Firm Submitting Proposal: Bowman Systems LLC

Complete Address: 333 Texas Street, Suite 300, Shreveport, LA 71101

                           Street   City   Zip

Contact Name: Beverly Patten   Title: Account Development Coordinator

Telephone Number: 318-213-8780 X 143   Fax Number: 318-213-8784

Email address: info@bowmansystems.com or bpatten@bowmansystems.com

Lexington-Fayette Urban County Government
DEPARTMENT OF FINANCE & ADMINISTRATION

Jim Gray
Mayor

William O'Mara
Commissioner

ADDENDUM #1

RFP Number: **#46-2014**

Date: August 29, 2014

Subject: **Social Services Case Management Software**

Please address inquiries to:
Theresa Maynard (859) 258-3320

TO ALL PROSPECTIVE BIDDERS:

**Please be advised of the following clarifications to the above referenced bid.**

- **Answers to questions**
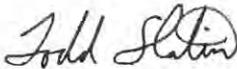
Todd Slatin, Director
Division of Central Purchasing

All other terms and conditions of the bid and specifications are unchanged. This letter should be signed, attached to and become a part of your bid.

COMPANY: Bowman Systems LLC

ADDRESS: 333 Texas Street, Suite 300, Shreveport, Louisiana 71101

SIGNATURE OF PROPOSER:
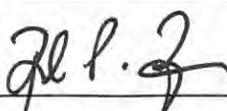
Questions & Answers for RFP #46-2014

1. How are documents to be uploaded to the system (scanned, electronic, email, fax, imported from other systems)?

   We need to be able to upload various document types and store with a record

2. Are you looking for a scanning solution to be included with this response?

   Yes, if option is available

3. What operations (workflows, manual processes, etc.) are required on the documents after uploading?

   Uploaded documents should trigger an email to specified recipients

4. What is the total number of dashboards and reports you expect in this system?

   TBD

5. What external systems will this system be required to interact with? Are there well-defined integration end points (REST, WCF, ASMX) to these systems?

   No but at a later time

6. Are there existing intake forms that need to be added/duplicated in the system?

   Yes

7. Are there currently documented processes around client and family intake?

   Yes

8. Is a COTS (Commercial Off the Shelf) solution preferred versus a custom application designed to meet LFUCG needs?

   Yes

9. What are the legal/security/compliance/regulatory requirements around storing case notes, documents and other artifacts?

   HIPPA Compliant, Established Security Policies and others compliant with our established COA (Council on Accreditation) policies. These policies cover instances of minor children needing parental permissions, ability to redact for open records, notations when changes are made for court reports

10. Who are the end users of this system? Case workers, the public, treatment centers, etc.?

    Case worker & Administrators

11. How do programs currently interact with LFUCG today? How is data transferred?

   There was a custom built application which has been sunset and now mostly manual and paper based processes-system is not integrated into other LFUCG databases

12. Where does data live in current systems? Is there a consistent data storage location?

   Sunset custom built application had single SQL database

13. What additional mobile devices should be supported other than iPad?

   iOS, Android and Windows mobile devices

14. Should we anticipate provide training for the proposed system directly or just provide documentation that you can use for training purposes?

   Yes, direct training would most likely be necessary. Prefer web seminars

15. What are the number of sources required to produce BI (Business Intelligence)/reports?

   TBD

16. Is there an expectation to expose a public API (Application program interface) for external consumers? **Not at the current time**

17. What external consumers of data do you expect beyond the 5 programs listed? What SaaS capabilities are you looking for since this is for internal use only?

   The 5 programs listed are internal LFUCG Divisions but are located in different facilities.

   We expect this to be cloud computing with hardware and software maintenance and support by the SaaS (Software as a service) provider. We also wish to access by a thin client via a web browser.

18. What are the security/authentication requirements?

   See number 9

19. How will you be hosting data?

   We will not be hosting the data. The data will need to be hosted in the Cloud by the provider of the software package.

   What are the requirements for volume of data archiving?

   TBD

20. What length and level of support is required after deployment?

   We will expect full support after deployment. Please include different levels and monies involved.

1. Please expand on Date Warehouse/Business Intelligence/Analytics, one of the items listed in System Requirements.

   There must be a mechanism in place where data is retrievable in a efficient method. This includes reporting and data extracts.

   Would you like for us to verify that we have the ability to provide the services?

   No, will be contacted after submission for Demo.

   Will a data warehouse be a required service?

   TBD

2. In the General Features section, please explain what is meant by "Internal use only"?

   This will only be used within the Lexington Fayette Urban County Government.

3. In the General Features section in the item "Interface with other agencies", will the other agencies be using the same software?

   Yes, data should be access controlled using the same software.

AFFIDAVIT

Comes the Affiant, ___Robert P. Bowman___ , and after being first duly sworn, states under penalty of perjury as follows:

1. His/her name is ___Robert P. Bowman___ and he/she is the individual submitting the proposal or is the authorized representative of ___Bowman Systems L.L.C.___ , the entity submitting the proposal (hereinafter referred to as "Proposer").

2. Proposer will pay all taxes and fees, which are owed to the Lexington-Fayette Urban County Government at the time the proposal is submitted, prior to award of the contract and will maintain a "current" status in regard to those taxes and fees during the life of the contract.

3. Proposer will obtain a Lexington-Fayette Urban County Government business license, if applicable, prior to award of the contract.

4. Proposer has authorized the Division of Central Purchasing to verify the above-mentioned information with the Division of Revenue and to disclose to the Urban County Council that taxes and/or fees are delinquent or that a business license has not been obtained.

5. Proposer has not knowingly violated any provision of the campaign finance laws of the Commonwealth of Kentucky within the past five (5) years and the award of a contract to the Proposer will not violate any provision of the campaign finance laws of the Commonwealth.

6. Proposer has not knowingly violated any provision of Chapter 25 of the Lexington-Fayette Urban County Government Code of Ordinances, known as "Ethics Act."

Continued on next page

7. Proposer acknowledges that "knowingly" for purposes of this Affidavit means, with respect to conduct or to circumstances described by a statute or ordinance defining an offense, that a person is aware or should have been aware that his conduct is of that nature or that the circumstance exists.

Further, Affiant sayeth naught.

Robert P. Bowman

STATE OF _____Louisiana_____

PARISH
~~COUNTY~~ OF _____Caddo_____

The foregoing instrument was subscribed, sworn to and acknowledged before me

by _____Robert P. Bowman_____ on this the _____2nd_____ day

of _____September_____, ~~2013~~ 2014.

My Commission expires: _____for life_____

_____Deborah W. Cox_____
NOTARY PUBLIC, STATE AT LARGE

DEBORAH W. COX 2 6623
Notary Public
Parish of Caddo
State of Louisiana

❖BOWMAN
systems®

2013 AFFIRMATIVE ACTION PROGRAM
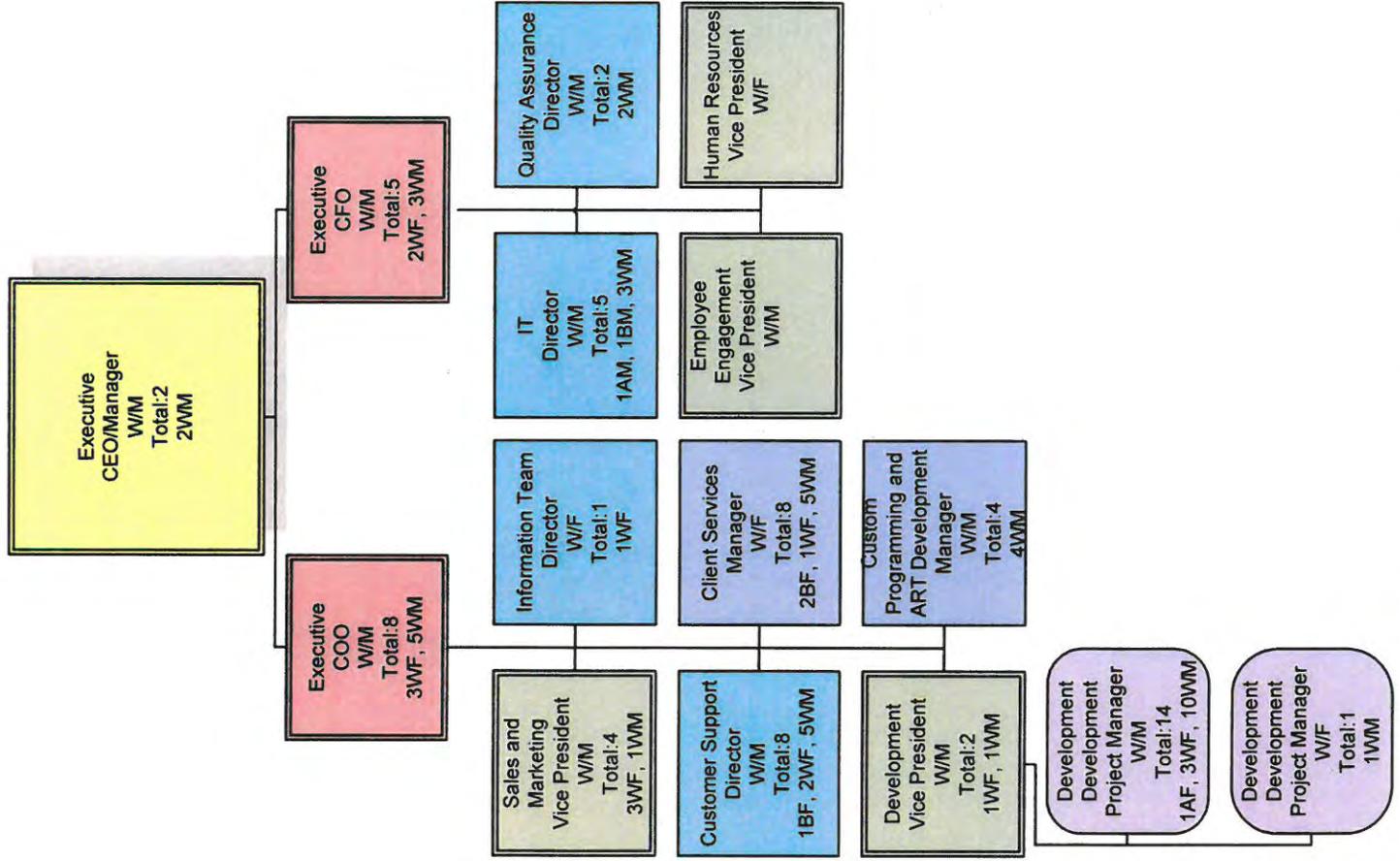
2013 BOWMAN SYSTEMS' ORGANIZATION CHART

Executive CEO/Manager
W/M
Total:2
2WM

Executive CFO
W/M
Total:5
2WF, 3WM

- **Quality Assurance Director**
  W/M
  Total:2
  2WM

- **Human Resources Vice President**
  W/F

- **IT Director**
  W/M
  Total:5
  1AM, 1BM, 3WM

- **Employee Engagement Vice President**
  W/M

Executive COO
W/M
Total:8
3WF, 5WM

- **Information Team Director**
  W/F
  Total:1
  1WF

- **Client Services Manager**
  W/F
  Total:8
  2BF, 1WF, 5WM

- **Custom Programming and ART Development Manager**
  W/M
  Total:4
  4WM

- **Sales and Marketing Vice President**
  W/M
  Total:4
  3WF, 1WM

- **Customer Support Director**
  W/M
  Total:8
  1BF, 2WF, 5WM

- **Development Vice President**
  W/M
  Total:2
  1WF, 1WM

  - **Development Development Project Manager**
    W/M
    Total:14
    1AF, 3WF, 10WM

