans into a touch screen and reserves meals for the upcoming week. The individual indicates the days they plan to eat and whether they would like to eat the meal indicated for Option A or Option B.	M	D$	MJM Touch Screen does not allow for meal or event pre-registration at this time. MJM offers customer customization for areas not natively supported in their off the shelf applications This will be considered in a future release.

Functional Requirements						
Functional Category #	Functional Category Name	Requirement #	Functional Requirement	Priority Mandatory= M Desired=D	Vendor Response (1)	Comments
		4.2.4	System should check/notify if participant is already scheduled to have a meal on that date regardless if meal was reserved at a different center.	M	D$	This feature can be considered for future releases.
		4.2.5	System to allow participant to reserve a meal at a different center.	D	Y	
		4.2.6	System should allow a cutoff date for participants to schedule a meal in order to allow nutritionist to order the meals.	M	D$	This feature can be considered for future releases.
		4.3	**Meal Reservation by Center Staff**			
		4.3.1	System analyzes historical meal reservation versus actual meals eaten by site to predict the number of meals to be ordered.	D	D$	This feature can be considered for future releases.
		4.3.2	System allows for center staff to make changes to system's meal reservation recommendations.	M	N	Senior Stat does not make meal reservation recommendations.
		4.4	**CSS Review of Meal Order**			
		4.4.1	Center's meal reservations routed to a Community Services Supervisor's (CSS's or area monitor's) Review Queue for approval or edit (5 CSSs monitor the 60+ centers).	D	N	Senior Stat does not make meal reservation recommendations.
		4.4.2	Meal reservations routed to the Nutritionist's Review Queue for approval/edit.	D	N	Senior Stat does not make meal reservation recommendations.
		4.5	**Nutritionist Review and Placing Order to Vendor**			
		4.5.1	Approved reservations are reviewed and approved/edited by one central nutritionist.	D	N	MJM does not do meal queuing or ordering for reservations at this time. MJM can offer customer customization for areas not natively supported in their off the shelf applications.
		4.5.2	System supports an electronic means for placing orders for meals to outside contracted vendors which include meal count per meal option, per center, per day.	D	N	See response in 4.5.1.
		4.5.3	System keeps record of the meal reservations by center staff, CSS, nutritionist or other authorized staff.	M	N	See response in 4.5.1.
		4.5.4	System keeps record of the meal reservations and edits by center staff, CSS, nutritionist or other authorized staff.	M	N	See response in 4.5.1.
		4.6	**Meal Check In**			
		4.6.1	System allows participants to electronically check into the system and indicate they will eat a meal that day.	M	Y	

Functional Requirements						
Functional Category #	Functional Category Name	Requirement #	Functional Requirement	Priority Mandatory= M Desired=D	Vendor Response (1)	Comments
		4.6.2	System recognizes whether participant reserved a meal for today. If Yes, then System prints a meal ticket/receipt with a barcode that indicates either Meal Option A or B (according to reservation). If No, then System prints a Waiting List ticket with a number corresponding to the order in which the individual checked in that day. The tickets to have a bar code that can be scanned.	M	D$	MJM does not do meal queuing or ordering for reservations at this time. MJM can offer customer customization for areas not natively supported in their off the shelf applications. This can be considered in future releases.
		4.6.3	System to allow center staff to record that a Shelf Stable meal (C) was provided to participant(s).	D	N	
		4.6.4	The meal ticket/receipt should have a meal type (A, B, C, Waiting List), a sequence number for each meal type and a date.	D	N	
		4.6.5	System to check the number of meals ordered to the number of the waiting list and notify when waiting list meals have exceeded the number of meals ordered.	M	D$	MJM does not do meal queuing or ordering for reservations at this time. MJM can offer customer customization for areas not natively supported in their off the shelf applications. This can be considered in future releases.
		4.6.6	System allows for nonregistered individuals to be individually signed in electronically as guests	M	Y	
		4.6.7	System allows for a group of nonregistered individuals to cumulatively be signed in electronically as guests	D	Y	
		4.6.8	System supports entry of services individually or in bulk by central office and staff in remote locations, including the ability to confirm planned units as delivered, reducing the data entry time.	M	Y	
		4.7	**Meal Sign Up to Consumption Reconciliation Reporting**			
		4.7.1	System supports inline/real-time data validation during invoice creation, including the ability for an end user to edit problem data "on-the-fly".	M	Y	
		4.7.2	System supports provider management including managing provider contract and service information; management of service and program contracts; and automated billing and remittance tracking, including paper and electronic invoices; and automatic audit trail creation.	M	D$	Senior Sat currently does not handle this functionality of billing and invoicing. This is an area we are willing to work together on.
		4.7.3	System to determine how many participants are actually consuming/participating in meals/events daily, weekly ..etc.	M	Y	

Functional Requirements

Functional Category #	Functional Category Name	Requirement #	Functional Requirement	Priority Mandatory= M Desired=D	Vendor Response (1)	Comments
		4.7.4	System to easily provide a roster of active and inactive participants for specific events/meals by center. For example, a senior may be an active participant of a center's congregate meal program but not an active participant of its transportation or exercise program. Also, a senior may be an active member of a congregate meal program at one center, and an inactive member of the center for which he/she originally joined.	M	Y	
		4.7.5	System to allow user to define "active participant" by the number of days since he/she last participated in a specific event/meal in a specific center. Therefore, the user would be able to easily print a roster of all participants of a particular center who last participated in a specific event within the last 90 days.	M	Y	
		4.7.6	Staff to have the ability to search for participants by center and select (check) the participants to add as having participated in an event or having received a service.	M	Y	
		4.7.7	System to allow authorized center staff to change funding source by individual meals and transportation service as well as change the funding source of meals and transportations of an entire site/center.	M	Y	
		4.7.8	System to allow authorized center staff to change meal type consumed (Meal Option A, B, or C, etc.) by individual meals as well as change the meal type consumed by an entire site/center.	M	D$	The system does allow for administrators to change meal type consumed by participant at this time. Global changes are not offered at this time.

(1) - Vendor Response Legend

Y	Functionality is resident in the software solution, neither configuration nor customization is required Requested information has been submitted within proposal.
C	Functionality is not currently resident but vendor is willing to provide functionality by configuration (not custom
C$	Functionality is not currently resident but vendor is willing to provide functionality by configuration (not custom development) at a cost to the client. Respondent must provide cost details within proposal section.
D	Functionality is not currently resident but vendor is willing to provide functionality by additional custom development.
D$	Functionality is not currently resident but vendor is willing to provide functionality by additional custom development at a cost to the client. Respondent must provide cost details within proposal section.
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Functional Requirements

Functional Category #	Functional Category Name	Requirement #	Functional Requirement	Priority Mandatory= M Desired=D	Vendor Response (1)	Comments
5.0	**Volunteer tracking/scheduling**	5.0	System should keep track of volunteers by: Recruiting volunteers Assigning volunteer functions Keeping track of days and hours volunteers work	D	Y	
		5.1	**Recruiting volunteers**			
		5.1.1	System allows staff to create flyers to promote volunteer recruitment	D	N	
		5.1.2	System allows staff to distribute flyers to email distribution lists of participants	D	N	
		5.1.3	System allows staff to promote volunteer recruitment from website	D	N	
		5.1.4	System will inform interested volunteer of recruiting information.	D	N	
		5.2	**Screening volunteers and application**			
		5.2.1	System allows for prospective volunteer to complete sections of participant registration form which they did not complete when they first registered or to complete the volunteer specific portion of the application as well as other basic demographic fields including emergency contact information and special accommodations required and general physical condition to determine ability to perform certain function, i.e. that require heavy lifting prior criminal convictions	D	D$	This feature would need to be customized to meet COSA needs.
		5.2.2	System allows for prospective volunteers to complete a general volunteer application and volunteer interest survey where skills, talents and interests are indicated	D	D$	
		5.2.3	System will distinguish from a *center approved volunteer* or a *volunteer who is not qualified as a senior* (student/community worker).	D	D$	
		5.3	**Keep Track of Days and Hours Volunteers Work**			
		5.3.1	System allows for volunteer to track hours worked from the menu options on the touch screen/terminal, the volunteer selects "Volunteer Sign In"	M	Y	
		5.3.2	System opens a separate window which allows for volunteers to indicate the number of hours they will volunteer that day	M	Y	
		5.3.3	System allows for volunteers to change the amount of time they volunteered at any point throughout the day	M	Y	
		5.4	**Volunteer Management Record**			
		5.4.1	System Keeps track of dates of orientation and trainings and evaluations	D	D$	MJM offers customer customization for areas not natively supported in the standard application.
		5.4.2	Systems reminds user (staff) as well as volunteer when their next training is due	D	D$	MJM offers customer customization for areas not natively supported in the standard application.
		5.4.3	Assign volunteer functions	D	Y	

(1) - Vendor Response Legend

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Functional Requirements

Functional Category #	Functional Category Name	Requirement #	Functional Requirement	Priority Mandatory= M Desired=D	Vendor Response (1)	Comments
6.0	**Transportation Tracking/Scheduling**	**6.0**	The System supports the following transportation processes: Tracking participants Creating Route Lists for Participants	D	D$	Senior Stat can track client participation on events that require transportation to and from the center. Any other transportation features will be customized.
		6.1	**Tracking participants**			
		6.1.1	System allows for participants at senior centers to indicate on a Touch Screen or Terminal whether they utilized transportation	M	Y	
		6.1.2	trip to center from home	M	Y	
		6.1.3	trip home from center	M	Y	
		6.1.4	trip to event from center	M	Y	
		6.1.5	trip to center from event	M	Y	
		6.1.6	System allows for participants to sign up for multiple trips the same day which may include a ride to and from home.	D	N	
		6.1.7	System allows for staff to sign in participants individually or in bulk for trips.	D	Y	
		6.1.8	System allows for printing of roster of participants who reserved event which can be used for roll call; roster to include at least:	D	Y	
		6.1.9	First name	D	Y	
		6.1.10	Last name	D	Y	
		6.1.11	Address	D	Y	
		6.1.12	Subdivision	D	D$	This can be considered in a future release. This element cannot be passed to SAMS.
		6.1.13	Phone number	D	Y	
		6.1.14	Emergency Contact's Name	D	Y	
		6.1.15	Emergency Contact's Phone #	D	Y	

Functional Requirements

Functional Category #	Functional Category Name	Requirement #	Functional Requirement	Priority Mandatory= M Desired=D	Vendor Response (1)	Comments
		6.2	**Route Planning**			
		6.2.1	System supports route planning, including generating daily and weekly route lists for drivers, including directions based on:	D	D$	MJM Senior Stat software will be capable of providing transportation solutions via handheld devices as well for transactional processing and routing solutions. None of this data other than the units of service will be passed to SAMS.
		6.2.2	· Services/activities	D	D$	See response in 6.2.1
		6.2.3	· Previous service delivery	D	D$	See response in 6.2.1
		6.2.4	· Reservation created via activity sign up	D	D$	See response in 6.2.1
		6.2.5	System includes linking to Web mapping of any address stored in the system and local printing of maps.	D	D$	See response in 6.2.1
		6.2.6	System's routes provide estimated time to arrive at each address.	D	D$	See response in 6.2.1
		6.2.7	System's routes provide a total amount of time it takes for entire trip.	D	D$	See response in 6.2.1
		6.2.8	System supports filtering of route lists by useful criteria, including but not limited to:	D	D$	See response in 6.2.1
		6.2.9	Participant's geographical location:	D	D$	See response in 6.2.1
		6.2.10	County	D	D$	See response in 6.2.1
		6.2.11	City	D	D$	See response in 6.2.1
		6.2.12	Zip	D	D$	See response in 6.2.1
		6.2.13	Council District	D	D$	See response in 6.2.1
		6.2.14	Demographic information:	D	D$	See response in 6.2.1
		6.2.15	Gender	D	D$	See response in 6.2.1
		6.2.16	Race	D	D$	See response in 6.2.1
		6.2.17	Ethnicity	D	D$	See response in 6.2.1
		6.2.18	Criteria related to previous service delivery, or inclusion on routes.	D	D$	See response in 6.2.1

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Functional Requirements

Functional Category #	Functional Category Name	Requirement #	Functional Requirement	Priority Mandatory= M Desired=D	Vendor Response (1)	Comments
7.0	Reporting	7.0	System supports the following reporting: The reporting of meals The reporting of transportation Internal reporting of various activities	M	Y	Vendor Responses in this section reflect standard reporting capabilities in either the MJM system, the Harmony SAMS system, or both. SAMS is only used at the COSA Central Downtown office. The Harmony SAMS system will serve as an integration point for a future integration that will transfer participant and service delivery data from the COSA SAMS database to the Bexar/DADS SAMS database using the SAMS Import-Export Utility. The SAMS Import-Export Utility is specifically designed to transfer consumer and service delivery data from one SAMS database to another using a standard XML file format. The tool will allow the customer to automatically create the XML file from the source database and import it to the destination database on demand. This data transfer process can be run as frequently as desired. Note that until utilization of this interface is approved by TX DADS, Harmony will provide a managed service whereby a Harmony resource will manually enter data into the Bexar/DADS database on an agreed upon schedule, likely to be monthly. In this scenario the COSA SAMS database will be the system of record from which Harmony will gather the data to be entered into the TX DADS database. A custom report will likely be developed to capture the exact data set to be manually entered into the TX Bexar/DADS database.
		7.1	**Participant Registration Reporting**			
		7.1.1	System generates a report which indicates possible duplicate participants. User (staff) to select one or more fields:	M	Y	
		7.1.2	First name	M	Y	
		7.1.3	Last name	M	Y	
		7.1.4	Name of center(s)	M	Y	
		7.1.5	Date of birth	M	D$	
		7.1.6	Last 4 of SSN	M	D$	
		7.1.7	Address	M	D$	
		7.1.8	Phone #	M	D$	
		7.1.9	Gender	M	Y	
		7.1.10	Total # (of duplicates provided)	M	D$	
		7.1.11	System generates a report of registered (not approved) participants for each Center	M	Y	
		7.1.12	Name of center	M	Y	
		7.1.13	Name of participant	M	Y	
		7.1.14	Date of birth	M	D$	
		7.1.15	Age	M	Y	
		7.1.16	Council District	M	Y	
		7.1.17	Address	M	D$	
		7.1.18	Phone Number	M	D$	
		7.1.19	Gender	M	Y	
		7.1.20	Race	M	Y	
		7.1.21	Ethnicity	M	Y	
		7.1.22	Total # [of individuals registered (not approved)]	M	D$	
		7.1.23	System generates a report of registered (approved) participants for each Center.	M	Y	
		7.1.24	Name of center	M	Y	
		7.1.25	Name of participant	M	Y	
		7.1.26	Date of Birth	M	Y	
		7.1.27	Age	M	Y	
		7.1.28	Council District	M	Y	
		7.1.29	Address	M	D$	
		7.1.30	Phone Number	M	D$	
		7.1.31	Gender	M	Y	
		7.1.32	Race	M	Y	
		7.1.33	Ethnicity	M	Y	
		7.1.34	Total # [of individuals registered (approved)]	M		
		7.1.35	Report to determine number of participants who live in specified geo-coded areas (i.e., Council District, census tracts). Staff to select by checking specified participants or all participants.	M	D$	
		7.1.36	Service Period (date range)	M	D$	
		7.1.37	Name of Center(s)	M	D$	
		7.1.38	Council District # (1-10)	M	D$	
		7.1.39	# of participants who live in each specified Council District (1-10)	M	D$	
		7.1.40	# of participants who do not live in a Council District (outside City limits)	M	D$	
		7.1.41	Names of individuals in census tract	D	D$	
		7.1.42	# of participants in census tracts	D	D$	
		7.1.43	**Nutrition Education Report** (Ex 8.)			
		7.1.44	Name of centers by Council District	D	Y	

Functional Requirements

Functional Category #	Functional Category Name	Requirement #	Functional Requirement	Priority Mandatory= M Desired=D	Vendor Response (1)	Comments
		7.1.45	Service period (date range)	D	D$	
		7.1.46	# of nutrition ed topics covered per specified time period	D	D$	
		7.1.47	# of seniors who received nutrition education topic for the congregate meals program	D	C	
		7.1.48	System to generate a report which lists the individuals per specified centers which have not returned to the center (scanned in) in a specified amount of time (i.e., the past 3 or N months)	M	D$	
		7.1.49	Name	M	D$	
		7.1.50	Address	M	D$	
		7.1.51	Phone Number	M	D$	
		7.1.52	Email	M	D$	
		7.1.53	Council District	M	D$	
		7.1.54	**Multiple Center Report (by Participant and Center).** A report where user (staff) selects (checks) active participants from a particular center and system indicates centers those individuals attend by a specified date range, and whether they ate a meal. *[Purpose: to determine the center(s) participants attend after their principal center has closed and whether they ate a meal at the new center(s)].*	M	Y	
		7.1.55	Service Period (date range)	M	Y	
		7.1.56	Name of center selected	M	Y	
		7.1.57	Name of participant	M	Y	
		7.1.58	Name of center(s) participant attended	M	Y	
		7.1.59	Ate a meal	M	Y	
		7.1.60	Yes (indicates whether a person ate a meal at specified center)	M	Y	
		7.1.61	# of active participants of center (which closed)	M	Y	
		7.1.62	# of individuals of principal center who attended another center during specified date range	M	Y	
		7.1.63	% of individuals of principal center who attended another center during specified date range	M	D$	
		7.1.64	# of individuals of principal center who ate a meal at another center during specified date range	M	D$	
		7.1.65	% of individuals of principal center who ate a meal at another center during specified date range	M	D$	
		7.1.66	**Multiple Center Report (by Site Type).** A report where user (staff) selects (checks) "active" participants from a particular center and system indicates # of participants who attend various types of centers and whether they ate a meal. *[Purpose: to determine the types of center(s) participants attend after their principal center has closed and whether they ate a meal at their new center(s)].*	M	Y	
		7.1.67	Service Period (date range)	M	Y	
		7.1.68	Name of center selected	M	Y	
		7.1.69	# of active participants of center selected	M	Y	
		7.1.70	Type of Senior Center	M	Y	All reports by site name
		7.1.71	City Comprehensive Senior Center	M	D$	
		7.1.72	# of participants who attended	M	D$	
		7.1.73	% of participants who attended	M	D$	
		7.1.74	# of participants who ate a meal	M	D$	
		7.1.75	% of participants who ate a meal	M	D$	
		7.1.76	City Nutrition Senior Center	M	D$	
		7.1.77	# of participants who attended	M	D$	
		7.1.78	% of participants who attended	M	D$	
		7.1.79	# of participants who ate a meal	M	D$	

