



**State of Florida
Department of Health
Division of Disease Control & Health Protection
Bureau of Environmental Health
Environmental Health Applications ITN**

ATTACHMENT D - Functional, Technical, and Service Requirements

Vendor Name: **<Insert Vendor name>**

Response instructions for completing Functional Requirements Response tab.	
The Functional Requirements Response tab lists the functional requirements of the Early Steps program. The vendor must respond to each requirement listed. Three columns require a response: Solution Support, Level of Effort, Description of Support. Complete Level of Effort only when Solution Support is a 1 or 2.	
Solution Support	Definition
0	Cannot Support requirement - The business/technical function is not included in the base product, the base product cannot be configured, or customized software cannot be developed to meet the required functionality.
1	Customization required - The business/technical function requires customized changes to the base product or software development apart from the base product's design, process or structure or customized software needs to be developed to meet the required functionality or integration with another software is needed.
2	Configuration required - The business/technical function can be met by configuring the base product. In this context, "configuring" means that coding is not required.
3	Included in base product - The business/technical function is included in the base product(s) and is fully demonstrable out of the box.
Level of Effort	Definition (Simply to assist with the meaning of the selection items)
Trivial	Less than 8 hours
Low	9 hours to 80 hours
Medium	81 hours to 500 hours
High	501 hours and above
Description of Support	This is where the vendor can provide additional explanation as to how the requirement will be met in a way that best meets the agency need.

Response instructions for completing Technical and Service Requirements Response tabs.	
The Technical Requirements Response tab lists the technical requirements of the solution, and the Service Requirements Response tab lists the implementation and support requirements of the solution. The vendor must respond to each requirement, except those that note that a separate response template is required. Two columns require a response: Level of Support and Description of Support.	
Solution Support	Definition
0	Cannot be met - The requirement is not included in the base product, the base product cannot be configured, or customized software cannot be employed to meet the requirement.
1	Partially met - The requirement is partially met, as explained in the Description of Support.
2	Fully met - This requirement will be fully met as explained in the Description of Support.
Description of Support	This is where the vendor can provide additional explanation as to how the requirement will be met in a way that best meets the agency need.

ESAS Requirements

Functional Requirements				Vendor to Complete This Section		
Req. ID	Program Area(s)	Requirement Name	Requirement Description	Support	Level Of Effort	Description of Support
1.0 Entity Management						
Entity management refers to the entry and maintenance of the data that describes and defines an entity. Entities (generally facilities or individuals) are grouped by program area and subtype and are assigned an inspection frequency, billing type and a DOH employee who is responsible for their inspections. Biomedical Waste (BMW), Body Piercing, Food Hygiene, Group Care, Miscellaneous (County level) programs, Swimming Pools, Limited Use Water (LUW) , Onsite Sewage Treatment & Disposal System (OSTDS), Tanning and Tattooing are all program areas included in this section (See Attachment C - Current Application and Environment). If a program area has different or additional features, they will be listed with a program-specific tag in the Program Area column. Items with these tags are relevant only to the program identified.						
1.01	All Entities	Entity Definition Page	The system shall provide a page that defines the entity by program, subtype, location and ownership.			
1.02		Entity Contact Info	The system shall provide the ability to create and maintain the contacts for an entity. Contact information will include names, mailing and email addresses, phone numbers and the role the individual plays for the entity and other fields as defined.			
1.03		Entity Management Info	The system shall provide the ability to create and maintain the data fields needed to manage the entity over time. This data includes, but is not limited to, application data, inspection frequency, designated inspector, billing schema, and comments.			
1.04		Entity Current Status	The system will provide an easily accessible method for ascertaining an entity's current status, last inspection date, latest lab sampling results, etc.			
1.05	All Entities	Entity Detail Maintenance	The system will provide pages for recording the relevant details based on program and subtype involved. This will include accomodating the notes, lab sampling, complaint investigations, billing and other information associated with an entity.			
1.06	All Entities	Entity Inspections	The system will provide entry and maintenance of inspection forms that contain wording specific to the programs and subtypes.			
1.07	All Entities	County Customized Fields	The system will incorporate the fields currently customized by each county. Each county may identify up to 10 fields for usage by all programs.			
1.08	All Entities	Entity Physical Locations	The system will require at least one physical location for an entity. If additional locations exist, the system will store the appropriate information and relate it to the primary entity.			

