

Pursuant to 60A-1.042, an agency may request information by issuing a written Request for Information. Agencies may use Requests for Information in circumstances including, but not limited to, determining whether or not to competitively procure a commodity or contractual services, determining what solicitation process to use for a particular need, or researching general, special, and/or technical specifications for a solicitation.

**State of Florida
Department of Health
Request for Information
DOH21-012**

REQUEST FOR INFORMATION REGARDING LICENSING AND REGULATORY SOLUTIONS

I. REQUEST FOR INFORMATION

The State of Florida, Department of Health (DOH), Division of Medical Quality Assurance is requesting information regarding Licensing and Regulatory Solutions.

BACKGROUND

The Florida Department of Health (DOH), through its Division of Medical Quality Assurance (MQA), determines if health care practitioners and some facilities meet minimum licensure requirements to practice a health care profession in Florida. MQA was established under section 20.43(3)(g), Florida Statutes, to regulate health care practitioners for the preservation of the health, safety, and welfare of the public through licensing health care professionals as well as enforcement of state laws and guidelines pertaining to licensed health care professionals. MQA, in conjunction with 22 boards and four councils, regulates over 200 license types in more than 40 health care professions and seven types of facilities. At the end of FY 2020-21, MQA licensed, registered, or certified 1,417,072 health care practitioners, and 24,151 facilities and establishments. During this period MQA issued 120,996 new licenses and renewed 534,460 licenses. MQA's three key business processes are licensure, enforcement, and information. MQA uses the Licensing & Enforcement Information Database System (LEIDS), a Versa Regulation solution, to carry out licensure and enforcement business functions.

The DOH is seeking information on licensing and regulation solutions to replace the existing system currently in use at the DOH and four other State of Florida agencies who perform similar regulatory functions. Information related to licensing and enforcement would include the following business processes:

- Application processing
- Mobile inspections
- License renewal
- License updates
- Examination Scores
- Continuing education
- Enforcement activities including complaint intake, investigations, case management, and legal activities

- Payment tracking and audit functions
- Reporting
- Configurable workflow solution
- Interfaces to auxiliary systems such as document management, license look-up, and MQA's artificial intelligence solution (chat bot)
- Batch and webservice exchanges of information with other agencies
- Cyber security management

II. GOALS

The DOH is seeking information to meet the following goals:

1. Support the licensing and maintenance of health care professions regulated under the MQA.
2. Be configurable by DOH staff and easily deployed when changes are required.
3. Database should be Microsoft SQL Server (MSSQL) or an open-source database software.
4. User Interface (UI) for online systems should be fully compatible with mobile devices, at the minimum Apple and Android, and developed in technology that allows MQA developers the ability to maintain (example C# .NET).
5. Flexible cost-effective hosting options including public cloud options.
6. Modern and secure web application programming interface service layer for interacting with the back-end applications.
7. Robust security at all levels.
8. Workflow solution that streamlines business processes by multiple groups.
9. Extendable source code designed for future growth that allows MQA technical staff to build extension and enhancements without impairing existing system functions.
10. Seamless conversion of data from existing system to new system.
11. Secure cloud-based solution that is FedRAMP compliant.
12. Automate business processes and communication to reduce application processing times and manual review.

III. OBJECTIVES

The intent of this request for information (RFI) is to gather information on licensing and regulation systems that are robust, scalable, secure, flexible, and efficient in both ease of use and maintenance costs. This request has two (2) objectives. Part One is a list of features needed to maintain or improve our existing processes. Part Two is an opportunity to provide relevant, forward-looking business solutions that address current or emerging business processes or technology not already addressed in Part One.

a. Part One

Please complete Appendix A of this document. MQA has compiled a list of high-level requirements along functional areas including applications, license maintenance, cash processing, inspections, enforcement, reporting, and infrastructure and configuration. The requirements are found in Appendix A of this document. Please indicate how the proposed solution addresses these features by responding with 'Included in solution', 'Not included in solution', 'Requires customization or modification to solution'.

b. Part Two

Provide information on all the following topics. Include a description of the technology or approach, anticipated outcomes, and examples.