Functional Requirements

Functional Category #	Functional Category Name	Requirement #	Functional Requirement	Priority Mandatory= M Desired=D	Vendor Response (1)	Comments
		7.1.80	% of participants who ate a meal	M	D$	
		7.1.81	Vendor Senior Center	M	D$	
		7.1.82	# of participants who attended	M	D$	
		7.1.83	% of participants who attended	M	D$	
		7.1.84	# of participants who ate a meal	M	D$	
		7.1.85	% of participants who ate a meal	M	D$	
		7.1.86	Volunteer Senior Center	M	D$	
		7.1.87	# of participants who attended	M	D$	
		7.1.88	% of participants who attended	M	D$	
		7.1.89	# of participants who ate a meal	M	D$	
		7.1.90	% of participants who ate a meal	M	D$	
		7.1.91	Total (all site types)	M	Y	
		7.1.92	# of participants who attended	M	Y	
		7.1.93	% of participants who attended	M	D$	
		7.1.94	# of participants who ate a meal	M	Y	
		7.1.95	% of participants who ate a meal	M	D$	
		7.2	**Event Reporting**			
		7.2.1	Monthly Event Calendar	D	Y	
		7.2.2	Day	D	D$	
		7.2.3	Month	D	Y	
		7.2.4	Year	D	Y	
		7.2.5	Center	D	Y	
		7.2.6	Event/Activity (by day by center)	D	Y	
		7.2.7	Event Reservation List by Event Type (List of names of individuals who made a reservation; report to serve as a waiting list)	M	Y	
		7.2.8	Center	M	Y	
		7.2.9	Event/Activity	M	Y	
		7.2.10	Date and time activity offered	M	Y	
		7.2.11	Name of individual	M	Y	
		7.2.12	Date/Time individual made a reservation	D	Y	
		7.2.13	Phone Number of participant	D	Y	
		7.2.14	Current Event Roster (List of names of individuals confirmed for event)	M	Y	
		7.2.15	Date	M	Y	
		7.2.16	Center	M	Y	
		7.2.17	Event/Activity	M	Y	
		7.2.18	Name of participant	M	Y	
		7.2.19	Phone Number of participant	M	Y	
		7.2.20	Emergency Contact Name	M	D$	
		7.2.21	Emergency Contact Phone #	M	D$	
		7.2.22	Roster / Count of unduplicated participants participating in activities by center by event for user specified period of time.	M	Y	
		7.2.23	Service Period (date range)	M	Y	
		7.2.24	Center	M	Y	
		7.2.25	Event/Activity	M	Y	
		7.2.26	Name of participant	M	Y	
		7.2.27	# of unduplicated participants per event	M	Y	
		7.2.28	Roster / Count of total # of unduplicated participants across all centers for specified period of time. Participants who attend multiple centers or tied to multiple fund identifiers to appear once on this report.	M	Y	Can only be added to roster unless registered
		7.2.29	Service Period (date range)	M	Y	
		7.2.30	Center	M	Y	
		7.2.31	Name of participant	M	Y	
		7.2.32	# of unduplicated participants	M	Y	
		7.2.33	Event Reconciliation	D	Y	
		7.2.34	Date	D	Y	
		7.2.35	Center	D	Y	
		7.2.36	Event/Activity	D	Y	
		7.2.37	Name of participants who attended event (whether or not they registered)	D	Y	
		7.2.38	# of individuals who participated in event	D	Y	
		7.2.39	Participant Activity Report. A report which lists all the activities, events, transportation, etc. where one participated by center (existing/no longer in existence).	M	Y	

Functional Requirements

Functional Category #	Functional Category Name	Requirement #	Functional Requirement	Priority Mandatory= M Desired=D	Vendor Response (1)	Comments
		7.2.40	Center	M	Y	
		7.2.41	Participant	M	Y	
		7.2.42	Events	M	Y	
		7.2.43	Dates attended events	M	Y	
		7.3	**Volunteer Tracking/Scheduling Reporting**			
		7.3.1	List of Volunteers for each event	D	Y	
		7.3.2	Service Period (date range)	D	Y	
		7.3.3	Center	D	Y	
		7.3.4	Event	D	Y	
		7.3.5	Date of event	D	Y	
		7.3.6	Participant	D	Y	
		7.3.7	Participant Phone Number	D	Y	
		7.3.8	Volunteers days, event and hours worked		Y	
		7.3.9	Service Period (date range)	M	Y	
		7.3.10	Center	M	Y	
		7.3.11	Event	M	Y	
		7.3.12	Date of event	M	Y	
		7.3.13	Participant	M	Y	
		7.3.14	Dates (list) which the volunteer worked	M	Y	
		7.3.15	# of days the volunteer worked	M	Y	
		7.3.16	# of hours (worked by volunteer)	M	Y	
		7.3.17	Volunteers orientation/training schedule	D	D$	
		7.3.18	Center	D	D$	
		7.3.19	Name (of volunteer)	D	D$	
		7.3.20	Date attended orientation	D	D$	
		7.3.21	Date attended training	D	D$	
		7.3.22	System generates a detail report for a specified service period which captures:	M	Y	
		7.3.23	Total number of volunteer hours per:	M	Y	
		7.3.24	Center	M	Y	
		7.3.25	Volunteer	M	Y	
		7.3.26	Hours volunteered	M	Y	
		7.3.27	System generates a totals report for a specified service period which captures: total number of volunteer hours per center and the monetary value for the hours worked per center, and overall total for all centers.	D	Y	
		7.3.28	Service Period (date range)	D	Y	
		7.3.29	Center(s)	D	Y	
		7.3.30	Volunteer Hours	D	Y	
		7.3.31	Unit Rate (monetary value per hour)	D	N	
		7.3.32	Subtotal hours (per center)	D	N	
		7.3.33	Total hours (for all centers)	D	N	
		7.3.34	Subtotal monetary value per center	D	N	
		7.3.35	Total monetary value (for all centers)	D	N	
		7.4	**Meals Reporting**			
		7.4.1	**Meal Reservation Report:** System generates a meal reservation report per center which provides: lists of the names of the participants who reserved a meal per meal option for each day selected. If Monday through Friday were selected, the one report would list participants for Monday meal option A followed by a list of participants for Monday meal option B, for a total of 10 lists. Staff to have the option to sort by alphabetical order or by time which participants reserved a meal.	M	D$	Senior Stat currently does note provide a report that specifically addresses this requirement. A custom report would need to be developed.
		7.4.2	Meal Reservation Report (Title)	M	D$	See response above in 7.4.1
		7.4.3	Service Period (date range)	M	D$	See response above in 7.4.1
		7.4.4	Center	M	D$	See response above in 7.4.1
		7.4.5	Day	M	D$	See response above in 7.4.1
		7.4.6	Entrée (Meal Option A)	M	D$	See response above in 7.4.1
		7.4.7	Name (list of participants who reserved the Meal Option A Entrée)	M	D$	See response above in 7.4.1
		7.4.8	Entrée (Meal Option B)	M	D$	See response above in 7.4.1
		7.4.9	Name (list of participants who reserved the Meal Option B Entrée)	M	D$	See response above in 7.4.1

Functional Requirements

Functional Category #	Functional Category Name	Requirement #	Functional Requirement	Priority Mandatory= M Desired=D	Vendor Response (1)	Comments
		7.4.10	**Inventory of C (Shelf Stable) Meals.** Staff to enter in system and system to report by date (a) the # of C Meals received by a particular center (b) the # of participants who received C meals from that center (c) the # of C Meals checked out to satellite centers from that center. Staff to be able to update number of meals received and checked out to satellite centers. System to track date update made.	D	N	
		7.4.11	Service Period (date range)	D	N	
		7.4.12	Center	D	N	
		7.4.13	Date received C Meals	D	N	
		7.4.14	# of C Meals received	D	N	
		7.4.15	Total # of C Meals received	D	N	
		7.4.16	Date consumed	D	N	
		7.4.17	# of C Meals consumed	D	N	
		7.4.18	Total # of C Meals consumed	D	N	
		7.4.19	Date checked out to satellite centers	D	N	
		7.4.20	# of C Meals checked out to satellite centers	D	N	
		7.4.21	Total # of C Meals checked out to satellite cent	D	N	
		7.4.22	# of C Meals remaining	D	N	
		7.4.23	**C (Shelf Stable) Meals Consumed by participants.** System to list the names of participants who consumed a C Meal by date.	D	N	
		7.4.24	Service Period (date range)	D	N	
		7.4.25	Center	D	N	
		7.4.26	Date received C Meals	D	N	
		7.4.27	# of C Meals received	D	N	
		7.4.28	Date consumed	D	N	
		7.4.29	Names of participants	D	N	
		7.4.30	# of C Meals consumed	D	N	
		7.4.31	System supports kitchen planning, including generating kitchen management reports to track meal and nutritional information.	D	N	
		7.4.32	**Most popular meals (entrees) served:** System generates a report to determine most popular entrees served (i.e., the report includes all meal entrees served and filters by the most served by all centers *OR* by specified centers); sorted by most to least or alphabetically	D	N	
		7.4.33	Service period (date range)	D	N	
		7.4.34	Name of entrée	D	N	
		7.4.35	# of times entrée offered per specified date range	D	N	
		7.4.36	# of times consumed (per entrée)	D	N	
		7.4.37	Avg # of times consumed (per entrée). If entrée "X" was served twice within the service period and consumed by 1,000 and 1,200 participants, the avg would be 1,100.	D	N	
		7.4.38	**Meals Reserved by participants vs. Meals Served:** System generates report which compares meals reserved to meals eaten by specific (a) center(s), (b) participant(s) and (c) date range	M	D$	Senior Stat currently does note provide a report that specifically addresses this requirement. A custom report would need to be developed.
		7.4.39	Service period (date range)	M	D$	See response above in 7.4.38
		7.4.40	Center	M	D$	See response above in 7.4.38
		7.4.41	Number of meals participant reserved	M	D$	See response above in 7.4.38
		7.4.42	Number of meals participant ate (max 1 per day)	M	D$	See response above in 7.4.38
		7.4.43	% of times participant ate when reserving a meal	M	D$	See response above in 7.4.38
		7.4.44	Total # of times (all participants reserved at specified center(s)	M	D$	See response above in 7.4.38
		7.4.45	Total # of times (all participants ate a meal at specified center(s)	M	D$	See response above in 7.4.38
		7.4.46	% of times meal	M	D$	See response above in 7.4.38
		7.4.47	Detail report which lists the dates within service period meals reserved are not consumed per participant	M	D$	See response above in 7.4.38
		7.4.48	Service period (date range)	M	D$	See response above in 7.4.38

Functional Requirements

Functional Category #	Functional Category Name	Requirement #	Functional Requirement	Priority Mandatory= M Desired=D	Vendor Response (1)	Comments
		7.4.49	Center	M	D$	See response above in 7.4.38
		7.4.50	Name of participant	M	D$	See response above in 7.4.38
		7.4.51	Number of times participant reserved	M	D$	See response above in 7.4.38
		7.4.52	Number of times participant ate a meal	M	D$	See response above in 7.4.38
		7.4.53	% of times participant ate when reserving a meal	M	D$	See response above in 7.4.38
		7.4.54	List of date within service period meals reserved are not consumed per participant	M	D$	See response above in 7.4.38
		7.4.55	**Meals Ordered vs. Meals Served:** System generates a report that compares total meals ordered by COSA to the meals served; report provides management with a percentage of "over ordered" (wasted) meals by (a) center type (b) specified site (c) date range Note: Take into account test meals for meals ordered. System to subtract 1 meal ordered per center, per serving day, to account for test meal.	M	D$	See response above in 7.4.38
		7.4.56	Service period (date range)	M	Y	
		7.4.57	Center type (City Comprehensive, City Nutrition, Vendor, Volunteer)	M	D$	See response above in 7.4.38
		7.4.58	Center	M	Y	
		7.4.59	Meals Ordered by center	M	D$	See response above in 7.4.38
		7.4.60	Meals Served by center	M	Y	
		7.4.61	Meals Over Ordered by center	M	D$	See response above in 7.4.38
		7.4.62	% Meals Over Ordered by center	M	D$	See response above in 7.4.38
		7.4.63	Meals Ordered by center type	M	D$	See response above in 7.4.38
		7.4.64	Meals Served by center type	M	D$	See response above in 7.4.38
		7.4.65	Meals Over Ordered by center type	M	D$	See response above in 7.4.38
		7.4.66	% Meals Over Ordered by center type	M	D$	See response above in 7.4.38
		7.4.67	Total Meals Ordered	M	D$	See response above in 7.4.38
		7.4.68	Total Meals Served	M	Y	
		7.4.69	Total Meals Over Ordered	M	D$	See response above in 7.4.38
		7.4.70	% meals over ordered	M	D$	See response above in 7.4.38
		7.4.71	**Senior Nutrition Program Statement of Meals Served** — Roster Invoice (Statement of Meals Served)(Ex. 1):	M	N	Harmony SAMS Reports, which offer ad-hoc report definitions, will be available to licensed SAMS users at the COSA Main Office. Reporting capabilities in SAMS will be limited to Service Delivery and Consumer reports (reportable data elements will be limited to the data that send to SAMS from the MJM system). All other reporting will be accomplished via the MJM system.
		7.4.72	Invoice #	M	N	MJM's system does not provide any invoicing or meal costing.
		7.4.73	Roster Period (Date Range)	M	N	MJM's system does not provide any invoicing or meal costing.
		7.4.74	Contract Period (Date Range)	M	N	MJM's system does not provide any invoicing or meal costing.
		7.4.75	Agency Name	M	N	MJM's system does not provide any invoicing or meal costing.
		7.4.76	Program Name	M	N	MJM's system does not provide any invoicing or meal costing.
		7.4.77	SAP Vendor #	M	N	MJM's system does not provide any invoicing or meal costing.
		7.4.78	Vendor Address	M	N	MJM's system does not provide any invoicing or meal costing.
		7.4.79	Issued to: City of San Antonio, Department of Human Services, Senior Services Division	M	N	MJM's system does not provide any invoicing or meal costing.
		7.4.80	**Congregate meals (Units** served during specified service period) by the following fund identifiers:	M	Y	Harmony SAMS Reports, which offer ad-hoc report definitions, will be available to licensed SAMS users at the COSA Main Office. Reporting capabilities in SAMS will be limited to Service Delivery and Consumer reports (reportable data elements will be limited to the data that send to SAMS from the MJM system). All other reporting will be accomplished via the MJM system.
		7.4.81	Title III-C1	M	Y	
		7.4.82	NSIP	M	Y	
		7.4.83	Private	M	Y	
		7.4.84	Program Income	M	Y	
		7.4.85	Other Local Funds	M	Y	
		7.4.86	Total Congregate Meals	M	Y	
		7.4.87	Unit rate: $1.74	M	N	MJM's system does not provide any invoicing or meal costing.
		7.4.88	Invoice Total: (dollar amount displayed)	M	N	MJM's system does not provide any invoicing or meal costing.
		7.4.89	PO # (automatically displayed)	M	N	MJM's system does not provide any invoicing or meal costing.
		7.4.90	GL # (automatically displayed)	M	N	MJM's system does not provide any invoicing or meal costing.
		7.4.91	IO # (automatically displayed)	M	N	MJM's system does not provide any invoicing or meal costing.
		7.4.92	GR # (line available to be written in)	M	N	MJM's system does not provide any invoicing or meal costing.
		7.4.93	Signature line & date for: Program Division Manager	M	N	MJM's system does not provide any invoicing or meal costing.
		7.4.94	Signature line & date for: Fiscal Staff	M	N	MJM's system does not provide any invoicing or meal costing.
		7.4.95	Signature line & date for: Fiscal Management	M	N	MJM's system does not provide any invoicing or meal costing.