ESAS Requirements

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Req. ID	Program Area(s)	Requirement Name	Requirement Description	Support	Level Of Effort	Description of Support
1.09	All Entities	Application History	The system will provide entry and maintenance of the dates of the original application and all subsequent renewals for all entities.			
1.10	All Entities	Batch Updates to Entity Data	The system will provide a method of changing information for multiple entities from a single screen. Information to be changed will include responsible employee, inspection frequency, and billing schemes.			
1.11	All Entities	Action Maintenance	The system will provide a page for entering and editing actions taken on a complaint or inspection.			
1.12	All Entities	Action Support Documents	The system will allow external documents including photographs, diagrams and letters to be attached to an action.			
1.13	All Entities	Action History	The system will provide an historic view of the actions taken on screen and in a printable format.			
1.14	All Entities	Application Approval Workflow	The system will record the date, time and individual who approves an application for an entity and maintain that information over time.			
1.15	Nuisance Complaints	Complaint Investigations	The system will allow DOH County Health Department staff to create nuisance complaints with or without an attached entity. Complaints filed against existing entities may pull data from the entity record. Those not filed against existing entities will allow entry and maintenance of this information assigned to the complaint.			
1.16	Nuisance Complaints	Location Information	The system will provide a entry and maintenance screen for location information which includes the physical location of the complaint or incident, GIS coordinates, and directions to the incident.			
1.17	Nuisance Complaints	Additional Contact Information	The system will provide an entry and maintenance screen for the property owner, occupant, and complainant which includes names, addresses and phone numbers.			
1.18	Nuisance Complaints	Complaint Description	The system will provide entry and maintenance of issue descriptive fields.			
1.19	Nuisance Complaints	Complaint Conditions	The system will provide an entry/maintenance screen for complaint conditions.			
1.20	Rabies Investigations	Initial Rabies Complaint	The system will provide an entry and maintenance screen that identifies the persons, animals, and location involved in a bite case.			

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Req. ID	Program Area(s)	Requirement Name	Requirement Description	Support	Level Of Effort	Description of Support
1.21	Rabies Investigations	Rabies Details Form	The system will provide an entry and maintenance screen that provides the necessary field entries required for tracking a bite case.			
1.22	Food Hygiene	Food Offerings	The system will provide an entry and maintenance screen containing the fields that identify the type of food offerings of the entity.			
1.23	Limited Use Water	Lab Sampling Results	The system should display the latest test results and date for microbiological and chemical sampling for Limited Use Water.			
1.24	Swimming Pools	Pool Sampling Results	The system will display the latest test results and date for bacteriological sampling performed on swimming pools.			
1.25	OSTSDS - Service	Service Subtype Categorization	The system will allow for additional categorization of service accounts within the Service subtype. The system will allow each entity to have multiple categories selected.			
1.26	OSTDS - Operating	Lab Sampling Frequency	The system will allow the display of the microbacteriological sampling frequency required for Operating systems. This is a limited list from which the user can select.			
1.27	OSTDS - Service	Septage Disposal Services Vehicles	The system will allow OSTDS Service entities that provide Septage Disposal services to record service vehicles used for waste transportation.			
1.28	OSTDS - Service	Septage Disposal Services Descriptors	The system will provide entry and maintenance fields for disposal equipment and disposal methods.			
1.29	OSTDS	Manage Septic Tanks	The system will provide access for authorized users to septic tank manufacturers and their designs to maintain current availability and rankings.			
1.30	OSTDS - Service	Septic Tank Manufacturing Facilities	The system will provide a list of approved septic tanks provided by authorized manufacturers.			
1.31	OSTDS - Service	Septic Tank Approved Designs	The system will display the approved designs for the selected manufacturer.			
1.32	OSTDS - Service	Septic Service Approvals	The system will record approval data for each service area the entity provides.			
1.33	OSTDS - Service	Tank Maintenance Service	The system will allow users to create and maintain information relevant to tank maintenance services.			
1.34	OSTDS - Service	Septage Treatment & Disposal Facilities	The system will allow the creation and maintenance of information relevant to tank treatment and disposal services.			