  - **Development Development Project Manager**
    W/F
    Total:1
    1WM

Bowman Systems L.L.C.
2012 Organizational Chart

Executive Support
Executive Assistant
W/F

Executive
Owner/Manager
W/M
Total:8
3WF, 5WM

New Business
Vice President
W/M
Total:8
6WF, 2WM

Sales
Vice President
W/M
Total:2
2WF

Human Resources
Vice President
W/F

Marketing
Vice President
W/M
Total:1
1WM

Client Services
Vice President
W/F
Total:8
2BF, 1WF, 5WM

Client Services
Consultants and Trainers
Product Implementation and Training Manager
W/F
Total:3
1BF, 1WF, 1WM

Administration and Finance
Vice President
W/M
Total:5
5WM

Customer Support
Director
W/M
Total:8
1BF, 2WF, 5WM

IT
Director
W/M
Total:5
1AM, 1BM, 3WM

Quality Assurance
Director
W/M
Total:2
2WM

Custom Programming and ART Development
Manager
W/M
Total:4
4WM

Accounting
Manager
W/M
Total:1
1WM

Development
Vice President
W/M
Total:2
1WF, 1WM

Development (Programmers)
Development Project Manager
W/M
Total:14
1AF, 3WF, 10WM

Development (Interns)
Development Project Manager
W/F
Total:1
1BM

Workforce Analysis

DEPARTMENT/WORK UNIT: Officials and Managers

Job Title	Wage Rate	EEO-1 Category (EEO-1 Form or OFCCP regulations)	Job Group	Total Employees	MALES						FEMALES					
					Total	White	Black/African American	Asian/Pacific Islander	American Indian/Alaskan Native	Hispanic	Total	White	Black/African American	Asian/Pacific Islander	American Indian/Alaskan Native	Hispanic
Managing Member	200K++	1	1	1	1	1										
Chief Operating Officer	125K++	1	1	1	1	1										
Chief Financial Officer	100K++	1	1	1	1	1										
Vice President	68K-90K	1	1	4	3	3					1	1				
Director	48K-75K	1	1	3	3	3										
Manager	48K-75K	1	1	3	2	2					1	1				
Project Manager	45K-70K	1	1	2	1	1					1	1				
DEPARTMENT TOTAL				15	12	12					3	3				

Workforce Analysis

DEPARTMENT/WORK UNIT: Professionals

Job Title	Wage Rate	EEO-1 Category (EEO-1 Form or OFCCP regulations)	Job Group	Total Employees	MALES Total	White	Black/African American	Asian/Pacific Islander	American Indian/Alaskan Native	Hispanic	FEMALES Total	White	Black/African American	Asian/Pacific Islander	American Indian/Alaskan Native	Hispanic
ART Report Developer	51K	2	2	1							1	1				
Programmer (Development)	30K-55K	2	2	4	3	3					1			1		
Senior Programer (Development)	60K-70K	2	2	3	3	3										
ART Programmer	48K-50K	2	2	2	2	2										
User Interface Designer	48K	2	2	1	1	1										
Programmer (Custom)	46K-50K	2	2	2	2	2										
ART Customer Support Specialist	46K	2	2	1	1	1										
QA Automation Specialist	32K	2	2	1	1	1										
QA Installation Specialist	26K	2	2	1	1	1										
Intern Programmer (Development)	23K	2	2	1	1	1										
Consultant/Dedicated User Support	36K-51K	2	2	2	1		1				1	1				
Consultant	52K-66K	2	2	4	2	2					2		2			
DEPARTMENT TOTAL (Subtotal)				23	18	17	1				5	2	2	1		

Workforce Analysis

DEPARTMENT/WORK UNIT:	Professional				MALES						FEMALES					
Job Title	Wage Rate	EEO-1 Category (EEO-1 Form or OFCCP regulations)	Job Group	Total Employees	Total	White	Black/African American	Asian/Pacific Islander	American Indian/Alaskan Native	Hispanic	Total	White	Black/African American	Asian/Pacific Islander	American Indian/Alaskan Native	Hispanic
Senior Consultant/Trainer	51K	2	2	1							1	1				
Consultant/Trainer	50K	2	2	1	1	1										
Upgrade Administrator	50K	2	2	1	1	1										
Dedicated User Support Supervisor/ART Trainer	51K	2	2	1	1	1										
Database Administrator	61K	2	2	1	1	1										
Network Administrator	51K	2	2	1	1	1										
UNIX/LINUX System Administrator	50K	2	2	1	1			1								
Desktop Support	25K	2	2	1	1		1									
Industry Compliance	51K	2	2	1							1	1				
IRts/I&R Acct Developer	60K	2	2	1							1	1				
Technical Writer	60K	2	2	1	1	1										
Business Dev Assoc/CP Product Manager	51K	2	2	1							1	1				
DEPARTMENT TOTAL (Subtotal)				12	8	6	1	1			4	4				

Workforce Analysis

DEPARTMENT/WORK UNIT: Professional					MALES						FEMALES					
Job Title	Wage Rate	EEO-1 Category (EEO-1 Form or OFCCP regulations)	Job Group	Total Employees	Total	White	Black/African American	Asian/Pacific Islander	American Indian/Alaskan Native	Hispanic	Total	White	Black/African American	Asian/Pacific Islander	American Indian/Alaskan Native	Hispanic
Accountant	47K	2	2	1	1	1										
Marketing & Public Relations Coordinator	60K	2	2	1							1	1				
Marketing & Public Relations Associate	38K	2	2	1	1	1										
Director of Information	59K	2	2	1							1	1				
Senior Customer Support Specialist	46K	2	2	2	1	1					1	1				
Customer Support Sp.	38K-40K	2	2	4	3	3					1		1			
Customer Support Advocate	36K	2	2	1	1	1										
DEPARTMENT TOTAL (Subtotal)				11	7	7					4	3	1			

Workforce Analysis

DEPARTMENT/WORK UNIT: Sales Workers

Job Title	Wage Rate	EEO-1 Category (EEO-1 Form or OFCCP regulations)	Job Group	Total Employees	MALES Total	White	Black/African American	Asian/Pacific Islander	American Indian/Alaskan Native	Hispanic	FEMALES Total	White	Black/African American	Asian/Pacific Islander	American Indian/Alaskan Native	Hispanic
Account Development Coordinator	46K	4	4	1							1	1				
Account Development Specialist	44K	4	4	1							1	1				
DEPARTMENT TOTAL				2							2	2				

Workforce Analysis

DEPARTMENT/WORK UNIT: Office & Clericals

Job Title	Wage Rate	EEO-1 Category (EEO-1 Form or OFCCP regulations)	Job Group	Total Employees	MALES							FEMALES						
					Total	White	Black/African American	Asian/Pacific Islander	American Indian/Alaskan Native	Hispanic		Total	White	Black/African American	Asian/Pacific Islander	American Indian/Alaskan Native	Hispanic	
Executive Assistant	44K	5	5	1								1	1					
DEPARTMENT TOTAL				1								1	1					

Job Group Analysis:

Listing of Job Titles

Job Titles	Job Group Name	EEO-1 Category
Managing Member		
Chief Operating Officer		
Chief Financial Officer		
Vice President of Product Development		
Vice President of Employee Engagement		
Vice President of Sales and Marketing		
Vice President of Human Resources		**Managers**
Director of Information		
Director of IT		
Director of QA		
Director of Customer Support		
Manager of Custom Programming and ART Reporting		
Manager of Client Services		
Project Manager of Development		
Project Manager of Development		

Job Group Analysis:

Listing of Job Titles

Job Titles	Job Group Name	EEO-1 Category
Senior Programmer (Development)		
Programmer (Development)		
Intern Programmer (Development)		
Advanced Reporting Tool (ART) Report Developer		
ART Programmer		
ART Customer Support Specialist		
User Interface Programmer		
Programmer (Custom)		
Quality Assurance (QA) Automation Specialist		
QA Installation Specialist		
Dedicated User Support Specialist/Consultant		
Consultant		
Dedicated User Support Specialist/Trainer		
Senior Consultant/Trainer		
Consultant/Trainer		
Dedicated User Support Supervisor/Trainer		
Upgrade Administrator	2	Professionals
Unix/LINUX Systems Administrator		
Network Administrator		
Desktop Support		
Industry Compliance Specialist		
IRis/Community Support Support Programmer		
IRis/I&R Account Developer		
Housing Point Product Manager		
IRis/Service Point 2-1-1 Customer Support		
Business Development Associate/Community Point Product Manager		
Accountant		
Technical Writer		
Marketing and Public Relations Coordinator		
Marketing and Public Relations Associate		
Director of Information		
Senior Customer Support Specialist		
Customer Support Specialist		
Customer Support Advocate		

Job Group Analysis:

Listing of Job Titles

Job Titles	Job Group Name	EEO-1 Category
Account Development Coordinator	4	Sales Workers
Account Development Specialist		
Executive Assistant	5	Office and Clericals

Utilization Analysis:

Placement of Incumbents in Job Groups

Job Group	Total # of Incumbents	# of Females	Female Incumbency %	# of Minorities	Minority Incumbency %
1	15	3	20%	0	0
2	46	13	28%	4	9%
4	2	2	100%	0	0
5	1	1	100%	0	0

Unemployment Insurance Claimant Characteristics--2012

Parish	Job 1	Job 2	Job 4	Job 5
Bienville	0	0	17	9
Bossier	5	9	121	105
Caddo	11	55	385	327
Caldwell	0	0	7	9
Claiborne	1	2	15	9
DeSoto	6	3	32	23
Jackson	0	0	14	16
Lincoln	2	7	34	22
Natchitoches	1	0	30	29
Ouachita	9	17	234	192
Red River	2	0	10	2
Sabine	0	5	11	9
Union	1	1	19	15
Webster	5	20	60	34
Winn	1	0	8	18

Total Unemployed — All Jobs--2012

Female	Minority
96	142
467	405
1688	2216
48	207
86	140
170	268
78	67
249	333
228	297
222	316
31	50
611	74
101	102
255	293
73	57

All parish data are based on the Louisiana Workforce Commission's 2012 Unemployment Insurance claims.