Functional Requirements

Functional Category #	Functional Category Name	Requirement #	Functional Requirement	Priority Mandatory= M Desired=D	Vendor Response (1)	Comments
		7.4.96	**Agency Summary Report (Ex 1b) named "Service Units - Congregate Meals (DETAIL)":**	M	Y	Harmony SAMS Reports, which offer ad-hoc report definitions, will be available to licensed SAMS users at the COSA Main Office. Reporting capabilities in SAMS will be limited to Service Delivery and Consumer reports (reportable data elements will be limited to the data that send to SAMS from the MJM system). All other reporting will be accomplished via the MJM system.
		7.4.97	Service Period (date range)	M	Y	
		7.4.98	Date report printed	M	Y	
		7.4.99	Agency: Bexar County Area Agency on Aging	M	Y	
		7.4.100	Site: (name of senior center)	M	Y	
		7.4.101	Fund identifier:	M	Y	
		7.4.102	Title III-C1	M	Y	
		7.4.103	NSIP	M	Y	
		7.4.104	Private	M	Y	
		7.4.105	Program Income	M	Y	
		7.4.106	Other Local Funds	M	Y	
		7.4.107	Service: Congregate Meals	M	Y	
		7.4.108	Consumer ID #	M	Y	
		7.4.109	Consumers/Consumer Groups (lists names of all consumers/consumer groups per fund identifier)	M	N	
		7.4.110	Units (total meal units per consumer)	M	N	
		7.4.111	Period (Service Period displayed by Month & Year)	M	N	
		7.4.112	Units (total meal units per consumer)	M	N	
		7.4.113	Average Price per Unit (automatically displayed)	M	N	MJM's system does not provide any invoicing or meal costing.
		7.4.114	Cost (total cost per consumer)	M	N	MJM's system does not provide any invoicing or meal costing.
		7.4.115	Subtotal for Service (of Consumers/Consumer Groups, Units, and Cost)	M	N	
		7.4.116	Subtotal for Fund Identifier (of Consumers/Consumer groups, Units, and Cost)	M	N	
		7.4.117	Subtotal for Site (of Consumers/Consumer Groups, Units, and Cost)	M	N	
		7.4.118	Total for Agency (of Consumers/Consumer Groups, Units, and Cost)	M	N	
		7.4.119	Grand Total (of Consumers, Consumer Groups, Units, and Cost)	M	N	
		7.4.120	**Agency Summary Report (Totals Only) named "Reconciliation - Congregate Units - Sorted by Site & Fund Identifier"** (Ex. 3):	M	N	Harmony SAMS Reports, which offer ad-hoc report definitions, will be available to licensed SAMS users at the COSA Main Office. Reporting capabilities in SAMS will be limited to Service Delivery and Consumer reports (reportable data elements will be limited to the data that send to SAMS from the MJM system). All other reporting will be accomplished via the MJM system.
		7.4.121	Service period (date range)	M	N	
		7.4.122	Date report printed	M	N	
		7.4.123	Agency: Bexar County Area Agency on Aging	M	N	
		7.4.124	Site: (name of senior center)	M	N	
		7.4.125	Fund Identifier:	M	N	
		7.4.126	Title III-C1	M	N	
		7.4.127	NSIP	M	N	
		7.4.128	Private	M	N	
		7.4.129	Program Income	M	N	
		7.4.130	Other Local Funds	M	N	
		7.4.131	Service: Congregate Meals	M	N	
		7.4.132	Consumers/Consumer Groups (lists total number of consumers/consumer groups per fund identifier)	M	N	
		7.4.133	Units (total meal units per fund identifier)	M	N	MJM's system does not provide any invoicing or meal costing.
		7.4.134	Cost (total cost per fund identifier)	M	N	MJM's system does not provide any invoicing or meal costing.
		7.4.135	Subtotal for Fund Identifier (of consumers/consumer groups, units, and cost)	M	N	MJM's system does not provide any invoicing or meal costing.
		7.4.136	Subtotal for Site (of Consumers/Consumer Groups, Units, and Cost)	M	N	MJM's system does not provide any invoicing or meal costing.
		7.4.137	Total for Agency	M	N	

Functional Requirements

Functional Category #	Functional Category Name	Requirement #	Functional Requirement	Priority Mandatory= M Desired=D	Vendor Response (1)	Comments
		7.4.138	Grand Total (of Consumers/Consumer Groups, Units, and Cost)	M	N	
		7.4.139	**Agency Summary Report (Totals Only)** named **"Service Units - Congregate Meals (DETAIL)"** (Ex 3.1)	M	Y	Harmony SAMS Reports, which offer ad-hoc report definitions, will be available to licensed SAMS users at the COSA Main Office. Reporting capabilities in SAMS will be limited to Service Delivery and Consumer reports (reportable data elements will be limited to the data that send to SAMS from the MJM system). All other reporting will be accomplished via the MJM system.
		7.4.140	Service period (date range)	M	N	
		7.4.141	Date report printed	M	N	
		7.4.142	Agency: Bexar County Area Agency on Aging	M	N	
		7.4.143	Fund Identifiers:	M	N	
		7.4.144	Title III-C1	M	N	
		7.4.145	NSIP	M	N	
		7.4.146	Private Pay	M	N	
		7.4.147	Program Income	M	N	
		7.4.148	Other Local Funds	M	N	
		7.4.149	Service: Congregate Meals	M	N	
		7.4.150	Consumers/Consumer Groups (lists total number of consumers/consumer groups per fund identifier	M	N	
		7.4.151	Units (total meal units per fund identifier)	M	N	
		7.4.152	Cost (total cost per fund identifier)	M	N	MJM's system does not provide any invoicing or meal costing.
		7.4.153	Subtotal for Fund Identifier (of consumers/consumer groups, units, and cost)	M	N	
		7.4.154	Total for Agency (of consumers/consumer groups, units, and cost)	M	N	
		7.4.155	Grand Total (of Consumers/Consumer Groups, Units, and Cost)	M	N	MJM's system does not provide any invoicing or meal costing.
		7.4.156	**Agency Summary Report (Totals Only)** named **"Service Units - Congregate Meals"** (Ex. 5)	M	Y	Harmony SAMS Reports, which offer ad-hoc report definitions, will be available to licensed SAMS users at the COSA Main Office. Reporting capabilities in SAMS will be limited to Service Delivery and Consumer reports (reportable data elements will be limited to the data that send to SAMS from the MJM system). All other reporting will be accomplished via the MJM system.
		7.4.157	Service period (date range)	M	N	
		7.4.158	Date report printed	M	N	
		7.4.159	Agency: Bexar County Area Agency on Aging	M	N	
		7.4.160	Fund Identifiers:	M	N	
		7.4.161	Title III-C1	M	N	
		7.4.162	NSIP	M	N	
		7.4.163	Private Pay	M	N	
		7.4.164	Program Income	M	N	
		7.4.165	Other Local Funds	M	N	
		7.4.166	Consumers/Consumer Groups (lists total number of consumers/consumer groups per fund identifier	M	N	
		7.4.167	Units (total meal units per fund identifier)	M	N	
		7.4.168	Cost (total cost per fund identifier)	M	N	MJM's system does not provide any invoicing or meal costing.
		7.4.169	Subtotal for Fund Identifier (of Consumers/Consumer group, Units, and Cost)	M	N	MJM's system does not provide any invoicing or meal costing.
		7.4.170	Total for Agency (of Consumers/Consumer group, Units, and Cost)	M	N	MJM's system does not provide any invoicing or meal costing.
		7.4.171	Grand Total (of Consumers/Consumer Groups, Units, and Cost)	M	N	MJM's system does not provide any invoicing or meal costing.
		7.4.172	**Agency Summary Report** named **"Service Units - Congregate Meals (DETAIL)"** (Ex 5.1)	M	Y	Harmony SAMS Reports, which offer ad-hoc report definitions, will be available to licensed SAMS users at the COSA Main Office. Reporting capabilities in SAMS will be limited to Service Delivery and Consumer reports (reportable data elements will be limited to the data that send to SAMS from the MJM system). All other reporting will be accomplished via the MJM system.
		7.4.173	Service period (date range)	M	N	
		7.4.174	Date report printed	M	N	
		7.4.175	Agency: Bexar County Area Agency on Aging	M	N	
		7.4.176	Site: (name of senior center)	M	N	
		7.4.177	Fund Identifiers:	M	N	

Functional Requirements

Functional Category #	Functional Category Name	Requirement #	Functional Requirement	Priority Mandatory= M Desired=D	Vendor Response (1)	Comments
		7.4.178	Title III-C1	M	N	
		7.4.179	NSIP	M	N	
		7.4.180	Private Pay	M	N	
		7.4.181	Program Income	M	N	
		7.4.182	Other Local Funds	M	N	
		7.4.183	Service: Congregate Meals	M	N	
		7.4.184	Consumers/Consumer Groups (lists names of all consumers/consumer groups per fund identifier)	M	N	
		7.4.185	Period (Service Period displayed by Month & Year)	M	N	
		7.4.186	Units (total meal units per consumer)	M	N	
		7.4.187	Average Price per Unit (automatically displayed)	M	N	MJM's system does not provide any invoicing or meal costing.
		7.4.188	Cost (total cost per consumer)	M	N	MJM's system does not provide any invoicing or meal costing.
		7.4.189	Subtotal for Service (of Consumers/Consumer Groups, Units, and Cost)	M	N	MJM's system does not provide any invoicing or meal costing.
		7.4.190	Subtotal for Fund Identifier (of Consumers/Consumer groups, Units, and Cost)	M	N	MJM's system does not provide any invoicing or meal costing.
		7.4.191	Total for Agency (of Consumers/Consumer groups, Units, and Cost)	M	N	MJM's system does not provide any invoicing or meal costing.
		7.4.192	Grand Total (of Consumers/Consumer Groups, Units, and Cost)	M	N	MJM's system does not provide any invoicing or meal costing.
		7.4.193	**DADS Unduplicated Client Counts Congregate Meals** (Ex 7) (for new participants)	M	N	See comment 7.0
		7.4.194	Fiscal Period Start (automatically to match DADS report)	M	N	
		7.4.195	"Unduplicated Clients - Congregate" (COSA's name for report)	M	N	
		7.4.196	Report Month (displayed as in DADS report)	M	N	
		7.4.197	Date report printed	M	N	
		7.4.198	Agency: Bexar County Area Agency on Aging	M	N	
		7.4.199	Fund Identifier:	M	N	
		7.4.200	Title III-C1	M	N	
		7.4.201	Service: Congregate Meals	M	N	
		7.4.202	Consumers/Consumer Groups	M	N	
		7.4.203	Consumer ID	M	N	
		7.4.204	First Name	M	N	
		7.4.205	MI	M	N	
		7.4.206	Last Name	M	N	
		7.4.207	Cost per Consumer	M	N	MJM's system does not provide any invoicing or meal costing.
		7.4.208	Unduplicated Total for Service	M	N	
		7.4.209	Subtotal for Fund Identifier	M	N	
		7.4.210	Unduplicated Total for Report Month	M	N	
		7.5	**Transportation Reporting**	M	D$	Senior Stat currently does not offer transportation bases reporting. This would be a custom development effort.
		7.5.1	**Agency Summary Report** named **"Service Units - Transportation (DETAIL) Report** (Ex 6.1)	D	D$	Harmony SAMS Reports, which offer ad-hoc report definitions, will be available to licensed SAMS users at the COSA Main Office. Reporting capabilities in SAMS will be limited to Service Delivery and Consumer reports (reportable data elements will be limited to the data that send to SAMS from the MJM system). All other reporting will be accomplished via the MJM system.
		7.5.2	Service period (date range)	D	Y	
		7.5.3	Date report printed	D	Y	
		7.5.4	Agency: Bexar County Area Agency on Aging	D	Y	
		7.5.5	Fund Identifiers:	D	N	
		7.5.6	Title III-B	D	N	
		7.5.7	Program Income	D	N	
		7.5.8	Other Local Funds	D	N	
		7.5.9	Service: Transportation - Demand/Response	D	D$	See comment 7.5
		7.5.10	Consumers/Consumer Groups (lists names of all consumers/consumer groups per fund identifier)	D	D$	See comment 7.5
		7.5.11	Period (Service Period displayed by Month & Year)	D	D$	See comment 7.5

Functional Requirements

Functional Category #	Functional Category Name	Requirement #	Functional Requirement	Priority Mandatory= M Desired=D	Vendor Response (1)	Comments
		7.5.12	Units (total transportation units per consumer)	D	D$	See comment 7.5
		7.5.13	Average Price per Unit (automatically displayed)	D	N	MJM's system does not provide any invoicing or costing.
		7.5.14	Cost (total cost per consumer)	D	N	MJM's system does not provide any invoicing or costing.
		7.5.15	Subtotal for Service (of Consumers/Consumer Groups, Units, and Cost)	D	D$	See comment 7.5
		7.5.16	Subtotal for Fund Identifier (of Consumers/Consumer groups, Units, and Cost)	D	D$	See comment 7.5
		7.5.17	Total for Agency (of Consumers/Consumer groups, Units, and Cost)	D	D$	See comment 7.5
		7.5.18	Grand Total (of Consumers/Consumer Groups, Units, and Cost)	D	D$	See comment 7.5
		7.5.19	**DADS Unduplicated Client Counts Transportation** (Ex 7.1) (for new participants)	D	D$	See comment 7.5
		7.5.20	Fiscal Period Start (automatically to match DADS report)	D	D$	See comment 7.5
		7.5.21	"Unduplicated Clients - Transportation" (COSA's name for report)	D	D$	See comment 7.5
		7.5.22	Report Month (displayed as in DADS report)	D	D$	See comment 7.5
		7.5.23	Date report printed	D	D$	See comment 7.5
		7.5.24	Agency: Bexar County Area Agency on Aging	D	D$	See comment 7.5
		7.5.25	Fund Identifier:	D	D$	See comment 7.5
		7.5.26	Title III-B	D	D$	See comment 7.5
		7.5.27	Service: Transportation - Demand/Response	D	D$	See comment 7.5
		7.5.28	Consumers/Consumer Groups	D	D$	See comment 7.5
		7.5.29	Consumer ID	D	D$	See comment 7.5
		7.5.30	First Name	D	D$	See comment 7.5
		7.5.31	MI	D	D$	See comment 7.5
		7.5.32	Last Name	D	D$	See comment 7.5
		7.5.33	Unduplicated Total for Service	D	D$	See comment 7.5
		7.5.34	Subtotal for Fund Identifier	D	D$	See comment 7.5
		7.5.35	Unduplicated Total for Report Month	D	D$	See comment 7.5
		7.5.36	Number of unduplicated seniors transported across all transportation programs (medical, center-based, field trips) regardless of fund identifier.	D	Y	MJM Site Based only
		7.5.37	Service Period	D	Y	MJM Site Based only
		7.5.38	Service: Transportation Services	D	Y	MJM Site Based only
		7.5.39	# of unduplicated participants	D	Y	MJM Site Based only
		7.5.40	# of one-way trips	D	Y	MJM Site Based only
		7.5.41	Number of unduplicated seniors transported for either medical transportation or center-based transportation	D	D$	See comment 7.5
		7.5.42	Service Period	D	D$	See comment 7.5
		7.5.43	Transportation service type (Medical or Center-Based)	D	D$	See comment 7.5
		7.5.44	# of unduplicated participants	D	D$	See comment 7.5
		7.5.45	# of one-way trips	D	D$	See comment 7.5
		7.5.46	Number of unduplicated seniors transported per specified center.	D	D$	See comment 7.5
		7.5.47	Service Period	D	D$	See comment 7.5
		7.5.48	Name of Center	D	D$	See comment 7.5
		7.5.49	# of unduplicated participants	D	D$	See comment 7.5
		7.5.50	total # of one-way trips	D	D$	See comment 7.5
		7.5.51	# of one-way trips provided by specified transportation service type	D	D$	See comment 7.5
		7.5.52	Service Period (date range)	D	D$	See comment 7.5
		7.5.53	Transportation service type: Medical	D	D$	See comment 7.5
		7.5.54	# of one way trips	D	D$	See comment 7.5
		7.5.55	Transportation service type: Center-Based	D	D$	See comment 7.5
		7.5.56	# of one way trips	D	D$	See comment 7.5
		7.5.57	Total # of trips	D	D$	See comment 7.5