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Req. ID	Program Area(s)	Requirement Name	Requirement Description	Support	Level Of Effort	Description of Support
1.35	OSTDS - Service	Landsite Applications	The system will allow the creation and maintenance of agricultural use plans.			
1.36	OSTDS - Operating	Operating System Sampling Information	The system will allow the creation and maintenance of sampling details for microbacteriological, chemical, and other substances.			
1.37	OSTDS - Operating	Operating System Chemical Samples	The system will display a list of historical microbacteriological samples for an entity and allow for the creation and maintenance of samplings over time.			
1.38	OSTDS - Operating	Operating System Bacteriological Samples	The system will display an historical list of chemical sampling results for an entity and allow for the creation and maintenance of sampling over time.			
1.39	OSTDS - Operating	Business Surveys	The system will allow for the creation and maintenance of information defining the businesses using the selected operating system.			
1.40	OSTDS - Construction	Construction Property Information	The system will allow the creation and maintenance of additional property information such as subdivision, lot, zoning, property identifier and other fields that are used in calculating septic construction minimums.			
1.41	OSTDS - Construction	Construction Building Details	The system will allow the creation and maintenance of building-specific details including residential or commercial, number of occupants and bedrooms, and the building square footage. This information will be used in calculation of septic construction requirements.			
1.42	OSTDS - Construction	Septic System Calculations	The system will perform calculations on the entered values and present minimum construction requirements for a proposed system on demand.			
2.0 Forms Management						
Forms Management refers to the recording and maintenance of entity data entered in response to an established set of questions. The forms and the responses may be entered on desktop or laptop computers or other hand-held devices. These forms must display specific legal terminology and, in many cases, require the owner or representative of an entity to apply his or her signature to acknowledge receipt of a notification or attest to the validity of the data submitted. These forms include, but are not limited to, applications (new and renewals) and inspection reports. The data gathered must be available for review and modification by CHD staff on-screen. In addition, the system will be required to reproduce the original form including signatures as it was submitted at any time in the future. These requirements are pertinent for all programs in the EHD systems.						
2.01	All Permitted Entities	Application Data Entry	The system will provide an entry screen for submitting applications (new or renewals) and relating them to the proper entity.			

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Req. ID	Program Area(s)	Requirement Name	Requirement Description	Support	Level Of Effort	Description of Support
2.02	All Permitted Entities	Application Form Attachment	The system will allow a hard-copy or or electronic copy of an application to be scanned and related to the proper entity. Presentation and review of these applications will be consistent with the data entry copies.			
2.03	All Permitted Entities	Application Submittal	The system will allow the applicant to electronically sign new and renewal applications to attest to the data accuracy. The on-screen form will include the legal language required for the program and subtype of the entity.			
2.04	All Permitted Entities	Application Pending Notification	The system will notify the responsible county of any new or renewed applications submitted via the OBP site.			
2.05	All Permitted Entities	Application Approval Workflow	The system will present the submitted data to CHD Staff on request and store the acceptance or rejection action.			
2.06	All Permitted Entities	Application History	The system will provide an historical list of applications to DOH staff and allow view (read-only) of any previously submitted application.			
2.07	All Permitted Entities	Entity Details	The system will supply the appropriate form to record details specific to the services being permitted by this entity.			
2.08	All Permitted Entities	Application Attestation Fields	The system will provide the appropriate attestation text based on the program type. The system will provide the appropriate field types to store the owner's signature and date as received. This requires inclusion of signatures entered via touch-screen technology.			
2.09	All Permitted Entities	Document Reproduction	The system will produce a replica of a submitted form including the signatures (where applicable) upon demand. The form must represent the form text and data as it was when submitted.			
2.10	All Permitted Entities	Inspection Recording	The system will supply the appropriate form to record inspection results based on the entity's program and subtype.			
2.11	All Permitted Entities	Inspection History	The system will provide a list of inspections for the selected entity upon request. The user must be able to review an existing inspection or add a new inspection for this entity.			

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Req. ID	Program Area(s)	Requirement Name	Requirement Description	Support	Level Of Effort	Description of Support
2.12	All Permitted Entities	Edit after Delivery	The system will not allow modification to completed inspections except to DOH staff with proper authority. The system will email a revised copy of any inspection to the business owner if it is modified after it is completed.			
2.13	All Permitted Entities	Inspection Results	The system will verify that inspections marked as "unsatisfactory" also record at least one issue that is marked as "out of compliance".			
2.14	All Permitted Entities	Inspection Details	The system will maintain a distinct set of inspection violation details for each program. Inspection details always require a response noting whether the facility is in or out of compliance for that detail. See "Violation Details" in Definitions for more detail.			
2.15	All Permitted Entities	Collecting Voice Responses	The system will provide voice recognition that will accept inspection values and replicate on the form.			
2.16	All Permitted Entities	Legal Descriptions	The system will provide access to the legal statute or rule that defines each requirement on an inspection. The legal text must be available on screen and be included on the printed report (may be summarized).			
2.17	All Permitted Entities	Inspector Notes	The system will provide a text field for each item to record the inspector's description of any issue or violation. This comment will appear on the screen and on the inspection report along with the statutory language for each violation.			
2.18	All Permitted Entities	Inspection Attachments	The system will allow inspectors to attach photographs, site plans, or other electronic documents to an inspection report.			
2.19	All Permitted Entities	Re-inspections	The system will provide a reinspection form that allows only the items that failed on the previous inspection to be updated. The inspector will mark those items as "In Compliance" or leave them as "Failed". In either case, the system will require the inspector to supply a comment to describe the current condition of the item.			
2.20	All Permitted Entities	Inspection Report	The system will produce a replica of the inspection report including the acceptance signature upon demand.			