Occupational Breakout of the Civilian Labor Force

Parish	Job 1 Female	Minority	Job 2 Female	Minority	Job 4 Female	Minority	Job 5 Female	Minority	Unemployed Female	Minority
Bienville	118	59	8	9	312	151	588	210	220	290
Bossier	1412	489	139	29	3471	1186	6484	1179	1590	1183
Caddo	2641	1384	360	208	7671	5207	12223	5805	3140	4629
Caldwell	84	9	4	0	219	47	491	31	111	81
Claiborne	131	42	0	0	421	189	620	216	150	487
DeSoto	246	107	4	0	753	422	1117	353	443	537
Jackson	115	29	0	4	395	110	711	190	201	202
Lincoln	481	207	72	87	1457	1082	2149	928	742	1035
Natchitoches	455	215	29	8	1886	625	40	60	650	886
Ouachita	4383	4090	651	699	9902	9640	15624	15479	2453	3241
Red River	79	47	4	0	127	42	394	79	161	252
Sabine	206	67	0	4	452	144	911	231	278	258
Union	221	74	24	4	502	137	1022	177	406	436
Webster	347	157	11	0	1292	400	1861	395	750	1028
Winn	69	48	0	0	319	69	568	97	185	245

Utilization Analysis:
Determining Availability

Job Group 1

	Raw Statistics		Value Weight	Weighted Statistics		Source of Statistics	Reason for Weighting
	Minority	Female		Minority	Female		
Percentage of minorities or women with requisite skills in the reasonable recruitment area	1	1	50%	.5%	.5%	2012 Census	
Percentage of minorities or women among those promotable, transferable, and trainable within the contractor's organization	0	2	50%	0%	1%		
Totals			100%	.5%	1.5%	<Final Factor	

Job Group 2

	Raw Statistics		Value Weight	Weighted Statistics		Source of Statistics	Reason for Weighting
	Minority	Female		Minority	Female		
Percentage of minorities or women with requisite skills in the reasonable recruitment area	5	2	71%	3.6%	1.4%	2012 Census	
Percentage of minorities or women among those promotable, transferable, and trainable within the contractor's organization	1	4	29%	.3%	1.0%		
Totals			100%	3.9%	2.4%	<Final Factor	

Job Group 4

	Raw Statistics		Value Weight	Weighted Statistics		Source of Statistics	Reason for Weighting
	Minority	Female		Minority	Female		
Percentage of minorities or women with requisite skills in the reasonable recruitment area	1	1	40%	.4%	.4%	2012 Census	
Percentage of minorities or women among those promotable, transferable, and trainable within the contractor's organization	1	1	60%	.6%	.6%		
Totals			100%	1.0%	1.0%	<Final Factor	

Utilization Analysis:
Determining Availability

Job Group 5	Raw Statistics		Value Weight	Weighted Statistics		Source of Statistics	Reason for Weighting
	Minority	Female		Minority	Female		
Percentage of minorities or women with requisite skills in the reasonable recruitment area	1	3	100%	1%	3%	2012 Census	
Percentage of minorities or women among those promotable, transferable, and trainable within the contractor's organization	0	0	0%	0%	0%		
Totals			100%	1%	3%	<Final Factor	

Utilization Analysis:
Comparing Incumbency to Availability
and
Establishing Placement Goals

Job Group	Female Incumbency %	Female Availability %	Establish Goal? Yes/No	If Yes, Goal for Females	Minority Incumbency %	Minority Availability %	Establish Goal? Yes/No	If Yes, Goal for Minorities
1	20%	66%	Yes	66%	0%	33%	Yes	33%
2	33%	50%	Yes	50%	14%	50%	Yes	50%
4	100%	50%	No		0%	50%	Yes	50%
5	100%	75%	No		0%	25%	Yes	25%

Areas of Concern	Corrective Action
• Underutilization of minorities in job groups 1, 2, 4, and 5. Job group 1 normally results from internal promotions; whereas, job groups 2, 4, and 5 involve external hiring coupled with intense internal training. The primary concern is the lack of qualified minority and female applicants particularly for job group 2. In addition, as a small/medium company, positions rarely become available.	• Internal promotions to fill openings in job group 1 seldom occur until the primary problem of hiring and training minorities and women takes place. The Company is having better results training females, as the number of minority workers is few in the Company. • Minority professionals (job group 2-particularly computer and math occupations) are in extremely short supply in North Louisiana. Those unemployed number 55 according to the 2012 U.S. Census Bureau. • Few colleges and universities encourage computer engineering in North Louisiana. The majority are located in the southern portion of the State. Wages are higher and job opportunities are more plentiful in the southern part of the State and in East Texas. The Company continues to attend career fairs at traditionally black colleges and universities throughout the State in an effort to recruit qualified minorities. The Company does require a unique set of knowledge and skills that make it difficult to identify

	individuals able to fill vacant positions. When advertising across the United States, few individuals are interested in moving to Louisiana for the accepted wages paid for their career paths. They do not understand that the cost of living is also lower in Louisiana than in the states they would be coming from.

Action-Oriented Programs

Bowman Systems L.L.C. has instituted action programs to eliminate identified problem areas and to help achieve specific affirmative action goals. These programs include:

1. Conducting annual analyses of job descriptions to ensure they accurately reflect job functions;
2. Making job descriptions available to recruiting sources and available to all members of management involved in the recruiting, screening, selection, and promotion processes;
3. Evaluating the selection process to ensure freedom from bias through:
   a. Evaluation of selection methods that may have a disparate impact to ensure that they are job-related and consistent with business necessity;
   b. Training management staff on proper interview techniques; and
   c. Training managers and supervisors in EEO;
4. Using techniques to improve recruitment and increase the flow of minority and female applicants. The Company presently undertakes the following actions:
   a. Including the phrase "Equal Opportunity/Affirmative Action Employer" in all printed employment advertisements;
   b. Encourage employees to refer qualified applicants; and
   c. Actively recruit at junior colleges, colleges and universities with predominantly minority or female enrollments;
5. Ensuring that all employees receive equal opportunity for promotion by:
   a. Offering counseling to assist employees in identifying promotional opportunities, training and educational programs to enhance promotions and opportunities for job rotation or transfer; and
   b. Evaluating job requirements for promotion.

Internal Reporting System

The Vice President of Human Resources has the responsibility for developing and preparing the formal documents of the Affirmative Action Plan (AAP). The Vice President of Human Resources is responsible for the effective implementation of the AAP; however, responsibility is likewise vested with each executive within the Company, and each department manager and supervisor. The Company reporting system is designed to:

1. Measure the effectiveness of the AAP/EEO program;
2. Identify problem areas where remedial action is needed; and
3. Determine the degree to which the Company's AAP goals and objectives have been obtained.

The following personnel activities are reviewed to ensure nondiscrimination and equal employment opportunity for all individuals without regard to their race, color, gender, religion, or national origin:

1. Recruitment, advertising, and job application procedures;
2. Hiring, promotion, upgrading, layoff, recall from layoff;
3. Rates of pay and any other forms of compensation including fringe benefits;
4. Job assignments, job classifications, and job descriptions;
5. Sick leave, leaves of absence, or any other leave;
6. Training, internships, attendance at professional meetings and conferences; and
7. Any other term, condition, or privilege of employment.

The following documents shall be maintained as a component of the Company's internal process:
1. An applicant flow log showing the name, sex, date of application, job title, interview status and action taken for all individuals applying for job opportunities;
2. Summary data of external job offers and hires, promotions, resignations, terminations, and layoffs by job group, sex, and minority group identification;
3. Summary data of applicant flow by identifying at least, total applicants, total minority applicants, and total female applicants for each position;
4. Maintenance of employment applications (not to exceed one year); and
5. Records pertaining to the Company's compensation system.

The Company's system will include a quarterly report documenting the Company's efforts to achieve EEO/AAP responsibilities. Managers and supervisors are required to report any current and foreseeable EEO problem areas and outline their suggestions/recommendations for solutions. If problem areas arise, the manager or supervisor is to report the problem areas immediately to the Vice President of Human Resources. During the quarterly reporting, the following occurs:

1. The Vice President of Human Resources will discuss any problems relating to significant rejection ratios, EEO charges, etc. with the Managing Member, Chief Operating Officer, and Chief Financial Officer; and
2. The Vice President of Human Resources will report the status of the Company's AAP goals and objectives to the Managing Member, Chief Operating Officer, and Chief Financial Officer. The Vice President of Human Resources will recommend remedial actions for the effective implementation of the AAP.

Designation of Responsibility for Implementation

Responsibilities of the Equal Employment Opportunity Manager

The Vice President of Human Resources has the responsibility for designing and ensuring the effective implementation of Bowman Systems L.L.C.'s (the Company) Affirmative Action Program (AAP). These responsibilities include, but are not limited to the following:

1. Developing Equal Employment Opportunity (EEO) policy statements, affirmative action programs and internal and external communication procedures;
2. Assisting in the identification of AAP/EEO problem areas;
3. Assisting management in arriving at effective solutions to AAP/EEO problems;
4. Designing and implementing an internal reporting system that:
    a. Measures the effectiveness of the Company's program;
    b. Determines the degree to which AAP goals and objectives are met; and
    c. Identifies the need for remedial action;
5. Keeping the Company's Managing Member, Chief Operating Officer, and Chief Financial Officer informed of equal opportunity progress and reporting potential problem areas within the Company through quarterly reports;
6. Reviewing the Company's AAP for qualified minorities and women with all managers and supervisors at every level to ensure that the policy is understood and is followed in all personnel activities;
7. Auditing the contents of the Company's bulletin board to ensure compliance information is posted and up-to-date; and
8. Serving as liaison between the Company and enforcement agencies.