Functional Requirements

Functional Category #	Functional Category Name	Requirement #	Functional Requirement	Priority Mandatory= M Desired=D	Vendor Response (1)	Comments
		7.5.58	# of times specified participants utilized transportation services	D	D$	See comment 7.5
		7.5.59	Service Period (date range)	D	D$	See comment 7.5
		7.5.60	Name of Participant	D	D$	See comment 7.5
		7.5.61	Transportation service type: Medical	D	D$	See comment 7.5
		7.5.62	# of one way trips	D	D$	See comment 7.5
		7.5.63	Transportation service type: Center-Based	D	D$	See comment 7.5
		7.5.64	# of one way trips	D	D$	See comment 7.5
		7.5.65	Total # of trips	D	D$	See comment 7.5
		7.6	**Ad-hoc Reports**			Harmony SAMS Reports, which offer ad-hoc report definitions, will be available to licensed SAMS users at the COSA Main Office. Reporting capabilities in SAMS will be limited to Service Delivery and Consumer reports (reportable data elements will be limited to the data that send to SAMS from the MJM system). All other reporting will be accomplished via the MJM system.
		7.6.1	System provides custom report-generation for enterprise management and ad-hoc reporting.	M	D$	This will be considered in a future release of the software.
		7.6.2	System provides automated file/report generation from system data of NAPIS (National Aging Program Information System), and other mandated reports, including state and local reports.	M	D$	See comment 7.6.1
		7.6.3	System supports access controls to reporting through administrative assignment of permissions by COSA.	M	D$	See comment 7.6.1
		7.6.4	System reports may be configured by users through a variety of parameters, filters, and grouping to produce customized reports without assistance from technical resources.	M	D$	See comment 7.6.1
		7.6.5	System allows users to save, share, and organize customized reports for repeated use.	M	D$	See comment 7.6.1
		7.6.6	System allows multiple customized reports from the same standard report template.	M	D$	See comment 7.6.1
		7.6.7	System security permissions limit data retrieved by reports, ensuring authorized users only see information they are allowed to see.	M	D$	See comment 7.6.1
		7.6.8	System allows reports to be exported to Microsoft Excel, MS Word, PDF, Text file, etc... format for additional analysis.	M	D$	See comment 7.6.1
		7.6.9	System allows reports to be printed to any printer accessible by the user.	M	D$	See comment 7.6.1
		7.7	**System standard report templates**			Harmony SAMS Reports, which offer ad-hoc report definitions, will be available to licensed SAMS users at the COSA Main Office. Reporting capabilities in SAMS will be limited to Service Delivery and Consumer reports (reportable data elements will be limited to the data that send to SAMS from the MJM system). All other reporting will be accomplished via the MJM system.
		7.7.1	System shall include all State of Texas Required reports and forms as part of the System prior to implementation / rollout including reference table values mirroring DADS guideline values.	M	N	Vendor required full understanding all required reports and forms prior to making a determination. However, please see vendor comment 8.0
		7.7.2	**System standard report templates** include but not limited to reports addressing the following categories and subcategories:	M		
		7.7.3	· Providers and Services Report	D	Y	
		7.7.4	· User Login report	M	Y	
		7.7.5	· Participant Reassessment Report including filters for delinquents and reassessments due by center and assessment due date	M	N	Harmony SAMS Reports, which offer ad-hoc report definitions, will be available to licensed SAMS users at the COSA Main Office. Reporting capabilities in SAMS will be limited to Service Delivery and Consumer reports (reportable data elements will be limited to the data that send to SAMS from the MJM system). All other reporting will be accomplished via the MJM system.
		7.7.6	· Assessment report including filter for missing assessments	M	N	Harmony SAMS Reports, which offer ad-hoc report definitions, will be available to licensed SAMS users at the COSA Main Office. Reporting capabilities in SAMS will be limited to Service Delivery and Consumer reports (reportable data elements will be limited to the data that send to SAMS from the MJM system). All other reporting will be accomplished via the MJM system.
		7.7.7	· Roster of participants by Center	M	Y	
		7.7.8	· Roster of new participants by Center based on user defined date parameter (i.e., new participants in last month)	M	Y	

Functional Requirements

Functional Category #	Functional Category Name	Requirement #	Functional Requirement	Priority Mandatory= M Desired=D	Vendor Response (1)	Comments
		7.7.9	Statistical: Demographic report of participants by fund identifier by center/site.	M	Y	
		7.7.10	Statistical: Demographic report of participants by fund identifier by Council District.	M	D$	
		7.7.11	Cumulative Count of participants by activity/event by center, by date range.	M	Y	
		7.7.12	Roster of participants by program (Congregate, etc.) by Funding Code by center.	M	D$	
		7.7.13	Agency Summary Report – New participants	M	Y	
		7.7.14	Agency Summary Report – Totals Only	M	Y	
		7.7.15	Compact Route Sheet (Daily)	D	D$	See comment 7.5
		7.7.16	Compact Route Sheet (Weekly)	D	D$	See comment 7.5
		7.7.17	Consumer Contact and Phone Listing Report	M	Y	Harmony SAMS Reports, which offer ad-hoc report definitions, will be available to licensed SAMS users at the COSA Main Office. Reporting capabilities in SAMS will be limited to Service Delivery and Consumer reports (reportable data elements will be limited to the data that send to SAMS from the MJM system). All other reporting will be accomplished via the MJM system.
		7.7.18	Consumer Quarterly Report	M	Y	See comment from 7.7.17
		7.7.19	Consumer Services List Report	M	Y	See comment from 7.7.17
		7.7.20	Multi Service Report	M	Y	See comment from 7.7.17
		7.7.21	NAPIS participant Listing	M	Y	See comment from 7.7.17
		7.7.22	NSIP Meal Reports Tab	M	Y	See comment from 7.7.17
		7.7.23	NSIP Meal Recipient List	M	Y	See comment from 7.7.17
		7.7.24	Consumer Provider Service Report	M	Y	See comment from 7.7.17
		7.7.25	Kitchen Report	D	N	See comment from 7.7.17
		7.7.26	Category Monthly Report	M	N	See comment from 7.7.17
		7.7.27	Delivery participant Listing	M	Y	See comment from 7.7.17
		7.7.28	Delivery participant Mailing Label	D	Y	See comment from 7.7.17
		7.7.29	Delivery Profile – Cross Tab	D	Y	See comment from 7.7.17
		7.7.30	Service Demographics	M	Y	See comment from 7.7.17
		7.7.31	Service Suspension Report	M	N	See comment from 7.7.17
		7.7.32	Topic Profile – Outcome Report	M	N	See comment from 7.7.17
		7.7.33	Topic Profile – Topic Hours Distribution	D	N	
		7.7.34	Topic Profile – Topic Time Spent Chart	D	N	
		7.7.35	System includes Ad Hoc reporting tools that:		N	This will be considered in future releases of the software.
		7.7.36	(I) allows COSA access to a subset of entered and viewable	M	N	
		7.7.37	(ii) that is robust and allows COSA access to all entered and viewable data.	M	Y	Reports can be exported into multiple file formats.
		7.7.38	System includes ad hoc reporting capability allowing designated report developers to dynamically query and extract data without assistance from COSA technical resources or the vendor.	M	N	
		7.7.39	System's ad hoc reporting dataset includes all of the fields listed:	M	D$	This will be considered in a future release of the software.
		7.7.40	Center/Site	M	Y	
		7.7.41	Council District	M	D$	See comment above 7.7.39
		7.7.42	Disability	M	D$	See comment above 7.7.39
		7.7.43	Employment Status	M	D$	See comment above 7.7.39
		7.7.44	Intake date	M	D$	See comment above 7.7.39
		7.7.45	End service date/Deactivation date	M	D$	See comment above 7.7.39
		7.7.46	Ethnicity	M	D$	See comment above 7.7.39
		7.7.47	Funding Source	M	D$	See comment above 7.7.39
		7.7.48	Gender	M	D$	See comment above 7.7.39
		7.7.49	Marital Status	M	D$	See comment above 7.7.39
		7.7.50	Participant Age	M	Y	
		7.7.51	Participant Birth Date	M	D$	See comment above 7.7.39
		7.7.52	Participant First Name	M	D$	See comment above 7.7.39
		7.7.53	Participant ID	M	D$	See comment above 7.7.39
		7.7.54	Participant Last Name	M	D$	See comment above 7.7.39
		7.7.55	Participant Middle Name	M	D$	See comment above 7.7.39
		7.7.56	Person at Nutritional Risk/Participant with nutritional risk with 6 or greater	M	Y	

Functional Requirements

Functional Category #	Functional Category Name	Requirement #	Functional Requirement	Priority Mandatory= M Desired=D	Vendor Response (1)	Comments
		7.7.57	Phone number	M	D$	See comment above 7.7.39
		7.7.58	Participant Council District	M	D$	See comment above 7.7.39
		7.7.59	Participant City	M	D$	See comment above 7.7.39
		7.7.60	Participant County	M	D$	See comment above 7.7.39
		7.7.61	Participant Census Tract	M	D$	See comment above 7.7.39
		7.7.62	Participant Zip Code	M	D$	See comment above 7.7.39
		7.7.63	Volunteer status	M	D$	See comment above 7.7.39
		7.7.64	Poverty Status (Income Level)	M	D$	See comment above 7.7.39
		7.7.65	Primary Language	M	D$	See comment above 7.7.39
		7.7.66	Race	M	D$	See comment above 7.7.39
		7.7.67	Lives Alone (# of members in household)	M	D$	See comment above 7.7.39
		7.7.68	Reason for deactivation	M	D$	See comment above 7.7.39
		7.7.69	Service Category	M	D$	See comment above 7.7.39
		7.7.70	Service Date	M	D$	See comment above 7.7.39
		7.7.71	Service month	M	D$	See comment above 7.7.39
		7.7.72	Service name	M	D$	See comment above 7.7.39
		7.7.73	Service Year	M	D$	See comment above 7.7.39
		7.7.74	Type of Center (Vendor, Volunteer, City Nutrition, City Comprehensive, etc...)	M	D$	See comment above 7.7.39
		7.7.75	Unit of Measure	M	N	
		7.7.76	System's ad hoc reporting engine can display, filter, sort, and group.	M	N	
		7.7.77	System's ad hoc reporting engine is a user-friendly reporting tool, allowing report writers to create, publish, schedule, and distribute ad hoc and custom reports.	D	N	
		7.7.78	System's ad hoc reporting database is refreshed nightly to reflect the most current information.	M	Y	
		7.7.79	System's ad hoc reporting uses an MS SQL database and industry-standard applications such as MS SharePoint and MS SQL Report Builder.	M	Y	
		7.7.80	System's ad hoc reporting capabilities allow report writers to create formatted reports, charts or data sets for print or export to other applications (e.g., spreadsheets, statistical applications.) in a variety of formats.	D	D$	See comment above 7.7.39
		7.7.81	System's ad hoc reporting engine supports upload/download to websites, processing options, email links to executed reports, report subscriptions and delivery schedules, and data visualization tools for creating charts, graphs, and dashboards.	D	N	
		7.7.82	System's ad hoc reporting engine uses a windows-based interface with "Drag & Drop" report development features including wizards to assist with formatting, layout, and query creation.	D	N	

(1) - Vendor Response Legend

Y	Functionality is resident in the software solution, neither configuration nor customization is required Requested information has been submitted within proposal.
C	Functionality is not currently resident but vendor is willing to provide functionality by configuration (not custom development)
C$	Functionality is not currently resident but vendor is willing to provide functionality by configuration (not custom development) at a cost to the client. Respondent must provide cost details within proposal section.
D	Functionality is not currently resident but vendor is willing to provide functionality by additional custom development.
D$	Functionality is not currently resident but vendor is willing to provide functionality by additional custom development at a cost to the client. Respondent must provide cost details within proposal section.
N	Functionality is not resident in the software solution and vendor is not willing to provide this functionality.

Functional Requirements

Functional Category #	Functional Category Name	Requirement #	Functional Requirement	Priority Mandatory= M Desired=D	Vendor Response (1)	Comments
8.0	**Interfaces – to AAAs/AACOGS/DADS for meal accounting and reimbursement**	**8.0**	System supports interfacing with the AACOG for the following provisions: Meal information Transportation data New and update client information The provision of meal and medical transportation data to AACOG; this includes new client information (and updates) as well as the number of trips and the number of meals served per person, per day, per center.	M	Y	The Harmony SAMS system will serve as an integration point for a future integration that will transfer participant and service delivery data from the COSA SAMS database to the Bexar/DADS SAMS database using the SAMS Import-Export Utility. The SAMS Import-Export Utility is specifically designed to transfer consumer and service delivery data from one SAMS database to another using a standard XML file format. The tool will allow the customer to automatically create the XML file from the source database and import it to the destination database on demand. This data transfer process can be run as frequently as desired. Note that until utilization of this interface is approved by TX DADS, Harmony will provide a managed service whereby a Harmony resource will manually enter data into the Bexar/DADS database on an agreed upon schedule, likely to be monthly. In this scenario the COSA SAMS database will be the system of record from which Harmony will gather the data to be entered into the TX DADS database. A custom report will likely be developed to capture the exact data set to be manually entered into the TX Bexar/DADS database.
		8.1	**The Texas Department of Aging and Disability Service (DADS) Interface should include the following transfer of information:**	M	Y	Please see comment for requirement 8.0
		8.1.1	Number of New/Updated Registered Participants	M	Y	Please see comment for requirement 8.0
		8.1.2	Total Number of Meals served by center to participant by funding source including program income	M	Y	Please see comment for requirement 8.0
		8.1.3	List and count of new unduplicated participants served congregant meals	M	Y	Please see comment for requirement 8.0
		8.1.4	Number of duplicate participants attending Nutrition education classes	M	Y	Please see comment for requirement 8.0
		8.1.5	List and count of new unduplicated participants that received Medical transportation	M	Y	Please see comment for requirement 8.0
		8.1.6	Total Number of medical one-way trips	M	Y	Please see comment for requirement 8.0
		8.1.7	Number of provided medical transportation units per person each month by funding code	M	Y	Please see comment for requirement 8.0
		8.2	**New and update Participant Information**		Y	Please see comment for requirement 8.0
		8.2.1	System includes ability to interface with the Texas Department of Aging and Disability Services System which the Bexar Area Agency on Aging uses.	M	Y	Please see comment for requirement 8.0
		8.2.2	Vendor to include integrity checks to ensure new participant and service unit data transferred is not missing data.	M	Y	Please see comment for requirement 8.0

Functional Requirements

Functional Category #	Functional Category Name	Requirement #	Functional Requirement	Priority Mandatory= M Desired=D	Vendor Response (1)	Comments
		8.3	Import/Export			
		8.3.1	System supports communication and collaboration among programs, providers, and other stakeholders through unified global consumer records with access controlled according to security permissions.	M	N	SAMS Case Management offers this functionality but is not being proposed for end users in Processes 1-6. As stated, only the data elements captured in processes 1-6 by MJM that are imported into SAMS would be able to be managed by COSA Central office end users. COSA may choose to expand the use of SAMS in the future to meet more general business needs, including case management, etc.
		8.3.2	System includes having the ability to extract reportable data for AAA Services and format electronically for batch input to Texas DADS existing or future system.	M	Y	Please see comment for requirement 8.0
		8.3.3	Vendor to provide a protocol that would allow Texas DADS to import/export data.	M	Y	Please see comment for requirement 8.0
		8.3.4	System shall include Data Migration from an existing Harmony SAMS (Texas DADS).	M	Y	A one time migration of the consumer demographic and service data from the TX DADS system to the COSA System is be included in the services package. Requires approval from TX DADS.
		8.3.5	Vendor to facilitate transfer of COSA's legacy data from Texas DADS to the new COSA System. Legacy data to include participant/consumer demographic and congregate meal/transportation data.	M	Y	A one time migration of the consumer demographic and service data from the TX DADS system to the COSA System is be included in the services package. Requires approval from TX DADS.
			Legacy conversion keeps the participant with the # of years they have been active (vs. showing as a new participant)	M	Y	A one time migration of the consumer demographic and service data from the TX DADS system to the COSA System is be included in the services package. Requires approval from TX DADS.
		8.3.6	Data migration should not require additional COSA staff time/effort.	M	N	COSA Staff will be required to participate in data migration validation activities and will be required to sign off confirming that the migration is complete and accurate.
		8.3.7	System shall include full data extractions and regular scheduled transmissions to the COSA Data Warehouse.	M	N	Further requirements/information required from COSA to provide vendor response.
		8.3.8	System provides warning indicators or error trapping when fields are not populated or populated incorrectly. At a minimum, this shall apply to all fields that are needed to complete Texas Department of Aging and Disability Services (DADS) reporting.	M	N	There is no functionality to *enforce* the capture of TX DADS required data elements.

(1) - Vendor Response Legend

Y	Functionality is resident in the software solution, neither configuration nor customization is required Requested information has been submitted within proposal.
C	Functionality is not currently resident but vendor is willing to provide functionality by configuration (not custom development)
C$	Functionality is not currently resident but vendor is willing to provide functionality by configuration (not custom development) at a cost to the client. Respondent must provide cost details within proposal section.
D	Functionality is not currently resident but vendor is willing to provide functionality by additional custom development.
D$	Functionality is not currently resident but vendor is willing to provide functionality by additional custom development at a cost to the client. Respondent must provide cost details within proposal section.
N	Functionality is not resident in the software solution and vendor is not willing to provide this functionality.