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Req. ID	Program Area(s)	Requirement Name	Requirement Description	Support	Level Of Effort	Description of Support
2.21	Inspections	Remote Access	The system will provide entity data including previous inspections to the remote application and allow inspectors to add inspections while in the field.			
2.22	OSTDS - Operating	Business Survey maintenance	The system will provide for the addition and maintenence of business survey forms which reflect the water and sewage requirements for each business attached to an OSTDS commercial operating system.			
2.23	OSTDS - Construction	Multiple Applications	The system will allow the creation of multiple applications for a property and maintain those applications historically. The application can pertain to a new installation, repair, replacement or abandonment.			
2.24	OSTDS - Operating	Business Survey Change Notification	The system will notify the responsible county when new or modified surveys are submitted through the online portal.			
2.25	OSTDS - Operating	Business Survey Approval Workflow	The system will present the submitted data to CHD Staff on request and store the acceptance or rejection action and identifying data, such as actor's name, and date and time of the action.			
2.26	OSTDS - Construction	Site Evaluation Worksheet	The system will provide the form for evaluating OSTDS construction sites. The data collected on this form is used to perform calculations for septic tank and drain field minimum specifications. The system shall allow multiple evaluations for a property.			
2.27	OSTDS - Construction	Site Evaluation Rejection	The system will provide a form to record issues that do not meet standards on a site evaluation. The data entered onto this form will be used to create a rejection letter.			
2.28	OSTDS - Construction	Residential Sizing Questions	The system will provide the worksheet questions and maintain the responses for same. The responses to the questions will be used by the system in calculating the correct size for a residential tank.			
2.29	OSTDS - Construction	Commerical Sizing Questions	The system will provide the worksheet questions and maintain the responses for same. The responses to the questions will be used by the system to calculate the correct size for a commerical tank.			

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Req. ID	Program Area(s)	Requirement Name	Requirement Description	Support	Level Of Effort	Description of Support
2.30	OSTDS - Construction	Final Inspection	The system will provide the ability to add and maintain data from the final inspection and status of the construction project.			
2.31	OSTDS	3rd Party Entries	The system will allow the submission of inspections performed by contracted maintenance entities. This activity must be available to non-DOH staff members via a public-facing web site.			
2.32	OSTDS - Construction	Repair Certificate	The system will provide the the ability to add and maintain data from the repair inspection and certification.			
2.33	OSTDS - Construction	Construction Certificate	The system will provide the form required to enter data from the construction inspections and certifications.			
2.34	OSTDS - Construction	Variance	The system will provide the form required to enter data from the variance request and disposition.			
2.35	Food Hygiene	Food Operations	The system will provide the ability to add and maintain data related to food services. This information is not collected from the application or on the routine inspection.			
2.36	Food Hygiene	Food Umbrella Permits	The system will provide the ability to create an "umbrella" permit by adding additional food services to the primary entity.			
2.37	Food Hygiene	Food - Multiple Managers	The system will provide the ability to associate a manager with each operation site of an umbrella facility.			
2.38	Biomedical Waste	Annual Surveys	The system will require submission of an annual report for biomedical waste generators via the online portal or by electronic transmission to the CHD as well as direct entry by DOH staff.			
2.39	All Entities	Creation of Permit	The system will generate a two-part permit for each program. The permit layout is consistent but included values will differ. Permits can be printed, saved as a PDF or sent via email.			
2.40	All Entities	Create Invoice	The system will provide a line item invoice for any bill created within the system.			
2.41	All Entities	Create Paid Receipt	The system will provide a receipt of payment received including total paid and payment method for any invoice paid in person or online			