- Describe the steps and timeline of a typical implementation
- Describe licensing options for software
- Regulation software as a service
- Over-lay software for online portal
- Pricing models for typical design, implementation, and operation of solutions
- Efficient mobile inspections
- Case management as part of enforcement activities
- Integration with other state-wide portals already planned or in use
- Other topics and assets of your solution not included above

V. PROCESS

Responses to this RFI will be reviewed by DOH for informational purposes only and will not result in the award of a contract.

MQA will review the responses received from this RFI to determine the feasibility of issuing a competitive solicitation for these services.

Any request for cost information is for budgetary purposes only.

Vendors submitting answers to an agency's Request for Information are not prohibited from responding to any related subsequent solicitation.

VI. RESPONSE FORMAT

The intent of this RFI is to identify potential vendors that can fulfill the functional requirements listed in section IV. Potential vendors should address all of the needs listed above in a statement of work with at least the following sections at a minimum:

- a. Introduction
- b. Background
- c. Goals
- d. Objectives
- e. Deliverables (including both Part One and Part Two)
- f. Technical details
- g. Personnel assigned and contact information (company name, phone, email)
- h. Proposed budget/cost

VII. RESPONSE DATE

Responses should address each RFI request/questions point by point. Please provide the requested information no later than 2:30, April 15,2022 . Response can be sent via e-mail to: bill.zimmerman@flhealth.gov

VIII. QUESTIONS

Please submit all questions concerning the RFI in writing via electronic mail.

Bill.Zimmerman@flhealth.gov

IX. PROPRIETARY INFORMATION

Vendors must indicate which portions, if any of the information being provided are proprietary or confidential by marking each page upon which such information appears. Failure to do so will result in all information submitted being subject to public disclosure in accordance with Chapter 119, Florida Statutes, Public Records. The information requested may be used to develop specifications for a solicitation.

X. VENDOR COSTS

Vendors are responsible for all costs associated with the preparation, submission, and any potential meeting to discuss this Request for Information. The State of Florida, DOH, or MQA will not be responsible for any vendor related costs associated with responding to this request.

Appendix A – Part One – High-level Requirements

Below are lists of high-level requirements along the functional areas of application processing, license maintenance, cash processing, inspections, enforcement, reporting, system management, and application management.

Please indicate how the solution addresses these features by responding with ‘Included in solution’, ‘Not included in solution’, ‘Requires customization or modification to solution’.

The following ‘Type’ definitions will assist in clarifying where a requirement is relevant.

Administrative Tool - Licensing and enforcement system used by MQA staff to conduct business such as application processing and complaint investigations. System is accessed through a secure login and contains personal identifying information (PII) and personal health information (PHI) that must be protected and secured.

Self-Service – Online portal for applicants, licensees, and facilities to access securely to complete business with MQA such as applying for a license, renewing a license, and paying fees.

Public – Website interface that is available to the public that does not require a user to log into a secure location, such as, but not limited to, licensure verification or certification information.

Device – Hardware used by MQA field staff to conduct facility inspections. Inspectors log in to the machine and the software to conduct in person inspections. Device has mobile data capability and touchscreen features.

Application Management – Ability to adjust settings on the administrative side of the software to accommodate key business processes of licensing and enforcement of practitioners.

System Management – Infrastructure, hardware, services, set-ups, and processes that allow the licensing software and affiliated systems to reliably function with high availability.

Note: The ‘Status’ column is populated with ‘Maintains’ meaning the requirement already exists and ‘Enhancement’ meaning the requirement is not part of the current solution.