Functional Requirements

Functional Category #	Functional Category Name	Requirement #	Functional Requirement	Priority Mandatory= M Desired=D	Vendor Response (1)	Comments
9.0	**System Configuration/Business Need**	**9.0**	System should provide the following system configuration and COSA and DHS business needs.		Y	MJM Senior Stat Software can provide system configuration to meet most business needs. In Harmony integrations, Harmony's team will need to work with our team to set up and configure the client's account. Harmony's software is the system of record for forms creation, case management and other system updates. Since the software does not provide a bi-directional updating, Harmony must be utilized for these features, customer should be aware that data entered into the Harmony system will not be visible or available in any way in the MJM system.
		9.1	**System Configuration/Business Needs**			
		9.1.1	System shall include a Train-the Trainer model Training component.	D	Y	Harmony and MJM support all models.
		9.1.2	System incorporates spell check functionality and cut and paste capabilities.	D	N	Cut and paste is supported, spell check is not utilized.
		9.1.3	Vendor must provide Customer Support Call Center between the hours of 7:00 AM to 8:00 PM Central Time, at minimum and when system is down.	M	Y	MJM Hours are 8:30am-5:30pm EST on call engineers are offered outside these service hours. Harmony hours are 8:00 AM - 9:00 PM ET (7:00 - 8:00 PM CT).
		9.1.4	System will keep track of participants at each center at all times in real-time in case of a disaster and need to evacuate the center. Need to be able to produce a list of who has entered to use the center from an offsite location.	M	Y	
		9.1.5	System will keep an active log of any changes done in the system by User ID.	M	Y	
		9.1.6	System includes ability for COSA to create forms for entering data into the system.	D	N	
		9.1.7	System allows for geocoding and tracking by City Council Districts and census tracts.	M	D$	This can be considered in a future release.
		9.1.8	System supports the selection of different languages for the participant to view forms during the registration / assessment process. Specifically, Spanish and Mandarin Chinese.	D	N	
		9.1.9	System conducts validation that participant is not already enrolled in the system and offers suggestions.	M	D$	This can be considered in a future release.
		9.1.10	System allows COSA user with appropriate permission to conduct manual look-ups for validation prior to submission of new participant.	M	Y	
		9.1.11	System provides search ability to search existing active and inactive participant records across all programs and sites, by at least the following criteria:	M	Y	
		9.1.12	first name	M	Y	
		9.1.13	last name	M	Y	
		9.1.14	address	M	D$	This can be considered in a future release.
		9.1.15	telephone number	M	D$	This can be considered in a future release.
		9.1.16	participant id/case number	M	D$	This can be considered in a future release.
		9.1.17	SSN	M	D$	This can be considered in a future release.
		9.1.18	last 4 digits of SSN	M	D$	This can be considered in a future release.
		9.1.19	DOB	M	D$	This can be considered in a future release.
		9.1.20	COSA issued ID Card (readable: magnetic stripe or barcode)	M	Y	
		9.1.21	System supports e-mailing participant when application package is accepted by COSA and provides instructions on how to complete the process and receive his/her COSA Senior Services Identification Card.	M	Y	
		9.1.22	System requires the user to enter data only once, and data appears throughout application as applicable.	M	Y	
		9.1.23	System allows users to filter and sort consumer records by identifying and contact information including name, alias or AKA name, address, city, state, county, municipality, zip code, phone numbers, email address, SSN, DOB, age, gender, Council District, poverty status, lives alone and nutritional risk	M	Y	
		9.1.24	System allows users to filter and sort consumer records by program enrollment information including agency, provider, status (active or inactive), status date, identification numbers, and date of last update.	M	Y	MJM's system does allow for reporting based on agency, status, ID number. Other sort criteria can be considered in future releases.

Functional Requirements

Functional Category #	Functional Category Name	Requirement #	Functional Requirement	Priority Mandatory= M Desired=D	Vendor Response (1)	Comments
		9.1.25	System supports enrollment of consumers in agency-defined care programs, tracking enrollment information, including level of care; service program; care program; facility; status; reasons for status change; and dates of application, receipt, start, termination, and status.	D	Y	
		9.1.26	System manages essential information about participants in a global record, including contact, demographic, and personal information; activities and referrals; assessments; calls; care plans; file attachments; notes/journals; service deliveries; and service orders.	M	N	Senior Stat does not keep information on calls and care plans. There is not case management in the Senior Stat system.
		9.1.27	System tracks identifying and contact information about other individuals related to the participant, such as case managers, caregivers, care recipients, other involved professionals, emergency contacts, relatives, friends, and other persons.	D	N	SAMS Case Management offers this functionality but is not being proposed for end users in Processes 1-6. As stated, only the data elements captured in processes 1-6 by MJM that are imported into SAMS would be able to be managed by COSA Central office end users. COSA may choose to expand the use of SAMS in the future to meet more general business needs, including case management, etc.
		9.1.28	System supports multiple caregivers for a single participant and a single caregiver caring for multiple participants.	D	Y	
		9.1.29	System search supports finding participant records based on caregiver and vice versa.	D	Y	
		9.1.30	System tracks demographic and eligibility information, including: age, gender, race, ethnicity, income level, disability status, (ADLs / IADLs), nutritional risk, and other relevant information as prescribed by the Texas Department of Aging and Disability Service (DADS)	M	Y	
		9.1.31	System allows users to filter and sort participant records by demographic information including, age, gender, Council District, caregiver status, veteran status, poverty status, lives alone, and nutritional risk	M	D$	MJM's system does allow for reporting based on agency, status, ID number. Other sort criteria can be considered in future releases.
		9.1.32	System tracks service suspensions, effective dates, and reasons for suspensions.	M	D$	MJM's system does allow for reporting based on suspensions. Other sort criteria can be considered in future releases.
		9.1.33	System includes service suspensions that may be limited to a specific service, provider, or care program.	M	Y	
		9.1.34	System includes service suspensions that block service delivery and prevent planning of the suspended services during the suspension period.	M	Y	
		9.1.35	System tracks care programs and providers associated with the participant, including dates of enrollment or service.	D	N	
		9.1.36	System retains historical information of participant's service history, with multiple service commencement and closures.	M	Y	
		9.1.37	System supports case closure and capture of the following information:		N	Senior Stat does not keep information on calls and care plans. There is not case management in the Senior Stat system.
		9.1.38	Closure reason / notes	M	N	See response in 9.1.37
		9.1.39	Date	M	N	See response in 9.1.37
		9.1.40	System includes the ability for COSA personnel to (a) make a participant inactive and (b) reactivate participants.	M	Y	
		9.1.41	System includes visual interface designed to be compliant with Americans with Disability Act for aging or visually impaired participant or COSA staff users.	M	Y	MJM's system is already 508 compliant. Harmony plans to have a 3rd party ADA Section 508 Compliance Assessment performed by March 31, 2013.
		9.1.42	System employs electronic identification of participants participating in activities prior to the delivery of services consistent with a single form of identification across all processes.	M	Y	
		9.1.43	System supports a single intake process for common data elements for all programs, as well as program-specific business processes and rules.	M	Y	
		9.1.44	System includes a "Sandbox" environment for demonstrations, testing and training	M	Y	MJM offers a sandbox environment for testing, training and demonstrations.

Functional Requirements

Functional Category #	Functional Category Name	Requirement #	Functional Requirement	Priority Mandatory= M Desired=D	Vendor Response (1)	Comments
		9.1.45	System includes ability to conduct searches against existing participant database.	M	Y	
		9.1.46	System provides a user-defined view of end-user activities and responsibilities, including upcoming activities, assessments due, care plans expiration and renewals, consumers assigned and other defined client listings.	M	N	SAMS Case Management offers this functionality but is not being proposed for end users in Processes 1-6. As stated, only the data elements captured in processes 1-6 by MJM that are imported into SAMS would be able to be managed by COSA Central office end users. COSA may choose to expand the use of SAMS in the future to meet more general business needs, including case management, etc.
		9.1.47	System to provide a quick way to go from client to client in a "participant Section". User not to wait for more than 3 seconds for record to come up. For example , going from client to client by pressing the first few letters in the name of a client.	D	D$	This can be considered in a future release.
		9.1.48	System shall include participant photo capture and storage.	D	Y	
		9.1.49	System shall include support for multiple browsers beyond the current COSA standard.	M	Y	MJM supports IE 9.0 or higher as well as Firefox. Internet Explorer required for Harmony customer facing solutions
		9.1.50	System is a true Web application and includes data entry, storage and retrieval systems that operate in real time from the hosted source.	M	Y	
		9.1.51	System includes support for issuing participants bar-coded ID cards that use a standard barcode type for registering for services and scanner data entry.	M	N	MJM's system utilizes a swipe card based technologies
		9.1.52	System includes capability for COSA to "upload" data related to participant and services from a portable device.	M	Y	
		9.1.53	System includes use of COSA accessible tables for drop down menus for completing standard data entry fields.	M	Y	
		9.1.54	System includes an open architecture, such that COSA requests for adding features can be accommodated.	M	N	Any customizations to the Senior Stat system must be handled by MJM.
		9.1.55	System supports printing of all sections of the consumer record.	M	Y	
		9.1.56	System automates the business practices of the customer and allows administrators to create workflow rules within the application.	M	N	Any customizations to the Senior Stat system must be handled by MJM.
		9.1.57	System shall include vendor supplied database and application hosting and related services, including maintenance, support, regular updates and City of San Antonio (COSA) approved Service Level Agreement.	M	Y	The Senior Stat code is owned and maintained by MJM, data is owned and maintained by COSA
		9.1.58	System should allow full control of all Administrative tables without requiring vendor assistance; including, but not limited to the following:	M	N	The Senior Stat code is owned and maintained by MJM, data is owned and maintained by COSA. Any customizations to the Senior Stat system must be handled by MJM.
		9.1.59	· Demographic fields and response types	M	N	See comment above in 9.1.58
		9.1.60	· Designation and configuration of custom fields	M	N	See comment above in 9.1.58
		9.1.61	· Status fields and response types	M	N	See comment above in 9.1.58
		9.1.62	· Nationality fields and responses	M	N	See comment above in 9.1.58
		9.1.63	· Ethnicity/Race fields and available responses	M	N	See comment above in 9.1.58
		9.1.64	· Care Recipients details and response types	M	N	See comment above in 9.1.58
		9.1.65	· Languages fields and available responses	M	N	See comment above in 9.1.58
		9.1.66	· User Defined Fields designation and configuration	M	N	See comment above in 9.1.58
		9.1.67	· Status Codes designation and linking to Reason Codes	M	N	See comment above in 9.1.58
		9.1.68	· Reason Code designation	M	N	See comment above in 9.1.58
		9.1.69	· Marital status and available responses	M	N	See comment above in 9.1.58
		9.1.70	· Contact Types and available categories	M	N	See comment above in 9.1.58
		9.1.71	· Journal Types and available categories	M	N	See comment above in 9.1.58
		9.1.72	· Location Types and available categories	M	N	See comment above in 9.1.58
		9.1.73	· Places, including counties, municipalities, towns, and zip codes and available choices for each	M	N	See comment above in 9.1.58
		9.1.74	· Activation of NSIP Meal Types	M	N	See comment above in 9.1.58
		9.1.75	· Definition of Payment Methods	M	N	See comment above in 9.1.58
		9.1.76	· Phone Types and available categories	M	N	See comment above in 9.1.58
		9.1.77	· Provider Types and available categories	M	N	See comment above in 9.1.58
		9.1.78	· Provider Role Types and available categories, including support for Medicaid billing	M	N	See comment above in 9.1.58
		9.1.79	· Unit Types and available categories	M	N	See comment above in 9.1.58
		9.1.80	· Activation of USDA (NSIP) Meal Types	M	N	See comment above in 9.1.58
		9.1.81	· Levels of Care and available categories	M	N	See comment above in 9.1.58
		9.1.82	· Definition of Service Programs and attributes and security	M	N	See comment above in 9.1.58
		9.1.83	· Definition of Fund Identifiers and attributes and available services	M	N	See comment above in 9.1.58

Functional Requirements

Functional Category #	Functional Category Name	Requirement #	Functional Requirement	Priority Mandatory= M Desired=D	Vendor Response (1)	Comments
		9.1.84	Definition of Service Categories and attributes and available services	M	N	See comment above in 9.1.58
		9.1.85	Definition of Services and attributes and linking to subservices	M	N	See comment above in 9.1.58
		9.1.86	Definition of Subservices and attributes	M	N	See comment above in 9.1.58
		9.1.87	Places of Service, including support for Medicaid billing	M	N	See comment above in 9.1.58
		9.1.88	Definition of Topic Categories	M	N	See comment above in 9.1.58
		9.1.89	Definition of Topics and attributes and linking to services	M	N	See comment above in 9.1.58
		9.1.90	Definition of Topic Outcomes and attributes and linking to topics	M	N	See comment above in 9.1.58
		9.1.91	Definition of Programs not tied to service units and attributes	M	Y	
		9.1.92	Definition of Actions and attributes	M	N	See comment above in 9.1.58
		9.1.93	Definition of multiple levels of organization, including associated security privileges, staffing profiles for NAPIS reporting, available services, contacts, locations, sites, contact information and other attributes.	M	N	See comment above in 9.1.58
		9.1.94	Define and link Care Plan elements, including Functional Categories, Functional Areas, and Care Plan Goals	D	Y	
		9.1.95	Manage custom reports and document templates	M	Y	
		9.1.96	System shall include security measures that meets or exceeds COSA standards including access to data, data hosting, and physical security.	M	Y	
		9.1.97	System complies with NIST guidelines for the security of HIPPA and PII related data.	M	Y	
		9.1.98	System complies with NIST guidelines for the transmission of HIPPA and PII related data.	M	Y	
		9.1.99	System complies with HITECH guidelines for the security of HIPPA and PII related stored data.	M	Y	
		9.1.100	System complies with HITECH guidelines for the transmission of HIPPA and PII related data.	M	Y	
		9.1.101	System includes protection for all information both specific and summary stored within the system from any access unless specifically authorized by COSA.	M	Y	
		9.1.102	System allows for authorized COSA staff to add/introduce new senior centers	M	D$	New sites must be added by MJM and orchestrated with the client and Harmony to ensure SAMS integration training, and card production is coordinated.
		9.1.103	System allows for senior centers to be categorized by center type (City Comprehensive, City Nutrition, Vendor, Volunteer)	M	D$	This can be considered in a future release.

(1) - Vendor Response Legend

Y	Functionality is resident in the software solution, neither configuration nor customization is required Requested information has been submitted within proposal.
C	Functionality is not currently resident but vendor is willing to provide functionality by configuration (not custom development)
C$	Functionality is not currently resident but vendor is willing to provide functionality by configuration (not custom development) at a cost to the client. Respondent must provide cost details within proposal section.
D	Functionality is not currently resident but vendor is willing to provide functionality by additional custom development.
D$	Functionality is not currently resident but vendor is willing to provide functionality by additional custom development at a cost to the client. Respondent must provide cost details within proposal section.
N	Functionality is not resident in the software solution and vendor is not willing to provide this functionality.

Functional Requirements						
Functional Category #	Functional Category Name	Requirement #	Functional Requirement	Priority Mandatory= M Desired=D	Vendor Response (1)	Comments
10.0	Participant Record/Case management	10.0	System supports the management of participant's case management records by staff and participant	D	N	SAMS Case Management offers this functionality but is not being proposed for end users in Processes 1-6. As stated, only the data elements captured in processes 1-6 by MJM that are imported into SAMS would be able to be managed by COSA Central office end users. COSA may choose to expand the use of SAMS in the future to meet more general business needs, including case management, etc. MJM Senior Stat Software does not provide a robust case management solution. In Harmony integrations, Harmony's software is used as the system of record and manages the case management aspects of the client. MJM's Senior Stat Software will allow for users to view reservations and pay for reservations online. This enhancement is scheduled for May 2013. This does not allow for case management items.
		10.1	**Case/Participant Management**			
		10.1.1	System allows entry of notes such as progress notes, client or caregiver interaction, complaints, inquiries, problems with services, case notes, meeting minutes, and other vital data.	D	N	SAMS Case Management offers this functionality but is not being proposed for end users in Processes 1-6. As stated, only the data elements captured in processes 1-6 by MJM that are imported into SAMS would be able to be managed by COSA Central office end users. COSA may choose to expand the use of SAMS in the future to meet more general business needs, including case management, etc.
		10.1.2	System provides a user-configured "dashboard" of information relevant to the user's daily tasks, such as pending assessments, pending activities, expiring care plans, and new participant enrollments.	D	N	See response in 10.1.1.
		10.1.3	System tracks note type, subject, date and time created, as well as user who recorded the note.	D	N	See response in 10.1.1.
		10.1.4	System supports tracking and sharing referrals and other case management activities, including referrals to programs and agencies, follow-ups, participant visits and other activities.	D	N	See response in 10.1.1.
		10.1.5	System supports case and financial management for the full lifecycle of consumer care from initial inquiry for services to case closure, including information and referral; intake; assessment and reassessment; care planning and service authorization; service delivery and payment; case closure; and reporting:	D	N	See response in 10.1.1.
		10.1.6	System supports comprehensive case management, including:	D	N	See response in 10.1.1.
		10.1.7	· Tracking information about consumers, caregivers, and other relations and contacts	D	N	See response in 10.1.1.
		10.1.8	· Assessment and reassessment	D	N	See response in 10.1.1.
		10.1.9	· Detailed service planning and budgeting	D	N	See response in 10.1.1.
		10.1.10	· Electronic authorizations to providers through the system	D	N	See response in 10.1.1.
		10.1.11	· Real-time monitoring of service deliveries and outcomes	D	N	See response in 10.1.1.
		10.1.12	System supports care planning, tracking needs, goals, and associated diagnoses.	D	N	See response in 10.1.1.