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Req. ID	Program Area(s)	Requirement Name	Requirement Description	Support	Level Of Effort	Description of Support
2.42	All Entities	Form Maintenance	The system will provide a method for the DOH support team to modify existing forms and add new forms as needed.			
2.45	All Entities	Nuisance Complaint	The system will provide the ability to enter the investigation data associated with a nuisance complaint.			
2.46	Ad Hoc	Rabies investigations	The system will provide the ability to enter the investigation data associated with a bite incident.			
3.0 Billing & Payment Management						
Billing and payment management refers to the creation of invoices and the acceptance and distribution of payments. Invoices are generated for permits, lab kits, extra inspections, and other actions or supplies. Fees are maintained by the system and coded to differentiate between state and county levels. The customer may pay in person at the county health department using cash, check or credit/debit cards. Bills may also be paid online using the My Florida EH Permits web site that allows cutomers to create accounts and pay bills using credit/debit cards and electronic checks. Data is shared by the Environmental Health Database and the Online Billing & Permitting applications. Since these functions are available for all programs, the program area column will note whether the function is associated with billing or payments.						
3.01	Billing	Billing Records	The system shall provide a method for generating an invoice for a selected entity.			
3.02	Billing	Billing Schemes	The system will allow the user to create invoices using pre-defined billing schemes.			
3.03	Billing	Permit Invoicing	The system will allow the creation of annual, biennial or other time-defined invoices for all entities within a specified program, type, and county.			
3.04	Billing	Late Fees	The system will allow the addition of a late fee if an invoice is not paid by the due date.			
3.05	Billing	Non-permit invoicing	The system will allow the creation of an ad hoc invoice for services not tied to permitting. These invoices may be related to an entity or to an individual.			
3.06	Billing	Online Billing	The system will provide all pending (non-paid) invoices to the online portal for electronic payment.			
3.07	Billing	Emailing Invoices	The system will allow invoices to be transmitted by email.			
3.08	Payment	Pay in Full	The system will assure that any payment received covers the total outstanding balance for an entity before acceptance. Partial payments are not accepted.			

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Req. ID	Program Area(s)	Requirement Name	Requirement Description	Support	Level Of Effort	Description of Support
3.09	Payment	Electronic payments	The system will provide citizens access to the electronic payment portal to view invoices and pay them via the authorized banking system for Florida state agencies.			
3.10	Payment	Payment Methods	The system will accept credit cards, debit cards, electronic checks, and ACH payments that are consistent with the banking system and Florida requirements.			
3.11	Payment	Payment confirmation	The system will generate a confirmation email for the paying party that specifies the payment amount and method for all paid invoices. An identifier for easy look-up in the system would be preferred.			
3.12	Payment	Recording payments	The system will record payment details in the tables for EHD.			
3.13	Payment	Payment Notification	The system will provide a report of payments received to the counties daily.			
3.14	Payment	Transaction Reconciliation	The system will provide a reconciliation process for financial staff to use to verify deposits received from the banking institution.			
3.15	Payment	Rejected Payments	The system will provide means to note payments rejected by the banking institution (ex. NSF, invalid account numbers, etc.) and record that information related to appropriate entity.			
3.16	Payment	TR30 report	The system will create a transaction report to relay payments and distribution codes to the Florida Accounting Information Resource System.			
4.0 Permitting						
<p>Permitting is the issuance of a legal form that identifies the entity and owner and describes the facility that has been permitted with any limitations or restrictions that apply. Most permits are issued for one year although there are exceptions such as the 2 year permit for Aerobic Treatment facilities. The permitting process begins with the receipt of an application and payment of required fees. An initial inspection and, in some cases, additional documentation are required to receive the initial permit. Most facilities have scheduled inspections throughout the year and are billed for the renewal permit on an annual basis thereafter. These requirements are related to all permitted entities.</p>						
4.01	All Entities	Permit Number	The system will generate a unique number for every permit.			
4.02	All Entities	Ad hoc permit dates	The system will allow the users to enter the permit date range.			