Responsibilities of Managers and Supervisors:

It is the responsibility of all managerial and supervisory staff to implement the Company's AAP. These responsibilities include, but are not limited to:

1. Assisting in the identification of problem areas, formulating solutions, and establishing departmental goals and objectives when necessary;
2. Reviewing the qualifications of all applicants and employees to ensure qualified individuals are treated in a nondiscriminatory manner when hiring, promotion, transfer, and termination actions occur; and

3. Reviewing the job performance of each employee to assess whether personnel actions are justified based on the employee's performance of his or her duties and responsibilities.

BOWMAN systems®

POLICY STATEMENT

Bowman Systems L.L.C. is committed to equal employment opportunities for all persons. The Company has an enduring obligation to hire and advance employees based on their stated desire and on individual and Company need for development. The continued success of Bowman Systems depends on the full and equal utilization of qualified employees regardless of race, color, religion, marital status, creed, national origin, sex, disability, protected veteran status, sexual orientation, and age. Bowman Systems believes that any education or employment practice that injures some people, however inadvertent, ultimately injures all of us. The Company cannot afford to deprive itself of capable people for reasons based on archaic and unjust codes of conduct.

The Company is committed to the objective of providing equal opportunity. In keeping with this policy, the Company will direct its employment practices toward ensuring equal opportunity in all matters related, but not limited to, recruitment, social and recreational programs, layoffs, and terminations. All treatment on the job shall be free of discriminatory practices, as well as providing equal educational opportunities to employees. This commitment encompasses all related support services. Except with respect to sexual orientation, this Company shall take affirmative action to ensure equal employment opportunities resulting in a balanced work force.

The basis of the Company's Affirmative Action Program is the legal requirements imposed by Federal, State, and local laws; however, it is not merely limited to compliance with the law. This principle is founded on the firm belief that fulfillment of employment goals must be a function of individual merit, ability, and interest.

The Company's Affirmative Active Program is dedicated to the task of Company self-examination in accordance with Federal, State and local guidelines, and to the correction of any deficiencies that exist through the adoption of appropriate action plans and programs.

Deborah W. Cox, Vice President of Human Resources, is the Equal Employment Opportunity/Affirmative Action Program officer responsible for the development, implementation, and monitoring of affirmative action related decisions and activities. All managers and supervisors are responsible for carrying out affirmative action initiatives to balance their respective departments.

Emphasis on Individuals with Disabilities and Protected Veterans

It is the policy of the Company not to discriminate against any employee or applicant for employment because he or she is an individual with a disability. Neither does the Company discriminate against a protected veteran, (i.e., disabled veteran, Armed Forces service medal veteran, recently separated veteran, or other veteran who served during a war or in a campaign or expedition which authorizes the receipt of a campaign badge). It is also the policy of the Company to take affirmative action to employ and to advance in employment, all persons regardless of their status as individuals with disabilities or protected veterans, and to base all employment decisions only on valid job requirements. This policy shall apply to all employment actions, including but not limited to recruitment, hiring, upgrading, promotion, transfer, demotion, layoff, recall, termination, rates of pay or other forms of compensation and selection for training, including internships, at all levels of employment.

Employees and applicants will not be subject to harassment because of disability or status as a protected veteran. Additionally, retaliation, including intimidation, threats, or coercion, because an employee or applicant has objected to discrimination, engaged or may engage in filing a complaint, assisted in a review, investigation or hearing or have otherwise sought to obtain their legal rights under any Federal, State, or local EEO law regarding individuals with disabilities or protected veterans is prohibited.

As Managing Member of the Company, I am committed to the principles of Affirmative Action and Equal Employment Opportunity. In order to ensure dissemination and implementation of equal employment opportunity and affirmative action through all levels of the company, I have selected the Vice President of Human Resources as the Equal Employment Opportunity Manager. One of the manager's duties will be to establish and maintain a reporting system to allow for effective measurement of the Company's program.

Furthermore, the Company has developed a written Affirmative Action Program that sets forth the policies, practices, and procedures that the Company is committed to in order to ensure that its policy of nondiscrimination and affirmative action for qualified individuals with disabilities and qualified protected veterans is accomplished. This Affirmative Action Program is available for inspection by any employee or applicant for employment upon request during normal business hours in the Human Resources department. Interested persons should contact the Vice President of Human Resources at 318-213-8780 extension 114.
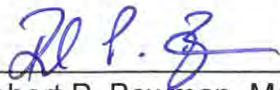
_____   ___10/7/13_____
Robert P. Bowman, Managing Member   Date

Review of Personnel Processes

Bowman System L.L.C. will review annually its personnel processes to determine whether its present procedures assure careful, thorough and systematic consideration of the qualifications of know individuals with disabilities and protected veterans. This review covers all procedures related to the filling of job vacancies either by hire or by promotion, as well as all training opportunities offered or made available to employees.

In determining the qualifications of veterans, the Company limits its consideration of a protected veteran's military record, including discharge papers, to only that portion of the record that is relevant to the specific job qualifications for which the veteran is considered.

Based upon the Company's review of its personnel processes, Bowman Systems will modify the personnel processes when necessary, and will include the development of new procedures in this Affirmative Action Program to ensure equal employment opportunity.

Reasonable Accommodation to Limitations Due to Disability

Bowman Systems commits to making reasonable accommodation to the known physical or mental limitations of qualified individuals with disabilities and qualified disabled veterans, unless such accommodation impose an undue hardship on the conduct of its business. The Company also commits to engaging in an interactive process with the person requesting the accommodation (or their representative) as needed, to determine an appropriate accommodation. Undue hardship will be determined by assessing whether the requested accommodation would cause significant difficulty or expense.

Harassment Prevention and Prohibition against Retaliation

Employees and applicants of Bowman Systems will not be subject to harassment because of disability or their status as a protected veteran. If an employee or applicant believes he/she is subject to harassment, he/she may file a complaint with the Vice President of Human Resources.

Retaliation, including intimidation, threat, or coercion against an employee or applicant because he/she has objected to discrimination, engaged or may engage in filing a complaint, assisted in a review, investigation or hearing, or have otherwise sought to obtain legal rights under any Federal, State, or local EEO law regarding individuals with disabilities or protected veterans is prohibited. Any employee or applicant who believes he/she has been subject to retaliation should contact the Vice President of Human Resources at 318-213-8780 extension 114.

Internal Dissemination of Policy

Copies of the Company's affirmative action program will be available for inspection to any employee or applicant upon request to promote understanding, acceptance, and support. Managers and supervisors receive training on the policy annually. All employees receive refresher training annually of the Company's policy and encouragement to aid in Bowman Systems' affirmative action efforts to ensure a fair and effective program.

Bowman Systems' Affirmative Action Policy and the Equal Employment Opportunity poster are readily accessible by all employees in kitchen areas or home offices.

Any applicant can identify himself/herself as an individual with a disability, as defined in Section 503 of the Rehabilitation Act of 1973, as amended. In addition, any applicant can identify himself/herself as a protected veteran under the equal employment opportunity provisions of the Vietnam Era Veterans' Readjustment Assistance Act of 1974, as amended, if he/she wishes to benefit under this affirmative action program. Employees may self-identify at any time.

Report Systems

The Vice President of Human Resources is responsible for developing and preparing the formal documents of the Affirmative Action Program. The Vice President of Human Resources is responsible for the effective implementation of the Affirmative Action Program; however, responsibility also resides with each department manager and supervisor. The reporting system's goals are to:

- Measure the effectiveness of the Affirmative Action Program and the Equal Employment Opportunity program;
- Document personnel activities;
- Identify problem areas where remedial action is needed; and
- Determine the degree of achievement for Affirmative Action goals and objectives

Annual review of the following activities occurs to ensure freedom from discrimination or stereotyping of individuals with disabilities and protected veterans in any manner, including any that limits his/her access to any job for which he/she is qualified:

- Recruitment, advertising, and job application procedures;
- Hiring, promotion, upgrading, layoff, recall from layoff;
- Rates of pay and any other forms of compensation including fringe benefits;
- Job assignments, job classifications, and job descriptions;
- Sick leave, vacation leave, leave of absence, or any other leave; and
- Participating in trainings, internships, professional meetings, or conferences

Bowman Systems' reporting includes quarterly documentation of the Company's efforts to comply with its Equal Employment Opportunity and Affirmative Action Program. Managers and supervisors report any current or foreseeable problem areas and must outline his/her suggestions or recommendations for solutions. Any time a problem arises, the manager or supervisor reports the problem immediately to the Vice President of Human Resources.

During the quarterly reporting meeting, the Vice President of Human Resources discusses any problems relating to significant rejection ratios, EEO charges, etc. with the Managing Member, Chief Operating Officer, and Chief Financial Officer. In addition, the status of the Company's goals and objectives is discussed .with recommended remedial action for the effective implementation of the Affirmative Action Program.

EQUAL OPPORTUNITY AGREEMENT

The Law

- Title VII of the Civil Rights Act of 1964 (amended 1972) states that it is unlawful for an employer to discriminate in employment because of race, color, religion, sex, age (40-70 years) or national origin.

- Executive Order No. 11246 on Nondiscrimination under Federal contract prohibits employment discrimination by contractor and sub-contractor doing business with the Federal Government or recipients of Federal funds. This order was later amended by Executive Order No. 11375 to prohibit discrimination on the basis of sex.

- Section 503 of the Rehabilitation Act of 1973 states:

    The Contractor will not discriminate against any employee or applicant for employment because of physical or mental handicap.

- Section 2012 of the Vietnam Era Veterans Readjustment Act of 1973 requires Affirmative Action on behalf of disabled veterans and veterans of the Vietnam Era by contractors having Federal contracts.

- Section 206(A) of Executive Order 12086, Consolidation of Contract Compliance Functions for Equal Employment Opportunity, states:

    The Secretary of Labor may investigate the employment practices of any Government contractor or sub-contractor to determine whether or not the contractual provisions specified in Section 202 of this order have been violated.