Functional Requirements						
Functional Category #	Functional Category Name	Requirement #	Functional Requirement	Priority Mandatory= M Desired=D	Vendor Response (1)	Comments
		10.1.13	System includes capabilities for Web-based access by caregivers and consumers to service plan, schedules, and electronic communication with staff via standard web pages.	D	N	See response in 10.1.1.
		10.2	**Service Planning**	D		See response in 10.1.1.
		10.2.1	System supports a flexible model of care planning, allowing varying levels of control and documentation for service planning and authorization depending on business process.	D	N	See response in 10.1.1.
		10.2.2	System allows care planning based on participant needs either identified at the time of care planning or in a prior assessment.	D	N	See response in 10.1.1.
		10.2.3	System permits care plans to be linked to assessment instruments, pulling care needs from specific assessment items or scores.	D	N	See response in 10.1.1.
		10.2.4	System permits care needs to be designated by category and type, and include specific details describing the need and an objective in addressing the need.	D	N	See response in 10.1.1.
		10.2.5	System permits suggested activities and provider types and roles to be assigned to needs, including a suggested provider to address the need.	D	N	See response in 10.1.1.
		10.2.6	System includes care planning functionality to support documentation of goals, plan objectives, relevant diagnoses, notes, and progress notes specific to the plan.	D	N	See response in 10.1.1.
		10.2.7	System shall provide the ability to publish care plan goal information to participants and their caregivers through a standard web page via secure log in.	D	N	See response in 10.1.1.
		10.2.8	System supports creation of a service plan, allowing designation of specific services to be delivered by specific providers within specific timeframes, including as scheduled on a calendar monthly, weekly and daily.	D	N	See response in 10.1.1.
		10.2.9	System supports fiscal or supervisory approval of authorized services.	D	N	See response in 10.1.1.
		10.2.10	System provides weekly and monthly schedules of all services included on the care plan.	D	N	See response in 10.1.1.
		10.2.11	System provides graphical representation of total units and total costs across the life of the care plan.	D	N	See response in 10.1.1.
		10.2.12	System can automatically generate service orders to providers, detailing services, date ranges, frequencies, and costs from service plans.	D	N	See response in 10.1.1.
		10.2.13	System supports generation of service orders to providers at any time and without an existing care plan.	D	N	See response in 10.1.1.

Functional Requirements						
Functional Category #	Functional Category Name	Requirement #	Functional Requirement	Priority Mandatory= M Desired=D	Vendor Response (1)	Comments
		10.2.14	System supports printing of care plans, service plans, and service orders.	D	N	See response in 10.1.1.
		10.2.15	System automatically maintains and displays per participant planned units, versus ordered units, versus delivered units.	D	N	See response in 10.1.1.
		10.2.16	System provides the ability to publish read-only service plan information to participants and their caregivers through a standard web page via secure log in.	D	N	See response in 10.1.1.
		10.2.17	System allows users to save planned or authorized units as delivered services, reducing data entry time.	D	N	See response in 10.1.1.
		10.3	**Website (Public View)**			
		10.3.1	System provides the ability to publish data in a read-only manner to a public facing website.	M	N	This feature is available in Harmony's Web Resource Center module which is not being proposed for this implementation
		10.3.2	System includes a public facing web site hosted by the vendor and does not require any web design expertise by the user.	D	N	See response in 10.3.1.
		10.3.3	System includes that the public facing website allows for resource searching and is directly integrated with the case management resource database.	D	N	See response in 10.3.1.
		10.3.4	System displays specified providers on the public facing website.	D	N	See response in 10.3.1.
		10.3.5	System allows out-of-network providers to request inclusion on the public facing website. Requests are stored in a queue for approval or rejection by the administrator.	D	N	See response in 10.3.1.
		10.3.6	System includes that the public facing website provides multiple out-of-the box search features designed to ensure that the general public can find applicable information on the website.	D	N	See response in 10.3.1.
		10.3.7	System includes that the public facing website provides the administrator the ability to customize content and add or hide pages.	D	N	See response in 10.3.1.
		10.3.8	System includes that the customer facing website is fully ADA Compliant.	D	N	See response in 10.3.1.
		10.3.9	System includes that the public facing website allows for a secure log in.	M	N	See response in 10.3.1.
		10.3.10	System includes that upon log in to public facing website, consumer can see their personal data that was recorded for them in the case management application, including, at minimum, assessments, service plans, service deliveries, activities, goals, and schedules.	D	N	See response in 10.3.1.
		10.3.11	System includes that administrators can modify the look and feel of the public facing website.	D	N	See response in 10.3.1.

Functional Requirements						
Functional Category #	Functional Category Name	Requirement #	Functional Requirement	Priority Mandatory= M Desired=D	Vendor Response (1)	Comments
		10.3.12	System includes that participants can request accounts on the public facing website. Consumer records entered via the web are visible to designated case managers via lists and dashboards inside the System.	D	N	See response in 10.3.1.

(1) - Vendor Response Legend

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N	Functionality is not resident in the software solution and vendor is not willing to provide this functionality.

SIGNATURE PAGE

007 SIGNATURE PAGE

By submitting a proposal, whether electronically or by paper, Respondent represents that:

(s)he is authorized to bind Respondent to fully comply with the terms and conditions of City's Request for Competitive Sealed Proposals for the prices stated therein;

(s)he has read the entire document, including the final version issued by City, and agreed to the terms therein;

Respondent is in good standing with the Texas State Comptroller's Office; and to the best of his/her knowledge, all information is true and correct.

If submitting your proposal by paper, complete the following and sign on the signature line below. Failure to sign and submit this Signature Page will result in rejection of your proposal.

Respondent Information Comptroller's Taxpayer Number

Please Print or Type

Vendor ID No.	COSA Supplier Number; 10033885
Signer's Name	Michael Stappler, Vice President
Name of Business	Creative Software Solutions, LLC
Street Address	1501 Sulgrave Avenue, Suite 200
City, State, Zip Code	Baltimore, MD 21209
Email Address	mstappler@mjminnovations.com
Telephone No.	410-664-0700
Fax No.	410-664-4018
City's Solicitation No.	RFCSP No. 68100003638

Signature of Person Authorized to Sign Proposal

 Creative Software Solutions, LLC COSA RFCSP No. 68100003638. Copyright © 2014 All rights reserved.

City of San Antonio

ADDENDUM I

SUBJECT: Request for Competitive Sealed Proposals (RFCSP) Annual Contract for Senior Centers Automation Application Solution (RFCSP 14-004, RFx# 6100003638) Scheduled to Open: December 18, 2013; Date of Issue: November 15, 2013

FROM: Paul J. Calapa
Procurement Administrator

DATE: December 12, 2013

THIS NOTICE SHALL SERVE AS ADDENDUM NO. I - TO THE ABOVE REFERENCED REQUEST FOR COMPETITIVE SEALED PROPOSALS

THE ABOVE MENTIONED REQUEST FOR COMPETITIVE SEALED PROPOSALS IS HEREBY AMENDED AS FOLLOWS:

1. Add: Sign-In Sheet and Conference Call-Ins to the Pre-Submittal Conference dated November 21, 2013.

2. Add: Pre-Submittal Conference SBEDA Presentation, this document will be posted as a separate file.

3. Delete: Clause Failure to Deliver (p.17);
   Delete: Clause Acceptance by City (p.17); Refer to Page 27, Section 010 Acceptance Criteria;
   Delete: Clause Testing (p. 17); Refer to Page 27, Section 010 Acceptance Criteria;
   Delete: Clause Rejection of Disclaimers (p.17);
   Delete: Clause Termination (p.18) Refer to Page 31, Section ARTICLE 5 -- **TERM AND TERMINATION**

QUESTIONS SUBMITTED IN ACCORDANCE WITH SECTION 003, PRE-SUBMITTAL CONFERENCE

On November 21, 2013, the City of San Antonio hosted a Pre-Submittal Conference to provide information and clarification for the Senior Centers Automation Application Solution (RFCSP 14-004, RFx# 6100003638), for the City of San Antonio. Below are the questions that were asked during the conference. The City's official response to questions asked is as follows:

Question 1: **Should the CD include a file of the entire proposal or separate files?**
Response: The CD should include one file of the entire proposal along with a separate file for each section listed in the Table of Contents on page 8 and page 9. Please refer to Section 003, Instructions to Respondents, Part B, Submission Requirements, second paragraph in the RFCSP document.

Question 2: **Is there a proposal file limit?**
Response: A proposal response to the RFCSP Proposed Plan may not exceed 150 pages in length.

Question 3: **Is a subcontractor considered a team?**
Response: Yes.

Question 4: **Is there a solution deployment date?**
Response: There is no set date.

Question 5: **What is the term of the contract?**
Response: Please refer to Section 005 Supplemental Terms & Conditions, Original Contract Term and Renewals paragraphs located in the RFCSP document.

Question 6: **Will the pre-bid attendee sign in sheet be posted to the website?**
Response: Yes, the sign in sheet will be posted as a separate attachment to this addendum.

QUESTIONS SUBMITTED IN ACCORDANCE WITH SECTION 008, RESTRICTIONS ON COMMUNICATION:

Question 7: **Is the City open to negotiating mutually acceptable language for the following clauses: Failure to Deliver (p.17); Acceptance by City (p. 17); Testing (p. 17); Rejection of Disclaimers (p.17); Termination (p. 18); Indemnification (p.19)?**
Response: Delete clause: Failure to Deliver (p.17);
Delete clause: Acceptance by City (p.17); Refer to Page 27, Section 010 Acceptance Criteria;
Delete clause: Testing (p. 17); Refer to Page 27, Section 010 Acceptance Criteria;
Delete clause: Rejection of Disclaimers (p.17);
Delete clause: Termination (p.18), Refer to Page 31, Section ARTICLE 5 -- **TERM AND TERMINATION.**

Clause Indemnification (p. 19) shall remain unchanged.

Question 8: **Is the City amenable to deleting Variances and Exceptions (p. 7, the last sentence of Entire Agreement (p. 21) and Statutory Requirements (p. 21) or there another way that problems with these sections can be addressed if they cannot be deleted?**
Response: The City cannot agree to delete the provision for Variances and Exceptions to Proposal Terms, except to the extent as agreed to by other questions in this addendum.

Question 9: **Page 3 Submission of Hard Copy Proposals says in part that "submit...one (1) copy of the proposal on compact disk (CD) containing an Adobe PDF version of the entire proposal. Page 5 PROPOSAL FORMAT says "For electronic submissions, whether through the portal, or on a CD, each section should be attached as a separate file". Should the CD have one copy of the proposal or separate files by section. Does submitting a CD with the 1 pdf file of the entire original proposal along with an original and 10 copies meet the electronic filing requirement of the contract; or should the CD have the sections divided. Or should the CD have a full original and sections of the proposal.**
Response: Please refer to response for Question 1 above in this addendum.

Question 10: **Page 27 ACCEPTANCE CRITERIA. Upon delivery of the cure, the City will have a reasonable period of time (to be determined after award) to evaluate and determine if such cure is acceptable. In the event the Deliverable remains unacceptable the City will provide Respondent with a third notice of any nonconformity or non-functionality of the system and Respondent will forfeit 10% of retained balances on hold with the City at the time the third notice is provided to Respondent. Will the City negotiate the Acceptance Criteria so there is no forfeiture of the retained balance?**

Response: It is the City's policy to require retainage to insure that the vendor's deliverable is accepted. This cannot be modified.

Paul J. Calapa
Procurement Administrator
Finance Department, Purchasing Division

PJC/lm

Date 1/6/14

Company Name CREATIVE SOFTWARE SOLUTIONS, LLC

Address 1501 SULGRAVE AVENUE, SUITE 200

City/State/Zip Code BALTIMORE, MD 21209

Signature

MICHAEL STAPPLER, VP

City of San Antonio

ADDENDUM II

SUBJECT: Request for Competitive Sealed Proposals (RFCSP) Annual Contract for Senior Centers Automation Application Solution (RFCSP 14-004, RFx# 6100003638) Scheduled to Open: December 18, 2013; Date of Issue: November 15, 2013

FROM: Paul J. Calapa
Procurement Administrator

DATE: December 16, 2013

THIS NOTICE SHALL SERVE AS ADDENDUM NO. II - TO THE ABOVE REFERENCED REQUEST FOR COMPETITIVE SEALED PROPOSALS

THE ABOVE MENTIONED REQUEST FOR COMPETITIVE SEALED PROPOSALS IS HEREBY AMENDED AS FOLLOWS:

1. Change Proposal due date to read: BIDS MUST BE RECEIVED NO LATER THAN: 2:00 PM JANUARY 10, 2013.

2. Section 003- INSTRUCTIONS FOR RESPONDENTS
Page 4, Paragraph, Restrictions on Communication shall remain unchanged.

Paul J. Calapa
Procurement Administrator
Finance Department, Purchasing Division

PJC/lm

Date 1/6/14

Company Name CREATIVE SOFTWARE SOLUTIONS, LLC

Address 1501 SULGRAVE AVENUE, SUITE 200

City/State/Zip Code BALTIMORE, MD 21209

Signature

MICHAEL STAPPLER, VP

Finance Department, Purchasing Division
PO Box 839966 • San Antonio, TX 78283-3966 • Tel: 210-207-7260

PROPOSAL CHECKLIST

RFCSP ATTACHMENT G
PROPOSAL CHECKLIST

Use this checklist to ensure that all required documents have been included in the proposal and appear in the correct order.

Document	Initial to Indicate Document is Attached to Proposal
Table of Contents	MAS
General Information and References RFCSP Attachment A Part One	MAS
Experience, Background, Qualification RFCSP Attachment A Part Two	MAS
Proposed Plan RFCSP Attachment A Part Three	MAS
Pricing Schedule RFCSP Attachment B	MAS
Contracts Disclosure form RFCSP Attachment C	MAS
Litigation Disclosure form RFCSP Attachment D *	MAS
SBEDA Form RFCSP Attachment E; and Associated Certificates, if applicable	MAS
Functional Requirements Document RFCSP Attachment F	MAS
*Signature Page RFCSP Section 007	MAS
Proposal Checklist RFCSP Attachment G	MAS
Proof of Insurability (See RFCSP Section 005) Insurance Provider's Letter Copy of Current Certificate of Insurance	MAS
Financial Information	MAS
One (1) Original, ten copies (10), and one (1) CD of entire proposal in PDF format if submitting in hard copy.	N/A
*Signed Addendums, if applicable	MAS

*Documents marked with an asterisk on this checklist require a signature. Be sure they are signed prior to submittal of proposal.

Creative Software Solutions, LLC COSA RFCSP No. 68100003638. Copyright © 2014 All rights reserved.

City of San Antonio
Mentorship Incentive Commitment Form

Solicitation Name: ***DHS Senior Centers Automation Application Solution***

Respondent Name: CREATIVE SOFTWARE SOLUTIONS, LLC

In responding to this solicitation, Respondents certifying their commitment to serve as Mentors in the City of San Antonio's Mentor Protégé Program will receive five (5) evaluation criteria percentage Points.

For joint venture Respondents, each joint venture partner must initial, sign and submit a "Mentor Commitment Form" in order for the joint venture Respondent to receive the five (5) evaluation criteria percentage Points.

Initial each statement and sign below:

- [ ] I understand that by committing to serve as a Mentor in the City of San Antonio Mentor Protégé Program, my firm will be placed in a Mentor pool for a period of two (2) years, beginning from the date below, even if my firm or joint venture is not selected for contract award.

- [ ] I understand that unless I have already completed a Mentor-Protégé Program *Mentor Application*, I commit to doing so within thirty (30) days from the date below.

- [ ] I understand that by committing to serve as a potential Mentor, it is my firm's responsibility to, and the City's expectation that it will meet the program criteria if selected by the Mentor-Protégé Program Administrator to enter into a Mentor-Protégé agreement.

- [ ] I understand that if my firm is selected to serve as a Mentor, it will be committing to Mentor a Protégé firm for a period of two (2) years from the date of entering into a Mentor-Protégé agreement.

The City of San Antonio Mentor-Protégé Program is administered by the Alamo Community College District. To apply for the Mentor-Protégé Program, please visit the Mentor-Protégé web site at: https://besanantonio.com/mentor-protege/

Signature

Date

Printed Name & Title

THIS FORM IS N/A

Revised 7/2/2012

Support - Service Level Agreement

1. Purpose

The purpose of this document is to set forth and define the level of service that will enhance productivity and set expectations of MJM Innovations customers. The measures described in this document are designed to quantify the level of service and support to you, our customer. Further, they are designed to measure the achievement of these service levels and foster open dialogue regarding the achievement of the support service. The contents of this agreement are only guidelines and are subject to modification based on changing needs.

2. Location and Contact Information

MJM Innovations
1501 Sulgrave Avenue
Baltimore, MD 21209
Phone: 410-664-0700
Fax: 410-664-4018
Toll Free: 1-800-690-6564
techsupport@mjminnovations.com

3. Services Provided by MJM Innovations Technical Support

- Support for MJM authorized applications and systems
- Support for MJM company standard software
- 1st level support for all calls for MJM customers
- Escalation of problems based upon Service Level Compliance
- Training
- User manuals

4. Technical Support Objectives

1. Gather specific and sufficient information about user/systems problems and system enhancements for timely, efficient, and effective troubleshooting.
2. In cases where it is possible, immediately resolve the user requests. In other situations, respond to user with solution action plan within the SLA defined below.
3. Control all outstanding user requests by assigning each outstanding request a Tech Support request number, a Tech Support Analyst and a Severity Level. Utilize a PC based tracking system to generate information (reports and queries) identifying the status of each request.
4. Follow up with the users and gather additional information (when necessary) for pending Tech Support requests.
5. Keep the user regularly informed of the status of outstanding requests.

5. Issue Notification:

Support services are available from 8:30 a.m. to 5:30 p.m., Monday through Friday, excluding holidays via email requests to techsupport@mjminnovations.com or by calling 1-800-690-6564. On-call engineers are available 24 hours per day, 7 days per week, 365 days per year via our after-hours support number 1-877-360-2500.