Type	High-level Requirement	Status	Please respond with ‘Included in solution’, ‘Not included in solution’, ‘Requires customization or modification to solution’ Response
Applications			
Administrative Tool	Directly integrates with the existing MQA imaging system	Maintains	
Administrative Tool	Track all application and licensure activities	Maintains	
Administrative Tool	Centrally locate and protect licensee personal data	Maintains	
Administrative Tool	Provide the ability to process applications and assist with the qualification of applicants	Maintains	
Administrative Tool	Ability to issue license documents	Maintains	

Type	High-level Requirement	Status	Please respond with 'Included in solution', 'Not included in solution', 'Requires customization or modification to solution' Response
Administrative Tool	Maintain history of license information	Maintains	
Administrative Tool	Ability to produce data in response to requests for public information	Maintains	
Administrative Tool	Provide ability to track requirements met/not met for licensees	Maintains	
Administrative Tool	Ability to maintain history of pending applications	Maintains	
Administrative Tool	Ability to track all examination activities	Maintains	
Administrative Tool	Ability to set up and schedule an examination	Maintains	
Administrative Tool	Ability to update examination results	Maintains	
Administrative Tool	Provide functionality to support the planning, coordinating, scheduling, scoring, and reporting around examinations administered by DOH	Maintains	
Administrative Tool	Utilize automated workflow to reduce processing time through auto-assignment, dashboard management, and integration with the document management system	Maintains	
Administrative Tool	Ability for workflow component to be flexible enough to assist individual offices with how they process multiple applications and professions	Enhancement	
Administrative Tool	Ability to pull data from other systems into the database using web services or overnight processes so the information is ready when the application is processed	Enhancement	
Administrative Tool	Ability to configure and send letters by email based on defined set of business rules	Enhancement	
Administrative Tool	Ability to track and view changes to key demographic data such as SSN and Date of Birth	Enhancement	
Administrative Tool	Ability to notify through workflow that documents for a licensee or applicant have been added to the document management system	Enhancement	

Type	High-level Requirement	Status	Please respond with 'Included in solution', 'Not included in solution', 'Requires customization or modification to solution' Response
Administrative Tool	Ability to automate routine maintenance and clean-up of transactions based on a defined set of business rules	Enhancement	
Administrative Tool	Ability to seamlessly incorporate faxes and associate with correct file in the system	Enhancement	
Administrative Tool	Provide ability to send email or text notifications about applications and license renewal from the licensing system	Enhancement	
Self-Service	Provide ability for licensees to be able to submit an information update and have it automatically applied to all related licenses where rules allow	Maintains	
Self-Service	Provide the ability for a licensee to pay an application fee online and update the system in real time (including the occasional additional fees added after submission)	Maintains	
Self-Service	Allow users to submit applications only when the information provided meets the eligibility requirements	Maintains	
Self-Service	Provide ability for applicants to intuitively track the status of their application	Maintains	
Public	Provide ability for users to view license information	Maintains	
Self-Service	Ability for users to upload documentation that is then transferred to the document management system	Maintains	
Self-Service	Provide ability for payment of multiple applications (Current solution provides schools with coupon code to give to students to be used for payment; schools will pay for applications where the code was entered)	Maintains	
Self-Service	Ability to prevent application submission without a payment	Enhancement	

Type	High-level Requirement	Status	Please respond with 'Included in solution', 'Not included in solution', 'Requires customization or modification to solution' Response
Self-Service	Provide basic data validation input filters for greater data integrity and reduced data entry errors online. Examples include email addresses, dates, ZIP codes, and SSN based on defined business rules	Enhancement	
Self-Service	Ability for data received online to be as concise as possible to improve the efficiency of the application review process (data rules in the backend system require more flexibility)	Enhancement	
Self-Service	Combine multiple processes into the renewal for a seamless experience for the user (Examples includes change license status and then renew in one step or renewing a delinquent, inactive license to Clear, active status)	Enhancement	
Self-Service	Provide self-service options to the individual practitioner, based on their license status and system qualifications Example: duplicate license request, license verification request, address change, or name change	Enhancement	
Self-Service	Ability to provide more descriptive error messages to customer so they can better address how to resolve and continue with application	Enhancement	
License Renewals			
Administrative Tool	Integrate, via webservice, the DOH Continuing Education Tracking System before approving a renewal	Maintains	
Administrative Tool	Track all renewal activities	Maintains	
Administrative Tool	Maintain history of pending renewals	Maintains	
Administrative Tool	Ability to generate renewed license certificate via data transfer to printing vendor	Maintains	
Self-Service	Ability for a licensee to pay a renewal fee online and update the system in real time	Maintains	