****

The Lexington-Fayette Urban County Government practices Equal Opportunity in recruiting, hiring and promoting. It is the Government's intent to affirmatively provide employment opportunities for those individuals who have previously not been allowed to enter into the mainstream of society. Because of its importance to the local Government, this policy carries the full endorsement of the Mayor, Commissioners, Directors and all supervisory personnel. In following this commitment to Equal Employment Opportunity and because the Government is the benefactor of the Federal funds, it is both against the Urban County Government policy and illegal for the Government to let contracts to companies which knowingly or unknowingly practice discrimination in their employment practices. Violation of the above mentioned ordinances may cause a contract to be canceled and the contractors may be declared ineligible for future consideration.

Please sign this statement in the appropriate space acknowledging that you have read and understand the provisions contained herein. Return this document as part of your application packet.

Bidders

I/We agree to comply with the Civil Rights Laws listed above that govern employment rights of minorities, women, Vietnam veterans, handicapped and aged persons.
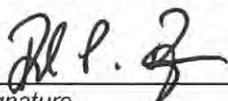
Signature	Bowman Systems LLC
	Name of Business

**DIRECTOR, DIVISION OF CENTRAL PURCHASING
LEXINGTON-FAYETTE URBAN COUNTY GOVERNMENT
200 EAST MAIN STREET
LEXINGTON, KENTUCKY 40507**

**NOTICE OF REQUIREMENT FOR AFFIRMATIVE ACTION TO ENSURE EQUAL
EMPLOYMENT OPPORTUNITIES AND DBE CONTRACT PARTICIPATION**

Notice of requirement for Affirmative Action to ensure Equal Employment Opportunities and Disadvantaged Business Enterprises (DBE) Contract participation. Disadvantaged Business Enterprises (DBE) consists of Minority-Owned Business Enterprises (MBE) and Woman-Owned Business Enterprises (WBE).

The Lexington-Fayette Urban County Government has set a goal that not less than ten percent (10%) of the total value of this Contract be subcontracted to Disadvantaged Business Enterprises, which is made up of MBEs and WBEs. The goal for the utilization of Disadvantaged Business Enterprises as subcontractors is a recommended goal. Contractor(s) who fail to meet such goal will be expected to provide written explanations to the Director of the Division of Purchasing of efforts they have made to accomplish the recommended goal, and the extent to which they are successful in accomplishing the recommended goal will be a consideration in the procurement process. Depending on the funding source, other DBE goals may apply.

For assistance in locating Disadvantaged Business Enterprises Subcontractors contact:

Marilyn Clark, Division of Central Purchasing
Lexington-Fayette Urban County Government
200 East Main Street, 3rd Floor, Room 338
Lexington, Kentucky 40507
mclark@lexingtonky.gov

45.590 Exemptions.

A contractor or subcontractor otherwise subject to the provisions of KRS 45.570 is exempt as to any affirmative action or reporting requirements if:

(1) The contract or subcontract awarded is in the amount of five hundred thousand dollars ($500,000) or less, and the amount of the contract is not a subterfuge to avoid compliance with the provisions of KRS 45.560 to 45.640;

(2) The contractor or subcontractor utilizes the services of fewer than eight (8) employees during the course of the contract;

(3) The contractor or subcontractor employs only family members or relatives;

(4) The contractor or subcontractor employs only persons having a direct ownership interest in the business, and such interest is not a subterfuge to avoid compliance with the provisions of KRS 45.560 to 45.640; or

(5) The subcontract is below the second-tier level of contracts.

WORKFORCE ANALYSIS FORM

Name of Organization: Bowman Systems LLC

Date: 8 / 22 / 2014

Categories	Total	White		Latino		Black		Other		Total	
		M	F	M	F	M	F	M	F	M	F
Administrators	5	4	1							4	1
Professionals	47	29	16			1		1		31	16
Superintendents	9	5	4							5	4
Supervisors											
Foremen											
Technicians											
Protective Service											
Para-Professionals											
Office/Clerical	1		1								1
Skilled Craft											
Service/Maintenance											
Total:	62	38	22			1		1		40	22

Prepared by: Deborah Cox, Vice President of Human Resources

Name & Title

LFUCG MWDBE PARTICIPATION FORM
Bid/RFP/Quote Reference # 46-2014, Social Services Case Management Software

The MWDBE subcontractors listed have agreed to participate on this Bid/RFP/Quote. If any substitution is made or the total value of the work is changed prior to or after the job is in progress, it is understood that those substitutions must be submitted to Central Purchasing for approval immediately.

MWDBE Company, Name, Address, Phone, Email	Work to be Performed	Total Dollar Value of the Work	% Value of Total Contract
1. UAO Enterprises, Inc. 524 Delancey St 4th Floor Philadelphia, PA 19102 Telephone: 267-982-2064 Email: uojeh@uaoenterprises.com	Developing and Managing the project plan, Issues Management, Risk Management and Mitigation, Facilitation of Meetings (as needed), Change Management, and Project Reporting	$9,200	Approx 12.5%
2.			
3.			
4.			

The undersigned company representative submits the above list of MWDBE firms to be used in accomplishing the work contained in this Bid/RFP/Quote. Any misrepresentation may result in the termination of the contract and/or be subject to applicable Federal and State laws concerning false statements and false claims.

Bowman Systems LLC

Company

8/29/2014

Date

Company Representative

Chief Financial Officer

Title

MWDBE QUOTE SUMMARY FORM

Bid/RFP/Quote Reference # 46-2014, Social Services Case Management Software

The undersigned acknowledges that the minority subcontractors listed on this form did submit a quote to participate on this project.

Company Name	Contact Person
Bowman Systems LLC	J. Philip Stephens
Address/Phone/Email	**Bid Package / Bid Date**
333 Texas Street, Suite 300 Shreveport, LA 71101 Telephone: 318-213-8780 Email: pstephens@bowmansystems.com	August 29, 2014

MWDBE Company Address	Contact Person	Contact Information (work phone, Email, cell)	Date Contacted	Services to be performed	Method of Communication (email, phone meeting, ad, event etc)	Total dollars $$ Do Not Leave Blank (Attach Documentation)	MBE * AA HA AS NA Female
UAO Enterprise, Inc., 1524 Delancey St., 4th Floor Philadelphia, PA 19102	Uche Ojeh	773-368-2780 uojeh@uaoenterprises.com	8/26/2014	Project Management	Email / Phone	$9,200	MBE

(MBE designation / AA=African American / HA= Hispanic American/AS = Asian American/Pacific Islander/ NA= Native American)

The undersigned acknowledges that all information is accurate. Any misrepresentation may result in termination of the contract and/or be subject to applicable Federal and State laws concerning false statements and claims.

Bowman Systems LLC
Company

_____
Company Representative

8/29/2014
Date

Chief Financial Officer
Title

GENERAL PROVISIONS

1.   Each Respondent shall comply with all Federal, State & Local regulations concerning this type of service or good.

The Respondent agrees to comply with all statutes, rules, and regulations governing safe and healthful working conditions, including the Occupational Health and Safety Act of 1970, *29 U.S.C. 650 et. seq.*, as amended, and KRS Chapter 338. The Respondent also agrees to notify the LFUCG in writing immediately upon detection of any unsafe and/or unhealthful working conditions at the job site. The Respondent agrees to indemnify, defend and hold the LFUCG harmless from all penalties, fines or other expenses arising out of the alleged violation of said laws.

2.   Failure to submit ALL forms and information required in this RFP may be grounds for disqualification.

3.   Addenda: All addenda, if any, shall be considered in making the proposal, and such addenda shall be made a part of this RFP. Before submitting a proposal, it is incumbent upon each proposer to be informed as to whether any addenda have been issued, and the failure to cover in the bid any such addenda may result in disqualification of that proposal.

4.   Proposal Reservations: LFUCG reserves the right to reject any or all proposals, to award in whole or part, and to waive minor immaterial defects in proposals. LFUCG may consider any alternative proposal that meets its basic needs.

5.   Liability: LFUCG is not responsible for any cost incurred by a Respondent in the preparation of proposals.

6.   Changes/Alterations: Respondent may change or withdraw a proposal at any time prior to the opening; however, no oral modifications will be allowed. Only letters, or other formal written requests for modifications or corrections of a previously submitted proposal which is addressed in the same manner as the proposal, and received by LFUCG prior to the scheduled closing time for receipt of proposals, will be accepted. The proposal, when opened, will then be corrected in accordance with such written request(s), provided that the written request is contained in a sealed envelope which is plainly marked "modifications of proposal".

7.   Clarification of Submittal: LFUCG reserves the right to obtain clarification of any point in a bid or to obtain additional information from a Respondent.

8.   Bribery Clause: By his/her signature on the bid, Respondent certifies that no employee of his/hers, any affiliate or Subcontractor, has bribed or attempted to bribe an officer or employee of the LFUCG.

9. Additional Information: While not necessary, the Respondent may include any product brochures, software documentation, sample reports, or other documentation that may assist LFUCG in better understanding and evaluating the Respondent's response. Additional documentation shall not serve as a substitute for other documentation which is required by this RFP to be submitted with the proposal,

10. Ambiguity, Conflict or other Errors in RFP: If a Respondent discovers any ambiguity, conflict, discrepancy, omission or other error in the RFP, it shall immediately notify LFUCG of such error in writing and request modification or clarification of the document if allowable by the LFUCG.

11. Agreement to Bid Terms: In submitting this proposal, the Respondent agrees that it has carefully examined the specifications and all provisions relating to the work to be done attached hereto and made part of this proposal. By acceptance of a Contract under this RFP, proposer states that it understands the meaning, intent and requirements of the RFP and agrees to the same. The successful Respondent shall warrant that it is familiar with and understands all provisions herein and shall warrant that it can comply with them. No additional compensation to Respondent shall be authorized for services or expenses reasonably covered under these provisions that the proposer omits from its Proposal.

12. Cancellation: If the services to be performed hereunder by the Respondent are not performed in an acceptable manner to the LFUCG, the LFUCG may cancel this contract for cause by providing written notice to the proposer, giving at least thirty (30) days notice of the proposed cancellation and the reasons for same. During that time period, the proposer may seek to bring the performance of services hereunder to a level that is acceptable to the LFUCG, and the LFUCG may rescind the cancellation if such action is in its best interest.

A. Termination for Cause

(1) LFUCG may terminate a contract because of the contractor's failure to perform its contractual duties

(2) If a contractor is determined to be in default, LFUCG shall notify the contractor of the determination in writing, and may include a specified date by which the contractor shall cure the identified deficiencies. LFUCG may proceed with termination if the contractor fails to cure the deficiencies within the specified time.