MJM Innovations monitors all active services 24 hours per day, 7 days per week. If a service should fail, all on-call technicians are notified after 5 minutes of inactivity. Our standard response time is one hour from notification to determine the cause of problem. If the service failure results in a system outage, all efforts will be made to restore service within 4 hours.

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To Report a Trouble Ticket:

Tech Support receives a call, email or web request from a customer. When this occurs a request is opened in the CRM tracking system. The Level 1 Analyst will assign and categorize the request. Level 1 will reply to the end user via a phone call and/or email upon receipt of initial request in accordance to the severity level listed below. It is Tech Support's goal to contact customers within 24 hours and resolve issues within 1-4 business days of the initial contact and to the satisfaction of the end user unless the issue requires software development. In some cases a work around method will be presented until the initial issue is resolved. All issues that require advanced support will be assigned in accordance to the severity level and the end user will be informed in such a case. The advanced support staff will start working on escalated requests until the request is resolved.

Each request will be assigned a severity level by a technical support representative based on the guidelines below; however there may be instances when other requests will be resolved before an existing request. Generally, outages or systems down are top priority. However, requests with Critical Severity levels are assigned and worked on before lower requests. This means that an end user with a Critical Severity request will have their problem addressed before a lower level request.

At times, staffing, network conditions, and other outside factors may affect our ability to adhere strictly to this Service Level Agreement.

6. *Service Level Guidelines:*

MJM Innovations' hosting environment is located in our Network Operations Center in Hunt Valley, MD. Our NOC is monitored 24 hours a day, 7 days per week, 365 days per year. Our infrastructure is fully redundant utilizing Cisco ASA firewalls and switches on redundant ISP backbones with automatic failover implemented. All systems within the infrastructure are physically redundant including, but not limited to power supplies, fans, CPUS, hard drives, network cards, etc

Maintenance Services

MJM does periodic system maintenance of its systems to ensure that our SLA's are met. We provide approximately 48 hours notice prior to system outages to all customers and will use our best effort to minimize customer impact.

System Software

MJM makes every effort to maintain the software hosted on our systems in the current version as well as in previous versions. MJM systems are maintained at peak performance. MJM reserves the right to upgrade, as needed, the operating systems, web site hosting software, database engines or other applications on our hosted system. MJM is a Microsoft development shop and ensures that software updates are made to our systems on a routine basis. This includes Antivirus, operating system and database platform updates.

Application Software

MJM offers quarterly upgrades to the system to ensure the system is running at peak performance and ensure that the system is enhanced with new features. Release notes are sent so customers are aware of the new services and features that are available.

System Backups:

MJM routinely makes backups of its servers and databases. We also utilize mirroring and snapshots to provide a stable and redundant environment. The backups are intended for disaster recovery use.

Disaster Recovery

As part of Support Services, MJM does have a Disaster Recovery Plan. This plan includes: 1) notifying customers of the event, 2) Provide a complete restoration solution, 3) Maintain regular and consistent communication with the customer about the outage and steps taken to restore the solution.

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MJM's goal is to recover from a disaster within twenty-four (24) hours from the disruption of the Production Environment or precipitating event. Vendor shall restore the System Data to a point no greater than twenty-four (24) hours prior to the declaration of the Disaster or to the last available recovery point prior to the disaster. The customer shall be able to logon to the Disaster Recovery site within forty-eight (48) hours of the declaration of the Disaster or as soon as services are restored to appropriate production levels.

Software and Hardware Severity Guide

Severity	Description	Help Desk Support Response Time	Total Resolution Time
Critical **S1**	Critical system is down. Functions not usable. No workaround or alternative is available. Data is corrupted. Many end users are affected. Revenue effecting issue.	30 Minutes	24 – 48 Hours
High **S2**	Some functions are usable with severe restrictions. No workaround or alternative is available. Several end users affected.	30 Minutes	1-2 Business Days*
Medium **S3**	Basic functions are usable with minor restrictions. Workaround or alternative is available. One or more users affected.	1 Hour	3 Business Days*
Low **S4**	Minor problem. Functions are usable. Defect is cosmetic or simply a nuisance.	4-8 Hours	5 Business Days*

*** Non critical issues requiring development will be placed in the queue to be addressed in the next development cycle or per the priority determined by MJM Innovations' Management Staff.**

7. *Hardware Support*

As part of the Senior Stat solution, we also offer support on the hardware devices sold with the system. The System can be run on hardware provided by MJM. MJM will provide hardware support for hardware that was purchased through MJM Innovations. MJM does not provide separate hardware warranties for the hardware devices or onsite maintenance. Please refer to the manufacturer's warranty information for length of time and support that is offered by the manufacturer.

8. *Escalation Process*

The technician starts the ticket process and documents steps taken to resolve.

- If tech still cannot resolve follow the Internal Escalation path for product.
- If it still cannot be resolved within pool of tech support analysts or the SLA timeframe is due to expire, contact IT Manager for direction.
- The IT Manager will determine how to handle call.
- If the IT Manager is unavailable, send an email with Urgent status and place ticket on chair for escalation.

NOTE: Customers can request to escalate a ticket to a manager at any point. If they choose to do so, please provide manager with ticket information on this issue.

9. *Performance*

MJM shall not be deemed to be in default of any provision hereof to be liable for any delay, failure in performance, of interruption in service resulting from non-payment, acts of God, civil or military catastrophes, transportation delays, any communication, equipment failure beyond its control, inability to obtain materials or parts from suppliers, or other major force beyond its reasonable control.

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Attachment C – SERVICE LEVEL AGREEMENT

Harmony Information Systems Inc.
12120 Sunset Hills Road, Suite 500
Reston, VA 20190

www.harmonyis.com
703-674-5100

1. DEFINITIONS

Certain capitalized terms, not otherwise defined in this Service Level Agreement (hereinafter, Agreement), will have the meanings set forth in the Agreement. The following capitalized terms will have the definitions set forth below:

1.1 ***"COMPANY"*** will mean Harmony Information Systems, Inc. unless otherwise specified.

1.2 ***"Application Service"*** will mean availability to COMPANY software application being delivered as a hosted service by the COMPANY.

1.3 ***"CUSTOMER"*** will mean other party of this agreement who will receive contracted Application Services.

1.4 "***System Uptime***" will mean the total amount of time during any calendar month, measured in minutes, during which the Application Service's core features and functions are available for CUSTOMER use according to the Access Protocols.

1.5 "**Non-Core System Functionality**" will mean functionality that does not require real time availability for effective use of the system. This explicitly includes, but is not limited to, reporting and background batch processing. Non-Core System Functionality availability is explicitly excluded from the calculation of System Availability.

1.6 "***Scheduled Downtime***" will mean the total amount of time during any calendar month, measured in minutes, during which the Application Service core features and functions are unavailable for the majority of CUSTOMER's user according to the Access Protocols, due to planned system maintenance performed by COMPANY, as set forth below. COMPANY will exercise reasonable efforts to perform scheduled system maintenance each Sunday between the hours of 6:00PM and 12:00 AM Eastern Standard Time. COMPANY reserves the right to change the scheduled downtime, provided that COMPANY provides reasonable prior notice prior to modifying such Scheduled Downtime. If the customer approves a production change affecting the Application Service and core features outside of the scheduled system maintenance window indicated above, such maintenance shall be considered as Scheduled Down Time.

1.7 "***Unscheduled Downtime***" will mean the total amount of time during any calendar month, measured in minutes, during which the Application Service core features and functions are unavailable for CUSTOMER is access according to Access Protocols, other than Scheduled Downtime, as defined above. See section 3.1 for details on detection of "Unscheduled Downtime".

1.8 "***Disaster***" will mean a catastrophic event that results in significant or potentially significant downtime or disruption of the production environment and requires the COMPANY to invoke its disaster recovery plan. COMPANY has sole and exclusive right to declare disaster.

1.9 "***System Availability***" will mean, with respect to any particular calendar month, the ratio obtained by subtracting Unscheduled Downtime during such month from the total time during such month, and thereafter dividing the difference so obtained by the total time during such month. Represented algebraically, System Availability for any particular calendar month is determined as follows:

$$\textbf{System Availability} = \frac{\textbf{(Total Monthly Time - Unscheduled Downtime)}}{\textbf{Total Monthly Time}}$$

NOTE: "***Total Monthly Time***" is deemed to include all minutes in the relevant calendar month excluding scheduled downtime as described above.

1.10 "*System Accessibility*" will mean ability for end users to gain access to system features and functionality. System Accessibility is not the same as System Availability. The system can be available without being accessible due to CUSTOMER network or local system issues. System accessibility is only contemplated in the context of this document when accessibility limitations are due to system being unavailability.

1.11 *"Access Protocols"* will mean industry standard internet access protocols through which COMPANY makes its hosted systems accessible to the Customer which includes, unless otherwise specified, HTTPS and FTPS.

1.12 *"CUSTOMER GO-LIVE"* will mean production usage of system.

1.13 *"Disaster Recovery"* will mean COMPANY's process to restore system availability in the event that COMPANY declares a disaster as defined above in 1.8. This process is described in COMPANY's Disaster Recovery Service Addendum.

1.14 *"Monthly License Fee"* will mean 1/12th of CUSTOMER's annual license fee for Application Service provided by COMPANY.

2. EFFECTIVE DATE

COMPANY is obligated to commence services as described in this Agreement not later than 30 days after CUSTOMER GO–LIVE in a production environment. The assigned COMPANY Project Manager shall be responsible for sending notification to hosting@harmonyis.com to document this date with a copy of the notification to the CUSTOMER designee.

3. SYSTEM PERFORMANCE

3.1 System Availability: COMPANY will undertake commercially reasonable measures to ensure that System Availability equals or exceeds **[ninety-nine percent (99%)]** during each calendar month (the "***Service Standard***"), provided that any Unscheduled Downtime occurring as a result of circumstances beyond COMPANY's reasonable control including, without limitation, (i) CUSTOMER's breach of any provision of this Agreement; (ii) non-compliance by CUSTOMER with any provision of this Agreement; (iii) incompatibility of CUSTOMER's equipment or software with the Application Service; (iv) poor or inadequate performance of CUSTOMER's systems; (v) Customer's equipment failures; (vi) transportation difficulties; (vii) CUSTOMER's network and internet service provider, (vii) public internet, (ix) security exposure, or (x) force majeure (as contemplated in the Agreement), shall not be considered toward any reduction in System Availability measurements. In the event of a "Disaster", System Availability service levels defined herein do not apply. CUSTOMERS have the option of contracting with COMPANY for its disaster recovery services under a separate contract vehicle. In the event of a disaster, The Disaster Recovery Service Addendum governs COMPANY system recovery obligations.

4. SYSTEM SUPPORT

Customer may report Unscheduled Downtime by calling 800-318-7260 during COMPANY's normal business hours (8:00 am to 9:00pm EST). COMPANY will exercise commercially reasonable efforts to respond to reports of Unscheduled Downtime by telephone or email acknowledgement within one hundred and eighty (180) minutes of each such report. The report will be assigned a case number for tracking purposes.

5. MEASUREMENT AND REPORTS

5.1 System Monitoring and Measurement: COMPANY will provide for monitoring of System Availability on an ongoing basis. All measurements of System Availability will be calculated on a monthly basis for each calendar month during the Term. This monitoring will be performed through a combination of monitoring services provided by COMPANY's hosting vendor, internal COMPANY tools, and an external web site URL monitor that validates the availability of the CUSTOMER's application URL. These tools are intended to serve as initial alert to COMPANY that the system may be unavailable. COMPANY will then conduct a series of tests to confirm system availability.

- If one of the above alerting mechanisms report that the system is unavailable and the COMPANY confirms the system to be unavailable, then
  - Unscheduled downtime will be calculated as the time between when the initial notification or alert was received until COMPANY confirms system availability has been restored.

- If one of the above alerting mechanisms report that the system is unavailable, but the COMPANY's tests and assessments confirms that the system is available, then
  - Unscheduled downtime will be calculated as the time between when the initial notification or alert was received until COMPANY confirms system availability has been restored if the COMPANY is unable to confirm that the system was, in fact, available during period between the initial notification or alert and point at which COMPANY confirmed that the system was available.

5.2 System Performance Reports: Upon CUSTOMER's request and subject to additional fees, COMPANY will provide standard System Availability reports to CUSTOMER on a quarterly basis setting forth measurements of Unscheduled Downtime and a calculation of System Availability for the relevant preceding quarter. CUSTOMER agrees that COMPANY's monitoring and measurement method and standard system availability reports are the sole and exclusive methods of measuring System Availability under this Agreement. No other measure shall be accepted unless validated, and mutually agreed to in writing by both parties before implementation. If CUSTOMER disagrees with any measurement or other information set forth in any such report, it must so inform COMPANY in writing within five (5) calendar days after receipt thereof, provided that the accuracy of any such report shall be deemed conclusive unless such notice is provided by CUSTOMER. Any such notice must indicate specific measurements in dispute and must include a detailed description of the nature of the dispute. COMPANY and CUSTOMER agree to attempt to settle any such disputes regarding System Availability and/or related measurements in a timely manner by mutual good faith discussions.

6. CUSTOMER REQUIREMENTS

6.1 Minimum System: The service standards set forth in this Agreement assume that CUSTOMER and/or its agents and Service Desk Users, as applicable, meet and remain current with the minimum system requirements. These minimum system requirements may vary over time due to Application Service version level and other factors. As these requirements change, the COMPANY will inform the CUSTOMER such that the CUSTOMER can remain compliant with these requirements.

6.2 Additional CUSTOMER Obligations: Except as otherwise agreed between the Parties in a separate written agreement, CUSTOMER is responsible for (i) maintenance and management of its computer network(s), servers, software, and any equipment or services related to maintenance and management of the foregoing; and (ii) correctly configuring CUSTOMER's systems in accordance with the Access Protocols.

6.3 Reporting of Unscheduled Downtime: CUSTOMER must promptly notify COMPANY in the event Unscheduled Downtime occurs.

6.4 Financial Standing: CUSTOMER must be in good financial standing with COMPANY and current with all due invoice payments in accordance with agreed upon payment terms.

6.5 Non-Performance by Customer: The obligations of COMPANY set forth in this Agreement will be excused to the extent any failures to meet such obligations result in whole or in part from CUSTOMER's or its Service Desk Users' failure(s) to meet the foregoing requirements.

The Parties have caused their duly authorized representatives to execute this Agreement as of the dates set forth below.

CUSTOMER:	_____	**COMPANY:**	_____
By (Signature):	_____	**By (Signature):**	_____
Name (Printed):	_____	**Name (Printed):**	_____
Title:	_____	**Title:**	_____
Date:	_____	**Date:**	_____

Attachment C – Service Level Agreement

1. Purpose. System Source makes every effort to provide uninterrupted service. With the understanding that the Internet is made up of thousands of networks controlled by as many different companies, actions of others may cause temporary lapses in service and connectivity. System Source is not liable for equipment outside our control. In the event service or connectivity is interrupted System Source will make reasonable efforts to identify the responsible party. Configuration changes made by the client may impact the response times and covered support issues. Services provided by other vendors do not fall within the scope of this agreement.

2. Standard Response Time for Service Outage. System Source monitors all active services 24 hours per day, 7 days per week. Our standard response time is one hour from notification. If the service failure is covered by this agreement, repairs and/or escalations are made immediately. If the service failure is not covered under the terms of this agreement, reasonable effort will be made to restore service in an expeditious manner. Support provided for failures outside of this agreement will be billed at the current hourly rate.

3. Support Requests. System Source operating hours are 8:30 am to 5:30 pm, EST. Our support line is open 24/7/365. If you need technical support or have a service outage, call 410.771.5544 and follow the voice prompts an on-call technician will respond in accordance with your support plan. Please do not call or email individual System Source employees. If that person is unavailable, we will have no way of knowing you need help.

4. Backups. System Source routinely makes backups of all of our servers, though we do not warrant that any particular information will be recoverable. The backups are intended for our own disaster recovery use. We will make our backups available to proper authorities if required by law. Customers that require data isolation for compliance, legal or security concerns MUST provide their own backup solution including hardware, software and media. Additional hosting fees may apply.

5. Managed Updates. Under a managed services agreement, System Source will automatically update the Operating System and Commercial off the Shelf Software that supports scheduled updates. System Source reserves the right to exclude any software package from managed updates based on the update process and/or limited vendor support. System Source will provide assistance in troubleshooting, rollback of the patches and/or restoration of the system should the patches cause functionality issues.

The customer is responsible for testing of their systems after patches are installed. System Source takes no responsibility for verifying the impact of any patches applied under this process.

6. Hardware Support. Unless otherwise agreed, System Source will provide labor and parts for hardware under the applicable manufacturer's warranty in accordance with the hardware warranty provider's specifications or instructions. Certain manufacturer's warranties may not be sufficient to maintain the standard Service Levels. Support for servers and network devices out of warranty will be provided at applicable parts and labor rates. Failure to maintain warranty support negates the standard Service Levels as stated or implied in this agreement.

7. Database Support.

(a) System Source recommends performing scheduled maintenance for any database supported in a hosting environment by System Source. Unless specifically stated in a contractual agreement between System Source and the client, the client is responsible for performing database maintenance.

(b) Even when maintenance is performed on a regular basis, corruption of databases may still occur. In no case will System Source be responsible for any issues or losses associated with database functionality.