Type	High-level Requirement	Status	Please respond with 'Included in solution', 'Not included in solution', 'Requires customization or modification to solution' Response
Self-Service	Allow users to apply for renewal	Maintains	
Self-Service	Provide ability for users to connect to continuing education information maintained by a separate vendor	Maintains	
Self-Service	Ability to generate a confirmation of renewal submission for the licensee	Maintains	
Self-Service	Ability to pay for renewal in bulk	Maintains	
Self-Service	Ability to link to the DOH's survey tool and complete workforce surveys during renewal (survey tool is currently a separate application)	Maintains	
Self-Service	Ability to renew a license from a mobile device	Enhancement	
Self-Service	Ability for additional authentication methods to verify identity to include control number from current license (certificate number in Licensing System), previous name or address	Enhancement	
Licensure Maintenance			
Administrative Tool	Tracks all licensure activities	Maintains	
Administrative Tool	Centrally locates and protect licensee personal data	Maintains	
Administrative Tool	Ability to issue duplicate license documents via data transfer to printing vendor	Maintains	
Administrative Tool	Maintain history of license information	Maintains	
Administrative Tool	Ability to produce data in response to requests for public information	Maintains	
Administrative Tool	Ability to print batch letters	Maintains	
Administrative Tool	Ability to track all contact information with the licensee	Maintains	
Administrative Tool	Ability to place indicators/alerts on licenses for easy viewing	Maintains	
Administrative Tool	Provide for breadcrumb navigation	Maintains	
Administrative Tool	Protect data and information to MQA and DOH standards, as specified in Appendix X	Maintains	

Type	High-level Requirement	Status	Please respond with 'Included in solution', 'Not included in solution', 'Requires customization or modification to solution' Response
Administrative Tool	Built-in audit ability	Maintains	
Administrative Tool	Ability to track continuing education providers, courses and credits earned by licensees	Maintains	
Administrative Tool	Individual and Organization Name fields lengths are long enough to accommodate existing data	Maintains	
Administrative Tool	Ability to configure fields, such as 'notes' and 'degrees' with spell check	Enhancement	
Administrative Tool	Ability to transfer letters to the document management system with minimal steps/clicks	Enhancement	
Administrative Tool	Ability to send and receive information to an Interactive Voice Response (IVR) and Artificial Intelligence Virtual Assistant (chat bot)	Enhancement	
Administrative Tool	Ability to send automated reminders and information via text/SMS to licensees and applicants	Enhancement	
Administrative Tool	Provide for ability for staff to email system generated correspondence directly from the screen they are using	Enhancement	
Administrative Tool	Ability to send email and text notifications about applications and license renewal from the licensing system	Enhancement	
Administrative Tool	Ability to generate an automatic email notifying licensee that license has been printed and will arrive by mail (triggered by the certificate date)	Enhancement	
Administrative Tool	Ability to configure and send letters by email based on defined set of business rules (Examples include renewal notice and license has been printed)	Enhancement	
Administrative Tool	Provide for improved notes functionality	Enhancement	

Type	High-level Requirement	Status	Please respond with 'Included in solution', 'Not included in solution', 'Requires customization or modification to solution' Response
Administrative Tool	Address fields should be intuitive to fill in (current solution has separate field for 'street number' from 'address line 1' this causes significant address clean-up and results in errors with mail-outs)	Enhancement	
Public	Provide ability for users to view license information	Maintains	
Public	Allow consumers to access a licensee's professional standards violations such as final orders and administrative complaints	Maintains	
Self-Service	Ability for users to upload documentation outside of a specific application that is then transferred to the document management system	Maintains	
Self-Service	Ability for a licensee to have limited visibility of their documents such as final orders and discipline narratives that are stored in the document management system	Maintains	
Public	Ability for consumers to search for license and enforcement actions of health care practitioners and facilities	Maintains	
Self-Service	Ability to sign into self-service system securely	Maintains	
Self-Service	Ability for self-service users to sign under penalty of perjury	Maintains	
Self-Service	Provide for self-service password retrieval and resets	Maintains	
Self-Service	Ability to track and view continuing education credit and summary totals online for certain professions	Maintains	
Cash			
Administrative Tool	Ability to cashier funds	Maintains	
Administrative Tool	Maintain cash deposit history	Maintains	
Administrative Tool	Ability to calculate all relevant fees	Maintains	
Administrative Tool	Protect data and information in accordance with DOH policies and procedures	Maintains	
Administrative Tool	Built-in audit capability	Maintains	