(3) A default in performance by a contractor for which a contract may be terminated shall include, but shall not necessarily be limited to:
(a) Failure to perform the contract according to its terms,

conditions and specifications;

(b) Failure to make delivery within the time specified or according to a delivery schedule fixed by the contract;

(c) Late payment or nonpayment of bills for labor, materials, supplies, or equipment furnished in connection with a contract for construction services as evidenced by mechanics' liens filed pursuant to the provisions of KRS Chapter 376, or letters of indebtedness received from creditors by the purchasing agency;

(d) Failure to diligently advance the work under a contract for construction services;

(e) The filing of a bankruptcy petition by or against the contractor; or

(f) Actions that endanger the health, safely or welfare of the LFUCG or its citizens.

B. At Will Termination

Notwithstanding the above provisions, the LFUCG may terminate this contract at will in accordance with the law upon providing thirty (30) days written notice of that intent, Payment for services or goods received prior to termination shall be made by the LFUCG provided these goods or services were provided in a manner acceptable to the LFUCG. Payment for those goods and services shall not be unreasonably withheld.

13. Assignment of Contract: The contractor shall not assign or subcontract any portion of the Contract without the express written consent of LFUCG. Any purported assignment or subcontract in violation hereof shall be void. It is expressly acknowledged that LFUCG shall never be required or obligated to consent to any request for assignment or subcontract; and further that such refusal to consent can be for any or no reason, fully within the sole discretion of LFUCG.

14. No Waiver: No failure or delay by LFUCG in exercising any right, remedy, power or privilege hereunder, nor any single or partial exercise thereof, nor the exercise of any other right, remedy, power or privilege shall operate as a waiver hereof or thereof. No failure or delay by LFUCG in exercising any right, remedy, power or privilege under or in respect of this Contract shall affect the rights, remedies, powers or privileges of LFUCG hereunder or shall operate as a waiver thereof.

15. Authority to do Business: The Respondent must be a duly organized and authorized to do business under the laws of Kentucky. Respondent must be in good standing and have full legal capacity to provide the services specified under this Contract. The Respondent must have all necessary right and lawful authority to enter into this Contract for the full term hereof and that proper corporate or other action has been duly taken authorizing the Respondent to enter into this

Contract. The Respondent will provide LFUCG with a copy of a corporate resolution authorizing this action and a letter from an attorney confirming that the proposer is authorized to do business in the State of Kentucky if requested. All proposals must be signed by a duly authorized officer, agent or employee of the Respondent.

16. Governing Law: This Contract shall be governed by and construed in accordance with the laws of the Commonwealth of Kentucky. In the event of any proceedings regarding this Contract, the Parties agree that the venue shall be the Fayette County Circuit Court or the U.S. District Court for the Eastern District of Kentucky, Lexington Division. All parties expressly consent to personal jurisdiction and venue in such Court for the limited and sole purpose of proceedings relating to this Contract or any rights or obligations arising thereunder. Service of process may be accomplished by following the procedures prescribed by law.

17. Ability to Meet Obligations: Respondent affirmatively states that there are no actions, suits or proceedings of any kind pending against Respondent or, to the knowledge of the Respondent, threatened against the Respondent before or by any court, governmental body or agency or other tribunal or authority which would, if adversely determined, have a materially adverse effect on the authority or ability of Respondent to perform its obligations under this Contract, or which question the legality, validity or enforceability hereof or thereof.

18. Contractor understands and agrees that its employees, agents, or subcontractors are not employees of LFUCG for any purpose whatsoever. Contractor is an independent contractor at all times during the performance of the services specified.

19. If any term or provision of this Contract shall be found to be illegal or unenforceable, the remainder of the contract shall remain in full force and such term or provision shall be deemed stricken.
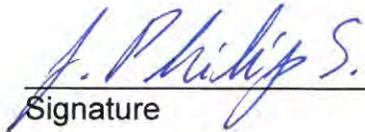
J. Phillip S.
Signature

_9/2/14_
Date
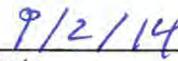
BOWMAN SYSTEMS RESPONSE TO LEXINGTON-FAYETTE URBAN COUNTY GOVERNMENT

REQUEST FOR PROPOSAL #46-2014

Bowman Systems
333 Texas Street, Suite 300
Shreveport, LA 71101
Toll Free: (888) 213-8780
Direct: (318) 213-8780
Fax: (318) 213-8784
www.bowmansystems.com

TABLE OF CONTENTS

EXECUTIVE SUMMARY

Bowman Systems is pleased to offer for consideration by the Lexington-Fayette Urban County Government our flagship ServicePoint® product, a secure and HIPAA-compliant web-based case management software. There is no limit to the number of people, programs or service providers who can use the system concurrently; some *ServicePoint* systems have only a handful of end users while other Bowman Systems accounts have nearly 2,000 individual users.

While *ServicePoint* has been widely used for years by homeless management information systems throughout the U.S. and Canada, including the Kentucky Statewide HMIS of which Lexington-Fayette is a part, it is first and foremost a social services case management system, developed specifically for that purpose. Further, *ServicePoint* is increasingly used these days as a Community Information System, to involve the entire network of social services providers.

Using off-the-shelf settings, *ServicePoint's* native functionality will meet every product requirement listed on page 34 of RFP #46-2014, except integrating with MS Outlook for scheduling. This is highly flexible software which you at the local level can configure and tailor to your specific case management needs. From unlimited data collection through needs assessments that are easily designed in the system, services and referrals tracking from point of contact onward, eligibility determination using your own or other criterion, both client and program outcomes measurement and extensive reporting capabilities, *ServicePoint* is the industry leader in social services case management systems.

Client assessment data informs case planning and progress monitoring from service entry to discharge. Unlimited numbers of documents can be attached to the client record; case notes and case plans within the electronic record can also be printed, if/as appropriate, and can include client signatures on the hard copies.

Group activities are scheduled, volunteers are assigned and attendance is recorded through the ActivityPoint module. The ShelterPoint module is a bed management tool specially that can be used by any type of residential program. SkanPoint reduces the data entry burden considerably and is ideal for large group services such as congregate feeding or emergency shelter programs. The system also monitors client ingress/egress from a program premises, giving instant real-time information on who is in your facility at any given moment.

While all data collected in *ServicePoint* is readily available for grant reporting, the software's FundManager module tracks each and every grant expenditure made in the provision of material assistance, linking the specific instance of assistance to the appropriate client record. Caseworkers have real-time dashboard data on who has been assisted and how much funding or other assistance remains available in each fund. FundManager makes audits easy since compliance is determined in the system prior to issuance of a voucher, utility bill payment or other assistance.

Multiple programs can all use the same database. Data sharing between programs or within programs is governed by data visibility settings which can, at one extreme, limit viewing to only the program itself, or even more narrowly to specific staff within that program. Or, the system can operate in a more open fashion where a number of programs and/or staff work from the same client record, thus achieving true service coordination while preventing inappropriate and costly duplication of services.

Further detail on Bowman Systems and its products and services follows.

Social Services Software Specifications
1. Technical Specifications
1.1 Overview

The Division of Social Services is in search of a software package or multiple integrated software packages that will handle a Case Management solution. Software should collect data and offer reports that will meet State and Federal standard reporting requirements.

The system functions may include, but may not be limited to the following process groups:

PRODUCT REQUIREMENTS

■ **Upload Court Documents**

ServicePoint allows end users to upload documents directly to client records. Documents can be uploaded in a general file upload section or they can be uploaded directly to the intake/assessment form and/or other workflow specific areas within *ServicePoint*.

■ **Track Progress & Goals**

ServicePoint has a fully functional case management component that can be configured to meet the program's needs. The case management tool allows end users to track progress of clients, identify goals, determine action steps, enter case notes, and track services provided.

■ **Run Demographic Reports**

Bowman Systems delivers a full suite of reporting options. Demographics can be run from canned reports built into the system or by using the Advanced Reporting Tool. Reports can be modified if the Advanced Reporting Tool canned reports do not meet the needs of the specific demographics being reported.

■ **Needs Assessment**

ServicePoint is designed for implementations to build and implement their own custom needs assessments. Assessments can be used by multiple different programs or be unique to a specific program. System Administrators are able to modify assessments at any time to keep up with changing business needs.

■ **Attendance Reports**

ServicePoint comes standardly equipped with an ActivityPoint module that allows for the tracking of attendance to trainings, meetings, and group activities/classes such as GED classes. This module will allow for Attendance Reports to be run.

Custom assessments can also be used to track specific attendance records if needed. Both custom assessments and ActivityPoint are fully reportable with the Advanced Reporting Tool (ART) for custom made attendance reporting.

■ **Client and Family member intake**

ServicePoint has the functionality to dynamically manage households as well as the changes to the household makeup. Once the household is created, end users can easily answer intake information on all members of the household by clicking on the next person's name while never leaving the current screen.

ServicePoint offers a Household Data Sharing assessment that allows end users to answer questions that are going to be answered the same for everyone in the household to be answered once and saved to every member in that household.

■ **Planning goals and tracking outcomes**

ServicePoint utilizes a fully functional case management tool that allows for goals to be entered and tracking the progress of those goals. End Users can further track client's progress by utilizing Case Notes, Action Steps, or services provided. These tools allow for outcome tracking and measurement.

ServicePoint date and times stamps assessment answers allowing for questions to be asked at different points in time, i.e. entry into the program, interim evaluation, and exit from the program. This allows for more detailed outcome reporting.

■ **Managing referrals**

ServicePoint has a robust referral tracking system built right in. Referrals are made to internal or external resources. Referrals can be made on behalf of one person, an individual client, one person in a household or the entire household. Referrals are completely reportable.

■ **Delivering services**

There are currently a variety of different services that can be tracked within *ServicePoint*. **ServicePoint** uses standardized code sets for service tracking which include AIRS Taxonomy, CPT Codes, DSM-IV, ICD-9 CM Diagnosis and Procedure, ESF (Emergency Support Function). Services can be entered for one or more of these code sets and are fully reportable.

■ **Scheduling (integrates with MS Outlook)**

Scheduling functionality is currently under development by Bowman Systems.

■ **Case notes**

ServicePoint is able to track case notes related to goals and clients. The implementation has the option to enforce case notes by making them un-editable; maintaining the concept of what is put in a client's record is there permanently. Any errors must have an amended case note entered. This option can be shut off by System Administrators.