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Req. ID	Program Area(s)	Requirement Name	Requirement Description	Support	Level Of Effort	Description of Support
4.03	All Entities	Standard permit dates	The system will calculate the appropriate permit date range when the dates have not been entered by the user.			
4.04	All Entities	Permit Detail	The system will reproduce the specific details required on a permit based on program and subtype. This information will be pulled from data entered into the system under entity management and the details form.			
4.05	All Entities	Permit Holds	The system will allow CHD staff to block release of a permit and track when the permit has been released.			
4.06	All Entities	Email Permits	The system will allow the CHDs to email the permit to the owner on demand.			
4.07	All Entities	Print Permits	The system will allow a permit or permit(s) to be printed by CHD staff or owners.			
4.08	All Entities	Permit History	The system will allow DOH staff to access historical permits to be viewed and printed on demand.			
5.0 External Document Maintenance						
<p>Document maintenance refers to the recording and maintenance of electronic documents added to the entities within the system. These may include photographs, site maps, educational certificates, copies of out-of-state licenses, proof of residency, blue prints, etc. The documents must be logically organized, retrievable and viewable on screen.</p>						
5.01	All Entities	Document Search	The system will allow users to search for documents associated with a single entity or by document type within a selected county, program or program and subtype.			
5.02	All Entities	Document Attachment	The system will allow external documents in electronic form to be "attached" to an entity. The system will record sufficient information to allow users to retrieve documents by type, date attached, description and keywords in addition to the entity identifier.			
5.03	All Entities	Document List	The system will list all documents associated with an entity. These documents may include those generated by the system (e.g., invoices, applications, permits) and electronic documents attached to the entity.			

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Req. ID	Program Area(s)	Requirement Name	Requirement Description	Support	Level Of Effort	Description of Support
5.04	Nuisance Complaints & Rabies	Docment Attachment	The system will allow external documents in electronic form to be "attached" to Nuisance Complaints and Rabies Investigations regardless of their relationship to a permitted entity. Attached documents will be searchable by entity, document type, document name, and other criteria.			
5.05	All Entities	Document Archiving	The system will allow authorized users to move documents from the active list of documents to an archival folder while maintaining all relevant data. This includes documents attached to Nuisance Complaints and Rabies Investigations.			
5.06	All Entities	Document Printing	The system will provide the ability to view and/or print any selected document upon request.			
6.0 Reports						
<p>Printable reports are needed for every module in our applications. Like most applications, many reports are counts, statistics, or lists of records that match a set of filters. Other reports are forms that must be replicated as a PDF or hard-copy report. Reports should be able to accept parameters and/or use default parameters, export to a spreadsheet or text list, be saved as a PDF version of the report or be sent to a printer. The current system produces over 300 different reports, form letters on DOH letterhead, official watermarked permits, and authorized forms. All current forms are not identified in this list but the types of forms are represented. The program area column identifies the programs that would use the report described.</p>						
6.01	All Entities	Cash Drawer	The system will create a cash drawer report for each county and/or each county site. The report will allow the user to include onsite only, online only, or both payment types for a specified date.			
6.02	Permitted Entities	Permit	The system will create the formal copy of the entity permit with all necessary legal information as required by the legislature in a PDF file			
6.03	All Entities	Summary Reports	The system will provide summary reports which produce counts or amounts by program, county, DOH employee, or owner			
6.04	All Entities	Detail Lists	The system will provide summary reports giving counts based on the criteria entered and producing detailed lists of entities and their individual contribution to the summary report when requested.			
6.05	All	Dashboard	The system will include a customizable dashboard which allows each user to specify the entity information sorted and/or filtered by programs, status, employees, dates, etc.			
6.06	All Permitted Entities	Payment Receipt	The system shall produce a line item receipt on demand for any payment made against an invoice.			

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Req. ID	Program Area(s)	Requirement Name	Requirement Description	Support	Level Of Effort	Description of Support
6.07	Non-OSTDS Entities	Inspection Summary	The system shall produce a report of counts and time required for inspections performed by county, program, and staff member.			
6.08	Payments	Payment Summary	The system shall generate a report containing the total of payments received by county, by program, by payment type			
6.09	Payments	Payment Details	The system will product that lists the payments by entity sorted as in 6.07.			
6.10	All Entities	Inspections Completed	The system will provide a list of entities that have been inspected within a specified timeframe			
6.11	All Entities	Inspections Needed	The system will provide a list of entities that are overdue for an inspection based on the inspection frequency and last inspection completed			
6.12	OSTDS - Construction	Construction Status Letters	The system will provide the appropriate letter structure and content including data fields as needed for approval, denial, and violation letters.			
6.13	OSTDS - Construction	Status Letters	The system will produce the appropriate form for certifications and variances upon request.			
6.14	All forms	State & County data	The system will provide a "one stop" process for updating titles, names, addresses, phone and fax numbers or other information related to each county, the Department, and the State of Florida. For example, many forms contain the Surgeon General's name and title. When there is turn-over at this position, we want to make the change in one place and have it appear correctly on all forms.			
6.15	All Forms	Blank Copy	The system will have the ability to produce a copy of any form without inserting data from an entity thus producing a blank form.			
7.0 Global Features						
The common features are functions used by all entities and programs. Search is an excellent example of a common feature as the users must be able to search for a record or records within every program.						
7.01	Global	Access	The system will allow at least four levels of access: read-only, modify (no delete), full modify or county-level administration, and system administrators.			
7.02	All Entities	Entity Relationships	The system will allow DOH staff to create connections between entities to show current and historical relationships.			

