

DHFS RESPONSES TO RFP 1580 DPH-EG VENDOR QUESTIONS (Part 3)
Date Document Posted February 5, 2008

Question Number	RFP Number Reference	RFP Text/ Requirement Wording	Vendor Question	DHFS Response
1	RFP Section 2.4 – Tab 1 Page 13, item 11	The section noted here states that, in the Transmittal Letter, the vendor is to acknowledge “agreement to adhere to all Standard Terms and Conditions and Supplemental Standard Terms and Conditions”.	<p>This seems to contradict the instructions for Tab 11 – Response to All Contract Terms and Conditions: “Provide a point-by-point response to only those terms to which Proposer takes exception”.</p> <p>In the Transmittal Letter, can Vendors agree to adhere to all terms and conditions not specifically mentioned in the Tab 11 response?</p>	<p>Tab 11 is provided to allow for the vendor to respond to any concerns or questions on any of the contract language, especially Section 9 – Special Terms and Conditions.</p> <p>However, if the vendor has no concerns to any of the contract language, the vendor may include in the transmittal letter that they agree to adhere to all terms and conditions.</p>
2	4.2 – Hosting	The State intends to host the Statewide Vital Records Information System at DHFS.	Is the system to be installed on existing equipment at the DHFS or is it the state’s intention to purchase new hardware on which to host the system? If so, is the vendor to provide hardware and include the cost of such in the Cost Proposal?	It is unknown at this point on which hardware the system will be hosted. The vendor is not expected to provide any hardware and should not provide cost for any hardware.
3	6.3.7	System to provide exception reports and alerts based on events and/or patterns in system audit logs as defined by business rules. DHFS System Administrator(s) to have the capability to define and modify exception reports and events and/or patterns on which	Please provide example of event that would trigger report or alert.	<p>Please refer to response to Question 4 on Answers posted on Jan. 29, 2008, as pasted below</p> <p>Two examples of business rules related to audit logs: (1) Business Rule Topic: Unusual hours of access alert. Example: An alert report created for Vital Records Office staff printing certified copies between hours of 6 PM and 6 AM. The Alert specifies office,</p>

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		exception reports are based.		user, and time of printing. (2) Business Rule Topic: Questionable record access. Example An alert report created for Vital Records Office staff accessing a record when no action request is associated with that record.
4	6.4.5	Application error messages to be in non-technical English with clear statements describing what happened, what it means, and what needs to be done. Application error messages to be configurable by DHFS System Administrators.	Does the phrase “Application error messages” refer to those messages generated in response to absent/incorrect data or wider, system level messages that could be caused and/or generated by web-server, application server or database errors?	The phrase refers to error messages that are generated by the application only. For example, rewording Oracle error messages is not required.
5	6.4.7	System screens to display only necessary fields for the type of vital event/record/transaction. For example, a special birth circumstance (e.g., relinquishment) would not have the same fields as a typical birth event, since the screen for a relinquishment would not contain fields for parental information.	Please provide an explanation of relinquishment and the administrative process used to perform this transaction.	A “relinquishment” is commonly referred to as “Safe Haven” infants. A parent is allowed, under certain conditions, to anonymously relinquish a newborn. The receiving hospital must name the child and file a birth record, but cannot release any information that would identify either parent, even if the parent’s identity is known to the hospital. The system must allow for the

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				<p>acceptance of these records with certain minimal required fields.</p> <p>These infants are usually placed for adoption. A biological parent may reclaim the infant through a court order process.</p> <p>In either case, a copy of the original birth certificate could be issued for court use but would be impounded following the adoption or reclaim court process (a new birth certificate would be created).</p> <p>(Foundlings would be handled in a similar manner as Relinquishments.)</p>
6	6.5.5	System audit administration to be maintained through the application by DHFS System Administrator(s).	Please provide example of what is meant by “audit administration”.	Audit administration is a user interface (UI) that is used to manage audit functions within the application.
7	6.5.9	System to provide exception reports and/or alerts based on events and/or patterns in system access logs as defined by business rules.	Please provide examples of business rules that would trigger such an alert.	See answer to question #4, above.
8	6.8.8	System to allow for impounding an existing vital record and/or	Is this the same concept as “sealed” records? What	Yes, impounding is the same concept as “sealed” records.