Type	High-level Requirement	Status	Please respond with 'Included in solution', 'Not included in solution', 'Requires customization or modification to solution' Response
Administrative Tool	Track payment methods separately (Cash, Check, Credit card etc.)	Maintains	
Administrative Tool	Ability to identify account codes (Each fee type is associated with an object code, a six-digit number identifying a type of expenditure, that is uploaded in the State accounting system)	Maintains	
Administrative Tool	Ability to track payment to individual beneficiary	Maintains	
Administrative Tool	Ability to move or cancel an assigned payment	Maintains	
Administrative Tool	Ability to record unassigned payments	Maintains	
Administrative Tool	Ability to assign unique identifier for each receipt	Maintains	
Administrative Tool	Ability to flag a dishonored cash item (Cash meaning cash, check, or credit card)	Maintains	
Administrative Tool	Ability to do an 'administrative add' Includes payments credited in other DOH sections that should be applied to MQA licensing system	Maintains	
Administrative Tool	Refund of miscellaneous sales as a credit back to the licensee	Maintains	
Administrative Tool	Ability to flag refunds in system so that the money cannot be used for other purposes until money is physically refunded	Maintains	
Administrative Tool	Ability to track movement of receipt and account codes	Maintains	
Administrative Tool	Ability to search for receipts	Maintains	
Self-Service	Ability to generate and update invoices	Maintains	
Self-Service	Provide ability to pay for multiple applications (Current solution provides schools with coupon code to give to students to be used for payment and school would pay for applications where the code was entered)	Maintains	

Type	High-level Requirement	Status	Please respond with 'Included in solution', 'Not included in solution', 'Requires customization or modification to solution' Response
Self-Service	Ability to pay for more than one service on a single payment (shopping cart functionality)	Enhancement	
Self-Service	Ability to link to Florida state agencies' third-party payment system	Maintains	
Self-Service	Ability to set a miscellaneous payment for fees that should have been calculated on the application, but was not because various factors	Enhancement	
Self-Service	Ability to make partial payments	Enhancement	
Inspections			
Device	Ability for all inspections to be performed electronically through a mobile device, including the ability to sync all data if performed offline	Maintains	
Device	Ability to update real-time from the mobile devices from the field (Existing solution is tied to when the inspector can sync from the mobile inspection solution to the licensing application. Currently use Dell 5289 Tablet/laptop. Device was selected for broadband capability and touch screen features)	Maintains	
Device	Provide basic data validation input filters on the mobile device to provide for greater data integrity and reduced data entry errors	Enhancement	
Device	Allow multiple inspectors to work on the same inspection at the same time in a team environment for specialty inspections	Enhancement	
Device	Ability to maintain a stable internet connection (Currently use an air card solution)	Enhancement	
Administrative Tool	Ability to track all inspection activities and record inspection findings	Maintains	
Administrative Tool	Ability to sort the inspection workload on demand through mobile devices connected to the system in real-time	Enhancement	