As an added functionality, Case Managers are able to document Client Notes into *ServicePoint*, which allows relevant client information to be shared with other staff members while keeping case notes confidential.

■ **Managing grant reports**

Grant reports can be built to meet the specification and requirements of individual grants. Our Advanced Reporting Tool (ART) already contains grant reports for specific funding streams. If a report does not exist already, System Administrators and/or end users will be able to utilize the ART tool to develop a grant specific report. The report can be built once and run at any time for different report parameters.

We also provide the FundManager Module, which allows for the management of funds with the integration of grants and funding sources. The funds can be used to provide service and give up-to-date balance of funds as well as provide vouchers for payment and reconciliation.

■ **Compliance**

Compliance reports can easily be developed by the implementation if they do not already exist as pre-designed reports in *ServicePoint*. Data quality and compliance reports are already contained within the ART Report Gallery, however, if these reports do not meet the needs of the implementation, the reports can be modified by the appointed ART AdHoc user to fit within the established business process.

SOFTWARE WILL INTERACT WITH THE FOLLOWING PROGRAMS

ServicePoint currently interacts with a variety of different program types and can be integrated into each of the programs listed below, as well as any future programs. Programs will be able to coordinate cases if needed among all programs or can also limit client data to the programs that clients are participating in.

■ **Adult & Tenant Services**

ServicePoint's ShelterPoint module provides an easy way to track and report tenant stays with residential housing as well as emergency, supportive and transitional housing. Services provided during stays are tracked and reportable.

■ **Family Services**

ServicePoint will allow the Family Services program to quickly track attendance for education and skills programs. This solution also allows for the tracking of all services provided, as well as, maintains records for state and federal reporting.

■ **Youth Services**

The Youth Services Division can implement *ServicePoint* to track all of their casework services and the outcomes of those families participating.

■ **Lexington Day Treatment Center**

The Lexington Day Treatment Center will be able to track all aspects of the different types of skills development for clients. This can include, but is not limited to, any group counseling, classes, services provided, and so forth. *ServicePoint* will also allow for the tracking of transition and follow up services provided by the Lexington Day Treatment Center.

■ **Coleman House**

ServicePoint will allow the Coleman House to track information on all participants, teens and families that they serve. System Administrators would be able to customize assessments to fit with any specialized assessments, bio-psycho-social assessments that clinicians are currently using. The case management and assessment flexibility will allow case managers to develop a treatment plan for clients while tracking all services, programs and activities that clients participate in.

SYSTEM REQUIREMENTS

■ **Mobile Integration (IPAD's – so that things are not entered multiple times)**

iPad, laptops, or tablets can actively access *ServicePoint* from remote locations with a mi-fi hotspot or built in Wi-Fi technology.

■ **Host Options (Cloud) – in what country will the data be hosted?**

ServicePoint is cloud hosted in Shreveport, Louisiana, USA.

■ **Host Solutions must be SSAE 16 compliant**

Our alternate Disaster Recovery data center is SSAE-16 compliant, and we can host your data there if required.

■ **PCI Compliant (payment receipts)**

Not applicable.

■ **Data migration/ Data conversion services**

Our staff has extensive experience moving data into and out of *ServicePoint.* Typical best practices begin with an evaluation of the source data itself to determine how closely the data fields match with the target system. This evaluation will reveal the level of complexity and associated costs of importing the data into the target system. Access to the developers of the source data system and/or items such as a Data Dictionary and/or an Entity Relationship Diagram for the source database are helpful in mapping the data to the target database, and will thereby decrease time and cost. Utilizing standard formats for the data, such as the AIRS XSD, is also helpful, but does not reduce all the complexity of the process.

The actual transfer of data is rarely the most complex aspect of a data import. Rather, transforming the source data into a recognizable and easily assignable format is critical. So the more work the customer can do to get the data into a known format (like AIRS XSD 3.0), or to assist in the mapping of the source data to the *ServicePoint* fields, the easier and less costly the project becomes.

A staged data conversion is often useful to ensure that each data set is properly imported and de-duplicated. A clean data import is best, so any groundwork to conform the source data to style guides prior to importing will be helpful. In addition, performance of de-duplication within each source file is recommended.

Our team will work with you to determine the most appropriate plan of action based on the state of the legacy data and requirements of Lexington Fayette Urban County Government.

Data conversion (integration) is dependent on a number of criteria. The following list outlines, in order, those aspects of a data migration that are generally the most important: 1) format of the data sent—relational data sources such as a SQL server database or an XML file are preferred; quality of the data—the necessity of doing manual scrubbing will increase the hours involved; type of data—resource data is usually easier to import than client data: number of fields—more fields mean more mapping; and number of records—the volume of transferrable records directly affects cost.

Once Bowman Systems is in receipt of the legacy data, a complete analysis will determine the number of hours required for full data conversion (integration). A Statement of Analysis (SOA) will gather enough information to produce a Statement of Work (SOW). The SOW will provide the maximum invoice costs for the data conversion.

For ongoing integration of data from other databases, Bowman Systems provides custom data integration services, or use of its own specially developed SyncPoint tool, a web-based data import management application utilizing the Bowman Systems' XML schema. SyncPoint provides a flexible platform for client and resource data integration into *ServicePoint*.

■ **Configuration and Testing**

Customer appointed system and agency administrators have access to the Administration module. System Administrator(s) is assigned the highest level of rights and privileges required to maintain their entire *ServicePoint* system while Agency Administrator(s) has the rights and privileges necessary to maintain the system for their program or agency. From the Administration Dashboard administrators will access the screens to create and edit providers, users, and assessments; to set up provider groups and preferences; to set system preferences; to create news articles to appear on the Home screen, et cetera.

Configuration and modification by the local system administrator WITHOUT custom programming from Bowman Systems is a key feature of *ServicePoint*. Virtually all screens, lists and reports can be customized on a system or agency basis.

The ability to change fields and screens allows for flexibility in the amount and types of data collected by an organization to ensure collection of required information with the minimum amount of screens.

The *ServicePoint* Assessment Administration function allows authorized users to create new assessments/intake forms, or tailor existing assessments to the community or provider's needs by adding, editing, or removing questions at will.

A training / test site is provided at no charge in the first year of the contract. Any configuration changes may be tested on this site before implementing them on the LIVE site.

■ **Front Line Staff Training**
■ **System Administrator Training**

Since we recommend our standard *ServicePoint* platform as the basis for meeting the needs of Lexington Fayette Urban County Government, we first train the System Administrator(s) on all of the current capabilities of the system. Bowman Systems uses a train-the-trainer model, but will train the Agency Administrators and End Users at a per diem rate if desired. Training requirements will be defined in the Project Approach and Plan.

During on-site System Administrator training, we will document any needs that cannot be met by the system as is. We will work with the System Administrator(s) to clearly understand required configurations and make recommendations on how best to implement those changes based on our in-depth knowledge of the structures within the database as well as the application. If customization is required, Bowman Systems and Lexington Fayette Urban County Government will agree upon the details of the requested changes and a Statement of Work (SOW) that serves as both a specification document as well as an estimate of required time and cost will be developed. All changes to the SOW are tracked through a change request process and are fully documented. All specifications must be approved by the Lexington Fayette Urban County Government before programming can begin.

The appointed System Administrator(s) should spend about two weeks after training becoming familiar with *ServicePoint,* utilizing a training site that is provided by Bowman Systems. This time is typically used to test configuration settings and to master the data-sharing model. Identification of configurations usually takes place during this time as well. A decision point at the end of that two-week period is made on whether to implement the system as is or to build out any needed custom features and/or import legacy data prior to Agency Administration and End User training if applicable. The extent of the data imports

and customizations will determine the actual time line for complete implementation. Bowman Systems' Professional Services staff will provide time and cost estimates for these activities.

■ **HIPPA compliant**

HIPAA compliance is a requirement for many agencies that use *ServicePoint*, particularly as the compliance relates to the HIPAA standards for security. To ensure that *ServicePoint* is fully compliant with HIPAA data center standards, five methods are employed. The first is network security that includes firewalls, certification servers, VPN access and operating system authentication. Another is 128 bit SSL encryption, the industry standard. Audit Trails and automatic timeouts, along with client record privacy options that allow or restrict access to all or part of a client file, complete the list.

Please see the following section for additional information.

■ **Security Policies**
■ **Web based Risk**

The following information provides more in-depth information on our datacenter and security measures.

Bowman Systems' primary data hosting facility is located at its corporate headquarters, in a large regional bank building in Shreveport, Louisiana. The facility has 24/7 security staff and electronic surveillance throughout. Entry/exit into the actual data center itself is highly restricted and monitored and includes formal sign-in procedures and escorted admittance only.

The data center is equipped with a non-liquid fire suppression system specially designed for electronic equipment, a water leakage shield, industry standard battery backups to all servers, and diesel powered generator back-up. There is redundant dual system air conditioning to assure that even if power is lost, cold air will be available to the servers. Temperature and humidity levels are monitored continually and all have alarms. The company continuously expands and invests in its data center to utilize the latest in physical security, network security, redundant power, redundant HVAC, and fire suppression systems; we employ full-time staff to manage all of the aforementioned.

The steps and precautions taken to ensure that data is stored and transmitted securely include Access Security, Site Security, Network Security, Disaster Recovery, HIPAA Compliance and Unauthorized Access.

ACCESS SECURITY

Access Security involves the following.

> **Bowman Systems Employees**
> Bowman Systems' designated Security Officer assures that employees are held to the highest standards when it comes to both corporate and customer data security. Employees who have access to client data are subject to a criminal background check and then undergo training on confidentiality requirements (company, HIPAA, HUD). Each must sign a confidentiality statement as part of their formal Employee Agreement.

Bowman Systems Access to *ServicePoint*

Only a limited number of Bowman Systems' staff has access to a customer's *ServicePoint* site and client data. Access is permitted only when the customer requests an installation, import of data, or implementation upgrade, or assistance is required by support staff to troubleshoot a problem.

The contract between the customer and Bowman Systems legally compels Bowman Systems to hold all client data stored in the customer's database in strict confidence. Bowman Systems will take all reasonable precautions to prevent the disclosure to outside parties of such information, except as may be necessary by reason of legal, accounting or regulatory requirements.

Access to the customer's system data by Bowman Systems' support staff can be monitored by running an *Audit Report* (see Automated Audit Trail below).