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7.03	Global	Address Entry	The system will provide labels, tool tips, and entry fields for address data. Fields involved may include street address, city, state, zip and zip +4, plus apartment or suite number.			
7.04	Global	Validate Addresses	The system will verify postal address information. The system will assure that city names are correct for the selected county, zip codes are correct for the selected city, and present a list of valid zip codes based on a city selection.			
7.05	Global	Address Maintenance	The system will allow entry of non-Florida and non-USA locations for any address other than the physical location of an entity. Physical locations must be restricted to Florida addresses.			
7.06	Global	Non-Public Addresses	The system will allow the identification of non-public addresses which are protected from public view. The system shall block the exposure of these flagged addresses when coupled with the owner's name on all reports and public views.			
7.07	Global	Field Maintenance	The system will identify the required fields for an application and assure required fields are completed before the record can be saved.			
7.08	Global	Multiple entries	The system will allow the users to enter multiple occurrences of fields as needed.			
7.09	Global	Limited Entry	The system will supply a selection list of allowed values when a field is governed by a coded list.			
7.10	Global	Limited Entry History	The system will maintain the historical value of codes for <u>proper display on screens and reports.</u>			
7.11	Global	Code Set Maintenance	The system will allow the maintenance of limited entry field values (aka, code tables) to maintain consistent values for specified fields. Values may, over time, be "deactivated" such that the system will not allow these values to be selected for a new entry.			
7.12	All Entities	Audit Trail	The system will maintain a record of every change made to base tables. The record will contain the editor's name, action taken (i.e., Deleted or Modified) , a timestamp and the old field values.			
7.13	All Records	Record History	The system will maintain basic history information for all records.			

ESAS Requirements

Functional Requirements				<i>Vendor to Complete This Section</i>		
Req. ID	Program Area(s)	Requirement Name	Requirement Description	Support	Level Of Effort	Description of Support
7.14	Search	Search Filters	The system will provide a search screen that allows users to filter records by program, program & subtype, entity status, county, city or zip code.			
7.15	Search	Search Parameters	The system will provide a search screen that allows the users to search by company name, contact name, street, city, zip code, responsible employee, document ID, or permit number.			
7.16	Search	Search Results List	The system will display a list of records that match the search parameters within the selected filters.			
7.17	Search	Search Results Sorting	The system will allow the results to be sorted by any column in the results list.			
7.18	Search	Search record links	The system will allow the user to select any entry in the list and will display the entity screen upon selection.			
7.19	Search	Return to search	The system will allow the user to view the details of any record then return to the results list without repeating the search itself.			
	Search	Incremental Browse of Search Results	The system will provide navigational links that allow the user to browse the records that are in the search results, (i.e., Next, Previous, First, Last) while on the detail screen.			
7.20	Search	Search by On Hold Flag	The system will allow the user to pull records based on the program, subtype, and status of the "on hold" flag.			
7.21	Search	Find permits by property	The system will allow the user to enter property or address information and retrieve all permits, nuisance complaints, actions, etc. tied to that property.			
7.22	Mapping	Geographic Coordinates	The system will maintain latitude and longitude coordinates for a business' physical location and for the specified facility (i.e., pools, spas, septic systems) which are entered manually, or using a GIS location instrument, or by interaction with an address/coordinates application (ex. Accumail).			
7.23	Mapping	Map Display	The system will provide a map view of a location upon request.			

ESAS Requirements

Functional Requirements				<i>Vendor to Complete This Section</i>		
Req. ID	Program Area(s)	Requirement Name	Requirement Description	Support	Level Of Effort	Description of Support
7.24	Mapping	Route Maps	The system will provide a map of multiple entities as selected by the user.			
7.25	Mapping	Map Notes	The system will allow users to enter notes on a selected map and then allow the map to be saved or printed.			
7.26	Mapping	Map Details	The system will allow users to select a location on the map and see the details for the entity at that location.			
7.27	All Entities	Facility access	The system will provide authorized users entry and maintenance access to the entity descriptor fields based on the user's authorized access.			
7.28	All Entities	Locking Permit Access	The system will allow staff to "lock" an account to prevent a permit from being released. A lock will require at least one requirement which must be fulfilled before the lock can be released.			
7.29	All Entities	Maintenance of "On Hold" Flag	The system will present entities by program and "lock" status and allow mass changes to the "lock" on accounts.			