(c) System Source recommends that all databases be maintained and hosted on a server separate from the web server, due to security and computer resource issues. If the client chooses to run a web site and a database on the same server, System Source makes no guarantees as to performance or operability.

8. Microsoft Licensing Options. System Source can provide Microsoft Licensing on a per month basis for hardware that is owned by System Source in accordance with the Microsoft Service Provider License Agreement (SPLA).

9. Software Versions. System Source reserves the right to upgrade, as needed, the operating systems, web site hosting software, database engines or other applications on our hosted systems. In such instances, clients' hosted web sites, email or other applications may need to be upgraded in order to function properly. Such upgrades are the responsibility of the client or the client may request System Source to perform the upgrades for the client, billed at the current hourly service rate.

Jeffrey Venick

1501 Sulgrave Avenue, Suite 200
Baltimore, Maryland 21209
(410) 664-0700

A technology-oriented executive with over 27 years of management experience in diverse industries
• Strong technical and project management skills • Accounting and finance background •

PROFESSIONAL EXPERIENCE

1998 to Present — ***President, CEO* – Creative Software Solutions, LLC also T/A MJM Innovations**

- Co-founded management and technology consulting company to help organizations improve their operational efficiency and cost-effectiveness
- Manage transportation and aging programs for government agencies and private companies, providing management services as well as card technology and Web-based solutions (ex. Taxicard® and EZTransport®)
- Direct company's overall operations and management, including strategic planning and policy-making
- Lead technology initiatives, including software development, network and Web-based interfaces, hardware integration, and communication solutions

1991 to 2004 — ***Consultant***

- *Management Consultant* – **Pearle Vision**
- *CFO, COO* – **Overlea Caterers, Inc.**
- *CFO* – **Fidelity First Financial**
- *CPA* – **Rosen, Sapperstein & Friedlander**
- *Operations Consultant* – **The Fitch Company**

1991 to 1994 — ***Owner* – Accu-Drive, Inc.**

- Started company to remanufacture rack and pinion steering parts for automobiles
- Managed the sales, financial, and operational aspects of the company until sold ownership in 1995

1981 to 1991 — ***Department Manager; Operations Manager; President* – Barco Industries**

- Promoted from manager of the manufacturing department to operations manager, responsible for 150 employees, including human resource functions and production scheduling
- As president of this multi-million dollar company, managed all areas, including sales and marketing, finance and accounting, operations, and technology

Business Knowledge

- Management
- Technology
- Marketing
- Human Resources
- Finance/Accounting
- Operations

Industry Experience

- Technology
- Health Care
- Manufacturing
- Distribution
- Professional Services
- Retail

Michael Stappler

1501 Sulgrave Avenue, Suite 200
Baltimore, Maryland 21209
(410) 664-0700
mstappler@mjminnovations.com

A fiscally oriented executive with 30 years of management experience in diverse industries

• Accounting expertise • Effective leadership skills • Strong computer background •

Business Knowledge
Finance/Accounting, Management, Technology, Human Resources, Operations

Industry Experience
Manufacturing, Distribution, Technology, Professional Services

PROFESSIONAL EXPERIENCE

1998 to Present ***Vice President, CFO (also Member)***
Creative Software Solutions, LLC, also (T/A MJM Innovations

- Co-founded management and technology consulting company to help organizations improve their operational efficiency and cost-effectiveness
- Responsible for company's financial and accounting functions:
  - Budgeting and projections, for corporate planning and for project bidding
  - Managing corporate assets
  - Preparing payroll, tax returns, and period accounting reports
- Lead executive team's efforts in monitoring company performance and planning for growth

1981 to 2007 ***Vice President (1981 to 1995); President, CEO (1995 to March, 2007)***
Harbor Cruises, Ltd.

- Direct acquisition and business development efforts
- Plan and implement sales and marketing strategies, as well as related analysis and support
- Supervise research and development initiatives

EDUCATION & CERTIFICATIONS

Bachelor of Science
Business and Management
Degree awarded, 1978
University of Maryland College Park

Certified Public Accountant (CPA), Maryland, 1981

Certified Management Accountant (CMA), National, 1982

Professional Memberships:
American Institute of Certified Public Accountants, Maryland Association of Certified Public Accountants, Institute of Certified Management Accountants

REFERENCES

Available upon request

Michelle Mitchell

1501 Sulgrave Avenue, Suite 200
Baltimore, Maryland 21209
(410) 664-0700

Technology-oriented professional with over 15 years of system engineering, integration and administrative experience

PROFESSIONAL EXPERIENCE

2005 to Present — ***Director of Information Technologies and Development*** – **MJM Innovations**

- Primary responsibilities included design, implementation, management and 24/7 support of network infrastructure, all mission critical applications in-house and at the Network Operations Center and Telecom services.
- Engineer, install, document, support and provide training for new and existing customer implementations.
- Assist Development Team with design, troubleshooting and support of new and existing technologies.

2004 to 2005 — ***Active Directory Engineer/Email Migration Specialist*** - **Blackstone Technologies**

- Design and implement migration strategies for DHHS OPDIVs' consolidation and migration to Enterprise Email System (Exchange 2003) from various platforms including Exchange 5.5 and GroupWise6. At present 1,000 users migrated.
- Perform remote software upgrades and scripted configurational changes on Agency desktops to support connectivity to the new email system.
- Provide documentation and support pre, during and post migration

2002 to 2004 — ***Sr. Systems Administrator/Systems Engineer*** - **Vocus, Inc.**

- Primary responsibilities included design, implementation, management and 24/7 support of network infrastructure, all corporate mission critical applications and Telecom services.
- Developed, tested and implemented installation and migration plans for Windows NT 4 to Windows 2000 with Active Directory migration and Exchange 5.5 to Exchange 2000 migration. Created and managed group, user and resource security policies.
- Tested and implemented solutions for centralized server administration and centralized security/software patch management.
- Implemented and managed disaster recovery process utilizing system of images and tape backup/ recovery.
- Managed and provided 24X7 support for all user applications, hardware and peripherals including wireless handheld devices.

Education

Microsoft Certified Professional (MCP)
Valencia Community College, 1 year.
Fred Prior Management Courses; Team Building and Mentoring Employees
Successful completion of the following Microsoft courses:
M1560 Upgrading Support Skills from Microsoft NT Server 4.0 to Windows 2000
1558A Advanced Administration for Microsoft Windows 2000
867 Configuration and Administration of Microsoft Systems and Management Server (SMS)

REFERENCES

Available upon request

STEPHANIE YOUNG-CLAYVILLE

6146 Whiton Road ▪ Snow Hill, Maryland 21863 ▪ Phone: 443-956-8377 ▪ syct68@gmail.com

PROJECT/OPERATIONS MANAGER or INSTRUCTOR

Technology and operations professional with 11 years of experience managing enterprise implementations, business process re-engineering and customer support of various business systems. Expert in gathering, analyzing and defining business and functional requirements; creating metrics, trend charts and other decision-making tools; and designing/re-engineering processes, workflows and technology solutions for information systems and networks. Proven ability to lead seamless implementations and deliver next-generation technical and business solutions improving revenues, margins and workplace productivity.

Expertise Highlights

Assisted 2 companies with new product development and brought over 6 key products to market

15 years of project management, customer service and training/implementation experience.

10 years of experience in vendor management and contract negotiation

10 years of hands on experience in business process re-engineering

6 years of writing functional specifications and creating products based on customer need.

Worked with 2 companies on state and governmental projects to facilitate and comply with regulations

Managed and supervised more than 30 people in departments such as customer service, accounting and technical support

Designed project management lifecycle and new product development cycles including standard business practices for project delivery, training and implementation of business solutions.

Developed relationships with vendors and streamlined procedures that decreased labor time and eliminated redundancies.

Implemented automated asset management package necessary for tracking corporate owned assets and software compliance assisting organization to reduce total cost of ownership for 150%.

Excel at written and oral communication with multimillion dollar multi-departmental project management experience

Professional Experience

MJM INNOVATIONS, BALTIMORE, MD — 2004 to Present

Technical Project Manager — **2007 to Present**

Director of Product and Technical Services — **2004 to 2006**

This advanced management role that provides IT and operations leadership for a state of the art swipe and smart card technology company. Manage all large-scale enterprise migration projects, product development and applications/systems support. Help set long-range technical direction and business strategic plans.

Key Results:

- Designed project management lifecycle for software integration and new product development including standard business practices for project delivery, training and implementation of software solutions.
- Collaborate with development teams, management and customers to develop product and business solutions for customers to deliver quality products to customers.
- Worked with state officials and multiple vendors to facilitate and comply with technical and operational program requirements.
- Successfully brought three new products to market in two years and created two software applications to meet customer requirements.
- Developed operational processes for customer service by overseeing operations of the call center and customer service departments. Supervised eight employees and volunteers and multimillion dollar budget.

PAUL R. GREENBECK

9108 Waltham Woods Rd
Parkville MD 21234

443-615-3958
pgreenbeck@comcast.net

INFORMATION TECHNOLOGY PROFESSIONAL

A leader, management and technical professional with over fifteen years experience in information technology building, deploying, maintaining and managing computer and communication networks, equipment, software, disaster recovery, training, budgets and staff.

SUMMARY OF QUALIFICATIONS

Bachelor's of Science equivalence in education and experience.
SOFTWARE: Microsoft Office 2010/2007/2003, SQL, VMware, Adobe, Symantec, McAfee, QuickBooks, Fortis
ACCOUNTING ERP SYSTEMS: Epicor, Spectrum, SMS, ServMan, Solomon
SYSTEMS: MS Windows 7/Vista/XP/2K Server 2K/2K3/2K7, UNIX, Solaris, CITRIX, VMware, Exchange, GroupWise
NETWORK PROTOCOLS: TCP/IP, DHCP, DNS, Active Directory, FTP, HTTP, POP3, SMTP, VPN, VoIP
EQUIPMENT: HP, DELL, CISCO, 3COM, SUN, Panasonic, Nortel, Inter-Tel, NUVICO, Gemini, AXIS, Nimble

> Enterprise-wide deployments of software, upgrades
> Expertly managed projects, cost, schedule, timeline
> Strategic Planning, Disaster Recovery
> Business Analytics, Systems Analysis
> Hardware & Software Lifecycles WATERFALL AGILE
> Leadership, Relationship Building, Collaboration
> Network design, deployment, maintenance, support
> Equipment Requirements and Purchase
> Equipment Maintenance, Diagnostics & Repair
> Excellent verbal, written and presentation skills

ACCOMPLISHMENTS

- *PROJECT MANAGEMENT*
- Managed project, budget, timeline, training and selected team members of a variety of projects:
  - enterprise-wide deployment of VMware, enterprise conversion of P2V
  - enterprise-wide upgrade to Nimble SANS for VM and storage
  - implementation of end-user software products, on-site installation of systems
  - enterprise-wide deployment of Windows 7 OS
  - enterprise-wide upgrade from MS Office XP and Office 2003 to Office 2007 and Office 2010
  - enterprise-wide conversion of repair service software resulting in an **annual savings of $50K**
  - data migration from CODEBASE to SQL and PROGRESS to SQL
  - MPLS communication between company sites resulting in **annual savings of $45K**
  - enterprise-wide deployment AXIS, Nuvico web-based security camera and Gemini alarm systems
  - upgrade of email from Exchange 2003 to Exchange 2007
  - upgrade of Custom Degree Day system to ERP accounting system
  - outsourcing daily invoicing and monthly statements providing an **annual savings of $40K**
  - implementing Disaster Recovery Plan and infrastructure
  - replacement of company telephone system with PBX (Nortel Meridian, Inter-tel)
  - implemented automated call routing and company customer service
  - enterprise-wide deployment of FORTIS (File Magic) document management/imaging system
  - automation of dispatch centers, **reduction of staff positions**
  - deployment of over 100 mobile devices (MELARDS, PINPOINT, INTERMEC, BLUEBIRD)
  - Flat-Rate billing program in service repair **increasing sales revenues by 11%**

- *LEADERSHIP*
- Led a team of IT professionals that supported company headquarters and various offices throughout Maryland
- Created and monitored employee career paths for advancement
- Restored confidence and trust in internal IT Team and reduced outsourcing of IT projects by meeting deadlines, designing communication and documentation methods for on-going projects, and increased productivity using industry standard lifecycle "Waterfall Model" methodology
- Expertise in business analytics, system analysis, process automation and network administration, advising ownership and management on technology solutions
- Negotiated contracts with vendors for support services

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5.4 User expressly acknowledges that accessing the system constitutes acceptance of this license agreement.

5.5 This Agreement will be binding upon and inure to the benefit of the parties hereto and their respective successors and assigns.

Creative Software Solutions, LLC

_____

Signature

Name:
Title:
Address:

The City of San Antonio
Department of Human Services

_____

Signature

Name:
Title:
Address:

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Creative Software Solutions

Responses from COSA Presentation - 2/17/2014

RFCSP 14-004, 610000368

1. **Does the system pick up duplicates on meals at the same site and at different sites?**

   SeniorStat does pick up duplicate meals at the same site. It does not pick up duplicates if the same consumer were to go to a different site on the same day. The duplicates can be viewed by running a participant detail report. Operational procedures and processes would need to be put into place outlining that a participant cannot get two meals in one day.

2. **Will the system keep multiple assessments on file for previous years?**

   The SeniorStat system does allow multiple assessments to be kept on file for previous years.

3. **Will the state need to grant permission to import the data into SAMS?**

   MJM and Harmony maintain an existing technical interface between SeniorStat and SAMS which is used by multiple mutual customers. Configuration and ongoing support of this automated interface is included in MJM's proposal.

   AACOG uses the statewide DADS SAMS database which is hosted by Harmony. From a technical perspective, the SeniorStat/SAMS interface could be used to sync COSA's SeniorStat system directly to the AACOG/DADS SAMS database. However, DADS has a policy to not allow integration to their SAMS database from third party systems. Therefore, the MJM proposal includes Harmony setting up and hosting a SAMS database for COSA. Harmony will then manage synching the COSA SAMS data (which will come from SeniorStat) to the AACOG/DADS SAMS database (SAMS to SAMS). Harmony will be responsible for getting the COSA data synched with the AACOG/DADS database. No effort by COSA is expected to be needed.

   If in the future DADS decides to allow for direct interface from a third party system to its SAMS database, MJM and Harmony will modify the interface so that it goes directly to the AACOG/DADs database at no extra charge to COSA.

4. **Provide a security overview for the communications between the terminal/touchscreen/tablet and the web application in addition to the participant and admin. portal.**

   <u>Hardware</u>
   Creative Software Solutions's standard configuration for mobile devices is communication over GPRS via 2,048 bit encrypted SSL to the SeniorStat hosted platform. While Wi-Fi connectivity is possible, the security policies relating to Wi-Fi access is managed by the customer's IT security policies. All communication with the SeniorStat hosted platform from mobile devices is accomplished with 2,048 bit encrypted SSL, regardless of public data network or Wi-Fi.

   <u>Application Transport Security</u>
   SeniorStat is secured with a 3rd Party Secure Socket Layer (SSL) Certificates on all public URLS, including web services integration points. SeniorStat includes support for transport security using SSL.

Database/Server to Server Transport Security
Creative Software Solutions secures server to server communication with a 3rd Party Secure Socket Layer (SSL) Certificates and SSL encrypted transport between servers in the architecture.

Interface Security
SeniorStat System will be secured using Secure Socket Layers (SSL) and will be encrypted using 128 bit encryption. The integration can take place with multiple API s on multiple platforms to provide seamless exchange of data. These configurations provide a series of roles with targeted security rights based on anticipated responsibility, functional needs, and authority within an organization and this approach allows compliance with HIPAA privacy and security standards. With this flexible, multi-tiered security model System, Administrators are empowered to limit (secure) access to business functions to specifically authorized individuals.

The software security can be set up using different tiers of access. User access roles are created for SeniorStat end-users, and allow for multi-tiered access and user permissions. Roles can be easily created for all end-users, whether for administrators or volunteer data entry staff members. The roles provide broad access or restricted access depending on the end-user need. Administrators can access more database information, but clerical staff can be set up with narrow access and can be denied view/change/edit capabilities so their security allows a more limited access (greater restrictions). For example, the Senior Center Manager(s) and the Senior Programs Administrator(s) will be assigned a user access role that allows full system access. All Senior Center end-users will be monitored using a logging file system integrated with the existing security technologies and infrastructure security guidelines.

CSS does not currently have a Statement on Standards of Attestation Engagements (SSAE) No. 16 report. CSS does not have information on accredited independent auditor assessment of vendor controls program available at this time. We have engaged an outside firm to review our security and we are in the middle of a PCI assessment and review.

5. What are the BIP-100 options to communicate?

   The BIP-100 unit (terminal) can connect to the SeniorStat web application using a public data modem, Wi-Fi and users can also use a RJ45 jack to connect to a network and upload data into the system.

6. Please address the question regarding the Web design of the Participant Portal and what your company would provide to us to meet our CoSA design requests?

   Creative Software Solution's SeniorStat portal has a standard configuration for it's out of the box solution for the Participant Portal. We are always willing to work with our clients to offer the best solution that will meet their needs. We would be able to customize the Participant Portal; however, we would need a design mock up so that we can provide an estimate of the changes needed. If the changes are minor, it can be considered in our overall proposed cost model.