Type	High-level Requirement	Status	Please respond with 'Included in solution', 'Not included in solution', 'Requires customization or modification to solution' Response
Administrative Tool	Increase the notes capability. Currently capped at a character limit	Enhancement	
Administrative Tool	Provide automated reminders to follow-up on inspections and other outstanding items	Enhancement	
Administrative Tool	Ability to have multiple inspectors to be assigned to the same inspection, for specialty inspections	Enhancement	
Self-Service	Ability for licensee to view inspections online through secure Self-Service account	Enhancement	
Enforcement and Compliance			
Administrative Tool	Provide reports identifying costs associated with enforcement	Maintains	
Administrative Tool	Ability to record complaints and assist with conducting investigations	Maintains	
Administrative Tool	Monitor compliance and voluntary/disciplinary actions	Maintains	
Administrative Tool	Ability to record complaint information, monitor enforcement and disciplinary cases, and initiate disciplinary action	Maintains	
Administrative Tool	Provide the ability to process petitions and appeals	Maintains	
Administrative Tool	Provide ability to enforce citation and penalty / probations	Maintains	
Administrative Tool	Maintain investigation information for reporting and post-investigation actions	Maintains	
Administrative Tool	Provide enforcement reports	Maintains	
Administrative Tool	Provide the ability to create enforcement letters	Maintains	
Administrative Tool	Provide ability to review enforcement information	Maintains	

Type	High-level Requirement	Status	Please respond with 'Included in solution', 'Not included in solution', 'Requires customization or modification to solution' Response
Administrative Tool	Update enforcement complaints with data including discipline, activities, status and DOH filing information, 'in mass' using a list (format allows the data entry staff to update a defined set of data fields without having to go into each case enter the data)	Maintains	
Administrative Tool	Provide letter/document template capability using current technology	Enhancement	
Administrative Tool	Provide the ability to trend complaints	Enhancement	
Administrative Tool	Detailed timekeeping functionality to record internal and external effort applied to specific licensing and enforcement activity	Enhancement	
Administrative Tool	Mass status complaint entry	Enhancement	
Administrative Tool	Ability to display the actual value on the screen instead of codes	Enhancement	
Administrative Tool	Ability to pull a complete summary of the case in a format that is readable and not full of codes	Enhancement	
Administrative Tool	Ability to update LEIDS and the DOH's document management system when changes are made in the other system. This could be status, activities, or changes to a document	Enhancement	
Administrative Tool	Ability to integrate with a case management system for investigations that require legal action	Enhancement	
Administrative Tool	Ability to seamlessly relate multiple cases without accessing each individual complaint	Enhancement	
Administrative Tool	Ability to improve complaint visibility and functionality, to reduce multiple screens for a complete case history	Enhancement	
Administrative Tool	Ability to navigate to a payment history screen (from the enforcement screen) to allocate payment to specific disciplinary action(s)	Enhancement	
Public	Ability to connect to the separate complaint portal application	Enhancement	

Type	High-level Requirement	Status	Please respond with 'Included in solution', 'Not included in solution', 'Requires customization or modification to solution' Response
Public	Ability to receive complaints online with supporting document upload capability	Enhancement	
Self-Service	Provide ability for licensee to view compliance status	Enhancement	
Self-Service	Provide ability for licensee to pay compliance fines and fees online	Enhancement	
Self-Service	Ability to pay for Unlicensed Activity or Non-disciplinary citation online. (ULA has case number only, NDC has a license number)	Enhancement	
Reporting			
Report Development	Ability to use crosstabs for displaying summarized data in a report	Maintains	
Report Development	Ability to include sub-reports as part of the report	Maintains	
Report Development	Ability to maintain a replicated environment for reporting	Maintains	
Report Development	Ability to communicate with multiple database types	Maintains	
Report Development	Ability to have real-time database access	Maintains	
Report Development	Ability to build on demand and batch reports as some reports are for a moment in time	Maintains	
Report Development	Ability to pull back more than one data source or query for each report	Maintains	
Report Development	Ability to include image and/or signature object into the report for the viewer	Maintains	
Report Development	Ability for the report to display data inputs	Maintains	
Report Development	Ability to use APIs to complete data validation (dates, addresses)	Enhancement	
Report Development	Ability to use data analytics	Enhancement	
Report Development	Ability to build reports with data visualization	Enhancement	
Report Development	Ability to have report audit functions/capabilities to fully document any changes in the system	Enhancement	