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		creating a new record.	amendment types are included in or result in an impounded record?	<p>A birth record may be impounded and/or a new record created for the following amendment types:</p> <ol style="list-style-type: none"> 1. Adoptions 2. Paternity judgment court order to remove current father or husband's information (paternity removal) 3. Paternity judgment court order to remove current father or husband information and add another father's information at the same time (paternity change) 4. Acknowledgment of Marital Child actions 5. Misrepresentation actions 6. Surrogate Actions 7. Voluntary Paternity Acknowledgment Rescission actions 8. Legal Name and Gender Change actions <p>There are also times when a record will be sealed as directed by the State Registrar.</p>

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				<p>Death and marriage records may also be impounded and a new record created. For deaths it can happen if a family petitions the court because they don't like how an amendment looks on a death record (for example, the cause of death). This is extremely rare, but law allows for it. For marriages, a record can be impounded due to the wrong father being listed for the groom. Again, this is extremely rare (it has only happened once so far), but law allows for it.</p>
9	6.8.15.2	6.8.15.2 System to link any existing electronic records for the vital event being registered with the delayed registration.	In this requirement, does the term "electronic record" refer to supporting documentation used to establish delayed birth?	<p>Please note the amended language of the RFP requirement bullets 6.8.15.2 and 6.8.15.4 provided below.</p> <p>6.8.15.2: System to link to a delayed registration record any existing partially completed record (not registered) for a specific vital event and/or any supporting document already in the system that relates to the delayed event. (An example of a partially completed record would</p>

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				<p>be an incomplete birth record where the parental information was not provided and this partially completed record was held in the system for over 365 days from the date of birth.)</p> <p>6.8.15.4: Scanning of supporting paper documentation and attaching those scanned documents to the delayed registration record.</p>
10	6.9.2	System to prevent display, or even acknowledgement, of confidential or impounded data unless user security level is appropriate. Must display warning message as defined by business rules.	Is it Wisconsin's intent that the application provide a UI for configuration and update of business rules including the criteria used to trigger messages?	Yes, the intent is for the application to provide a UI for configuration and update of business rules.
11	6.9.4	Search module to support wide variety of searches by fields, by types of record, by groups, and by subgroups. Fields to include but not limited to:	Is it the intent that the application provide the items listed in 6.9.4.1 thru 6.9.4.11 below as search criteria? For example, item 6.9.4.3, would a user select delayed birth as a search criteria and the search results would include only delayed births?	Yes, the intent is for the application to be able to search by and for each of the items listed in 6.9.4.1 through 6.9.4.11 below.
		6.9.4.1 Vital event type (e.g.,	- Search criteria?	See response above.

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		birth, death, marriage, divorce)		
		6.9.4.2 Active records	- Search criteria?	See response above.
		6.9.4.3 Delayed registrations	- Search criteria?	See response above.
		6.9.4.4 Impounded records	- Search criteria?	See response above.
		6.9.4.5 Court orders/judgments	- Search criteria?	See response above.
		6.9.4.6 Voluntary paternity acknowledgements	- Search criteria?	See response above.
		6.9.4.7 Statements of paternity	- Search criteria?	See response above.
		6.9.4.8 Amendments	- Search criteria?	See response above.
		6.9.4.9 Acknowledgement of marital child	- Search criteria?	See response above.
		6.9.4.10 Adoptions	- Search criteria?	See response above.
		6.9.4.11 Foreign born adoptions	- Search criteria?	See response above.
12	6.10.2.7	6.10.2.7 - When the responsible party is a group, an individual member of that group would accept the step which would subsequently be assigned to that individual.	Please provide a business example for this.	<p>Two examples of possible “group” notice of a task and indication of person completing task:</p> <p>1. SVRO searchers would all receive notice of a customer application that requires a paper record to be searched. One member of the subunit would indicate on the system that he or she takes responsibility for that record search.</p> <p>2. Members of a Coroner/Medical Examiner office would receive notice of death certificate to be completed. The</p>