ESAS Requirements

Technical Requirements

Technical Requirements			Vendor to complete this section.	
Req. ID	Requirement Name	Requirement Description	Support	Description of Support
T-1	Agency Single Sign-On Support (Internal)	The solution shall support a Department Single Sign On (SSO) function in which the COTS solution is called by passing a login ID and a token validating the authentication, rather than entering a login ID and password into the COTS solution.		
T-2	External User Sign-on	The solution shall support a secure login capacity with username, password, and security features for non-DOH users who access DOH portals and web sites.		
T-3	Mature SDLC	Vendor must incorporate highly mature SDLC and release management practices to ensure the accuracy and integrity of code releases and application upgrades. The Department highly desires the vendor incorporates widely recognized practices such as ISO 20000 or ITIL to drive quality IT Service Management associated with this contract, with evidence of certification.		
T-4	Section 508 ADA Compliance	The vendor’s solution must demonstrate compliance with Section 508 ADA requirements related to the user interfaces of application software.		
T-5	Data Extracts	The provider shall provide to the Department a data extract weekly, or as agreed upon with the department, of all production data associated with this system. Depending on the solution, this can be an extract from all tables, or a backup of the database, to be determined by the Department.		
T-6	Availability	If the vendor is offering a hosted solution with a Software as a Service model, the system shall be available for access and use 24/7/365, with the exception of predefined upgrade and release windows that are not earlier than midnight or later than 6am, as agreed upon with the Department, or other windows of time pre-approved by the Department. The system will be fully accessible and usable for 99.9% of scheduled availability. If the vendor is offering a hosted solution with hosting being with a recognized, high-end cloud provider such as Azure, Amazon, and Century Link, approved by the Department, this same requirement applies with the exception that the vendor will not be accountable for unavailability due to hosting provider outages.		
T-7	Multi-device Responsive UI	The solution shall be mobile aware, adjusting displays when a mobile device is detected.		

ESAS Requirements

Service Requirements

			<i>Vendor to complete this section.</i>	
Req. ID	Requirement Name	Requirement Description	Support	Description of Support
<i>Implementation</i>				
S-1	Establish Project Workplan	Vendor will establish a project workplan with detailed tasks for provider responsibilities that will include timeframes and resources. Workplan should be from start of effort to completing on-site support.		
S-2	Establish a Training Plan	Vendor will create a training plan to be approved by the Department		Note: A separate response requirement is provided for responding with training approach.
S-3	Create Technical Architecture	Vendor will create a technical architecture of the solution and any interfaces with other systems.		
S-4	Create Hosting Plan	Vendor will create a hosting plan along with technical design.		Note: A separate response requirement is provided for responding with hosting approach and plan.
S-5	Detailed Design	Establish detailed design document for configuration and customizations to meet Department requirements.		
S-6	Create Data Conversion Plan	Establish data conversion plan for moving existing data into new automated system		Note: A separate response requirement is provided for responding with data conversion and approach and plan.
S-7	Create User Acceptance Test (UAT) Plan	Establish detailed test plan and scripts for UAT of new system		Note: A separate response requirement is provided for responding with User Acceptance Testing approach and plan.
S-8	Establish a Support Plan	Establish a system support plan, including help desk, problem reporting, service levels for response, etc.		Note: A separate response requirement is provided for responding with Support approach and plan.
S-9	Customize and Configure	Create customizations and fully configured the solution as agreed upon in design, and move solution into test environment.		
S-10	Conduct UAT	Organize and conduct User Acceptance Testing according to plan.		
S-11	Data Conversion Test	Prepare data conversion and test results until accurate.		
S-12	Perform Solution Training	Perform training according to plan		
S-13	Implement in Production	Implement system into production, performing data conversion, and testing production to ensure successful implementation		
S-14	On-Site Support	Provide on-site support for 60 days for our distributed environment.		
<i>Post-Implementation</i>				
S-15	Post-implementation Support	Move into support mode, including helpdesk and activity tracking, according to support plan		