Type	High-level Requirement	Status	Please respond with 'Included in solution', 'Not included in solution', 'Requires customization or modification to solution' Response
Report Use	Ability to have the user interface successfully call the back-end reporting system and the connection is stable	Maintains	
Report Use	Ability to assign security roles to reports (functional authorization for both updating the database and accessing the report)	Maintains	
Report Use	Reporting within the licensing tool	Maintains	
Report Use	Ability to import and export data	Enhancement	
Report Use	Ability to export report in all data types (csv, pipe-delimited, text, etc.) from the report viewer	Enhancement	
Report Use	Ability to track report analytics (e.g. usage statistics)	Enhancement	
Public	Ability for public users to build reports on demand	Enhancement	
Report Use	Reporting queue visible to all users and set-up queue for a class of reports	Enhancement	
Report Use	Ability for staff to schedule report at a particular time and delivered to the user	Enhancement	
Report Use	Built in progress bar for the user to know the report is running	Enhancement	
Public	Voice access capabilities to provide data	Enhancement	
Report Development	Ability for a report to update the contact history that the report was run	Enhancement	
Application and System Management			
Application Management	Ability to sign into Self-Service system securely	Maintains	
Application Management	Allows staff to quickly make modifications to system	Maintains	
Application Management	Application structure and flow needs to be configurable, modular, and easily modified to address changes in statutes and rules during and post initial implementation	Maintain	

Type	High-level Requirement	Status	Please respond with 'Included in solution', 'Not included in solution', 'Requires customization or modification to solution' Response
Application Management	Ability to configure workflows that include activities, notifications and users from multiple offices, divisions, and departments/agencies	Enhancement	
Application Management	Ability to control versions of configuration	Enhancement	
Application Management	Ability to propagate changes across environments	Enhancement	
Application Management	Self-service transactions – Ability to configure a pathway prompting the user to answer questions to select appropriate application type (the user answers questions developed to narrow down available license applications based on their responses)	Enhancement	
Application Management	Allow for configuration data cloning/promotion process to move changes between environments safely, consistently with options to rollback changes if necessary	Enhancement	
Application Management	Provides Role Based Access Control for all system security	Enhancement	
Application Management	Allow access to applications using single sign-on for internal users	Enhancement	
Application Management	Ability to use Azure Active Directory integration for single sign-On	Enhancement	
Application Management	Realtime up-time monitors and notifications to system maintenance staff and users	Enhancement	
System Management	System Management maintained by the MQA Application Development staff	Maintain	
System Management	Ability to provide a permanent test environment that is separate from the production environment (comparable to the production environment to ensure realistic testing)	Maintain	

Type	High-level Requirement	Status	Please respond with 'Included in solution', 'Not included in solution', 'Requires customization or modification to solution' Response
System Management	Ability to meet the State of Florida Cyber Security standards as outlined in Rule 60GG-2, and found at 60GG-2 : Information Technology Standards - Florida Administrative Rules, Law, Code, Register - FAC, FAR, eRulemaking (flrules.org)	Maintain	
System Management	Ability to dynamically apply changes while maintaining high availability	Enhancement	
System Management	Provides audit capability and functions - tracebacks, point in time and reporting	Enhancement	
System Management	Self-service transactions - provide either a mobile solution OR a responsive design so that the online website is user friendly on a mobile device	Enhancement	
System Management	The system should be cloud agnostic	Enhancement	
Application Management	Allow for integrations to third-party solutions using industry standard APIs to send and receive data from other systems	Enhancement	
Application Management	Provides a modern, robust, and secure web-api service layer providing the same business rules and functions of the licensing system	Enhancement	
Application Management	Provides for session management layer that prevents user session interruption when doing system maintenance	Enhancement	
Application Management	User Interface should be developed in a format that can be modified for DOH branding	Enhancement	
Application Management	Ability to handle error messaging and instrumentation on all systems	Enhancement	
Application Management	Ability to support integration with a single identity management provider	Enhancement	

Type	High-level Requirement	Status	Please respond with 'Included in solution', 'Not included in solution', 'Requires customization or modification to solution' Response
Application Management	Ability to support federated identity management with connections to with multiple identity management providers	Enhancement	
Application Management	Ability to apply configuration management: 1. Software updates 2. System configuration updates done (real-time or batch) 3. Application version updates	Enhancement	
System Management	Solution has the ability to allow different entities to create and manage its own licenses	Enhancement	