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				Coroner/Medical Examiner or one of the deputies would indicate that he or she takes responsibility for completing that death certificate.
13	6.11.3 and 6.11.6	6.11.3, 2 nd bullet – Ability to notify a message recipient that a message has been sent to them; 6.11.6 System to provide ability for standard notification to be sent to external email address to let an authorized role-based user know that there is a message for him/her on the system.	Are these the same requirement? That is, does meeting one of these requirements meet them both?	These requirements are not the same. 6.11.3 refers to messaging that is internal to the application such as a pop-up box. 6.11.6 refers to messaging that is sent to an external email client.
14	6.14.14.4	6.14.14.4 Track refund payment due and refund payment sent to the customer.	Please provide what is meant by “Tracking refunds”. What functionality is needed to support this?	“Tracking” refers to the ability to maintain detailed payment information including any refunds. The functions related to this include indicating who issued it; required keying/linking of reasons (through reason codes) with electronic data or documentation; date of issuance or disbursement; to whom it is was issued; and date from origination of refund to date it was sent to the related customer. It should also include the ability to document a refund returned to the SVRO as would occur, for example, with “incorrect address or customer moving.”

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15	6.14.14.7	6.14.14.7 Provide ability for authorized role-based users to see all refunds associated with a requestor.	Is it the intent of this requirement that the application should restrict users from viewing orders with refunds and/or restrict users from viewing the refund details itself?	The intent is to allow authorized role-base users (e.g., supervisors or lead workers) to have the ability to view all refund transaction details completed by staff for audit purposes. This should happen in both real time and historically. The system should also allow authorized users to review their own refund transactions and details both in real time and historically.
16	6.14.21.1	6.14.21.1 Third-party vital records order systems.	What data is expected to be exchanged for this interface? Please provide complete list.	Third-party VR order systems are State authorized contractors that originate customer requests for VR documents using approved State applications. These customer requests are currently faxed to the SVRO. The System should be able to link securely with these vendors and allow for the quick and efficient electronic transmission of these requests. The transmitted data includes requester's personal information such as name, phone number, address, relationship to request (such as being a parent), fee information, e-signature, payment info (credit card info), and details on documents requested (e.g., birth name, mother's maiden name, father's name). They should also allow the SVRO to securely and efficiently transmit and receive

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				payment data such as fees collected and request reports from the third-party contractors.
17	6.14.21.2	6.14.21.2 Credit card service bureaus.	What data is expected to be exchanged for this interface? Please provide complete list.	The data that is expected to be exchanged includes payment information such as transaction number; amount paid; time paid; date paid; customer; a link to staff member who expedited the payment; request number; types of errors (e.g., transmissions or double billing); daily, weekly, monthly, and other historical payment data; approval/denial codes and reasons; as well as credit card service reports.
18	6.14.21.3	6.14.21.3 Other governmental agencies.	What data is expected to be exchanged for this interface? Please provide complete list.	The SVRO and many LVRO will use the module for Customer Service provided by the vendor. There may be some LVROs, however, that use their local government accounting system. In those cases, the system accounting module is to support an interface with the County or City's current accounting system. Once the Vital Records Information System has been implemented, any local county or city who chooses to interface with its own county/city system may work with the vendor to

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				establish this capability. Although the capability to interface is required, the cost is not part of this RFP.
19	6.15.1.2	6.15.1.2 Limit the size of generated reports.	Please provide an explanation of how the application should respond if a report is created that exceeds the default size limit.	To prevent system overload, the application should limit the size of any generated report. Describe how your system would do that.
20	6.15.1.3	6.15.1.3 Limit the time for generating a report.	Please provide an explanation of how the application should respond if a report exceeds the default time limit.	To prevent system overload, the application should limit the time for generating a report. Describe how your system would do that.
21	6.18.9	Vendor to provide electronic instructional materials in a configurable format with ability to configure for SVRO, LVROs, and business partners.	DAVE provides separate user manual for each user type, e.g. funeral home, hospital, LVRO, SVRO, ME, etc. What does Wis consider to be configurable format and how would these be configured?	Electronic instructional materials need to have the ability to be modified in order to address any specific Wisconsin requirements and functions.
<i>These questions were received in a timely manner. They were inadvertently omitted in the prior postings of Vendor Questions and Answers.</i>				