Audit Trail

ServicePoint automatically tracks caller, client, and resource related activity via audit trail. This system function logs the time and type of each interaction with the database, as well as the name of the user who viewed, added, edited, or deleted the information.

All changes to Resource records are automatically tracked by the individual named User who makes the updates, as well as when (date and time) that each update was made. In addition, there is a Date of Official Update that is set when the Resource record has been formally reviewed. This section includes not only date and time of the update but also which User performed the action, which organization requested the Official Update, and a notes field for describing the reason for the update (such as Annual Review, Agency Request, and so on).

To retrieve information created by the audit trail, an *Audit* report can be generated in the Reporting section of *ServicePoint*. Access to client audit information is limited to System Administrator and Agency Administrator access levels.

Customer Access to ServicePoint

To ensure authorized access, each user is issued a user name and password for entrance into the *ServicePoint* application. Each *ServicePoint* user is required to have a unique User ID to log into the application. Passwords must be 8 to 16 characters in length and must contain at least two numbers. The system allows only one login per password at a time. A user cannot log into the system on two terminals at the same time using a single password. Passwords automatically expire every 45 days requiring the user to create a new password. A prompt appears when you need to choose a new password. The same password cannot be used consecutively.

To enforce password security, *ServicePoint* will not allow a browser to save a password. In addition, if FOUR consecutive logon attempts with the incorrect password are made the user account will need to be reset by your System Administrator. This security feature prevents access to the site by a password generator. Passwords are stored as hashed values in the *ServicePoint* database.

ServicePoint has an automatic logout function for users who have been idle for a pre-determined period. (The default setting is 30 minutes.) This function decreases potential viewing and/or manipulation of client data by unauthorized individuals. Although the default setting is 30 minutes, each installation can request Bowman Systems to set the system timeout for a length that meets their particular policies and procedures.

To limit who can view and/or modify the customer's client data and to structure system security settings, individuals are assigned one of seventeen (17) User Access Levels. Each user level has certain security restrictions applied to it. Each user level has access to certain *ServicePoint* features and the ability to view certain pieces of client information. The System Administrators II can see all data, even when it is closed. Each level grants different access rights to the various modules (ClientPoint, ResourcePoint, SkanPoint, ShelterPoint, Administration. etc.) of the application.

SITE SECURITY

Site security is a high priority since it not only helps protect the customer's stored client data, but also protects the equipment used to host the customer's data. To ensure the protection and service reliability for the customer's system, Bowman Systems has instituted the following security practices.

Building Security
Bowman Systems' offices are located in a large commercial complex with the following perimeter security systems: a physically secure building with After-Hours Key Card entry access to building and elevators; video surveillance and 24 x 7 security guard controlled access; physical location fire suppression systems; and locked stairwells during non-business hours.

Bowman Systems Headquarters Security
Bowman Systems' physical location includes the following additional levels of security: after-hours key entry to offices; dedicated and secured Data Center which is locked down 24/7; two separate, fully redundant HVAC systems for server areas; accessible only by management controlled key; and protected by a state of the art, non-liquid automatic fire suppression system. No access is permitted to the office cleaning staff. The only company personnel permitted access are information technology and management staff, for conducting nightly data backups, setting up new installations and performing system upgrades and routine maintenance.

NETWORK SECURITY

Database security includes protection of client data residing on the database server as well as when it is transmitted over the internet through the application server. Established and proven security practices ensure that client data is only available and accessed by authorized users.

There is a nightly backup of the *ServicePoint* system that involves a complete backup of the database plus a backup of the application code. Our standard protocol includes nightly tape backup of the client's database that is carried three miles off-site and stored in a fireproof facility. Bowman Systems maintains redundant power for all on-site servers via building power service, building generators and redundant bandwidth provided through two separate upstream providers. In addition to its non-destructive fire-suppression system, we utilize RAID 5 (Redundant Array of Independent Disks) to mirror the hard drives, provide faster data throughput and ensure reliable data.

We use multiple broadband connections, fully load-balanced for reliability and speed, and reliable enterprise class Cisco switches and routing equipment. There is a natural gas powered generator capable of powering the facility indefinitely and UPS backups to supply uninterrupted power. This system is tested monthly (in such a way that power is not interrupted) to ensure reliability.

Data Security (Redundancy)

To ensure availability of customer data in the event of system failure or malicious access, redundant records are created and stored as follows: nightly database tape backups stored offsite; a seven day backup history is stored locally on instantly accessible RAID 10 storage; a 24 hour backup history is stored locally on instantly-accessible disk storage; a one month backup history is stored off site; and customers have 24/7 access to Bowman Systems' emergency line to provide staffing assistance related to outages or downtime.

Firewalls

To enhance security further, firewalls are in place on all servers hosted by Bowman Systems. There are multiple levels of firewall security. The *ServicePoint* application and database servers operate separately from the Bowman Systems' internal network. Bowman Systems utilizes an industry standard Intrusion Detection System to pinpoint unauthorized attempts at accessing its network and to shield the customer's data in the event of such an attempt. Only regular and secured HTTP traffic is permitted through to the Bowman Systems' application servers. Outgoing access to the web from the production network is prohibited. As a security policy, specifics on the type of equipment, protocols, and procedures in use are never revealed. Database servers are only accessible via an internal network connection from our application servers.

Encryption

SSL Encryption

SSL encryption ONLY encrypts the data going across the internet to the end-user's web browser. Bowman Systems uses AES-256 encryption (Advanced Encryption Standard, 256-bit) in conjunction with RSA 2048-bit key lengths. A description can be found at http://en.wikipedia.org/wiki/Key_size.

When an end-user accesses their site, an SSL (encrypted) negotiation is performed between the server at Bowman Systems' datacenter and the end user's web browser. The traffic that then flows between the server and the end user's workstation is encrypted using the SSL certificate installed on that server. This prevents anyone that is sitting in between our server here and the end user's workstation from being able to intercept potentially sensitive data. The AES-256 is the method in which the data is encrypted. There are various forms of SSL encryption. The key length makes it more difficult to decrypt the encrypted data.

Public Key Infrastructure—PKI (Optional)

As an option recommended for LFUCG, Private Key Infrastructure (PKI) is available for those needing additional security frameworks. PKI is an additional layer of security on TOP of our standard SSL certificates. It is still SSL encrypted; however, this method of encryption requires a matching server certificate / client certificate pair in order to unencrypt the data that is sent from the end user's *ServicePoint* site to their Web Browser. Without the appropriate PKI client certificate installed on the end-user's workstation, their web browser will not be able to unencrypt the data and therefore will not be able to access the site. The PKI Client Certificate cannot be installed on a workstation without the appropriate password that accompanies the certificate. This allows the customer to regulate exactly who can and who cannot access their *ServicePoint* site.

Database Encryption (Optional)

The data in *ServicePoint* encrypted databases are encrypted with AES-128.

DISASTER RECOVERY

Due to the nature of technology, unforeseen service outages may occur. In order to assure service reliability for hosted *ServicePoint* applications, Bowman Systems offers the following disaster recovery service basic to all installations and a premium option.

Basic Disaster Recovery Plan

The Basic Disaster Recovery Plan is included in the standard *ServicePoint* contract and includes the following; nightly database tape backups; offsite storage of tape backups; seven day backup history stored locally on instantly accessible RAID storage; one month backup history stored off site; 24/7 access to Bowman Systems' emergency line to provide assistance related to outages or downtime; and 24 hour local backups on instantly-accessible disk storage.

With standard recovery all customer database backups are stored online, and are readily accessible for approximately 24 hours; tape backups are kept for approximately one (1) month. Upon recognition of a system failure, a site can be copied to a standby server, the database can be restored, and the site can then be recreated within three to four hours if online backups are accessible. As a rule, a tape restoration can be made within six to eight hours. On-site backups are made once daily; a restoration of this backup may incur some data loss during the time between first backup and the time of the system failure.

All internal servers are configured in hot-swappable hard drive RAID configurations. All systems are configured with hot-swappable redundant power supply units. Our Internet connectivity is comprised of a primary and secondary connection with separate internet service providers to ensure redundancy in the event of an ISP connectivity outage. The primary core routers are configured with redundant power supplies, and are configured in tandem so that if one core router fails the secondary router will continue operation with little to no interruption in service. All servers, network devices, and related hardware are powered via APC Battery Backup units that in turn are all connected to electrical circuits that are connected to a building generator.

All client data is backed-up online and stored on a central file server repository for 24 hours. Each night a tape backup is made of these client databases and secured in a bank vault.

Historical data can be restored from tape as long as the data requested is 30 days old or less. As a rule, the data can be restored to a standby server within 6-8 hours without affecting the current live site. Data can then be selectively queried and/or restored to the live site.

In the case of a power outage, our systems are backed up via APC battery back-up units, which are also in turn connected via generator-backed up electrical circuits. For a system crash, Non-Premium Disaster Recovery Customers can expect six (6) to eight (8) hours before a system restoration, with potential for some small data loss (data that was entered between the last backup and when the failure occurred) if a tape restore is necessary. If the failure is not hard drive related these times may be much less since the drives themselves can be repopulated into a standby server.

Premium Disaster Recovery (Optional)

Bowman Systems recommends that LFUCG purchase the optional Premium Disaster Recovery plan that includes all of the Basic Plan features listed above, plus several additional levels of support to enhance disaster recovery capability. Additional features include the following

services. Off site, out-of-state backup via separate Internet provider and on separate electrical grid backups of the application server through a secured Virtual Private Network (VPN) connection; near-instantaneous backups of the application site (no files older than 5 minutes); nightly off-site replication of database in case of a primary data center failure; and priority level response ensuring that downtime will not exceed four hours.

HIPAA COMPLIANCE

HIPAA compliance is a requirement for many agencies that use *ServicePoint*, particularly as the compliance relates to the HIPAA standards for security. To ensure that *ServicePoint* is fully compliant with HIPAA data center standards, five methods are employed. The first is network security that includes firewalls, certification servers, VPN access and operating system authentication. Another is 128 bit SSL encryption, the industry standard. Audit Trails and automatic timeouts, along with client record privacy options that allow or restrict access to all or part of a client file, complete the list.

Release of Information (ROI) is a consent statement from a client that allows the client's data to be shared throughout *ServicePoint* and is a second level of security within *ServicePoint*. In most *ServicePoint* installations, ROI is a required feature, and as such affects the way data visibility works within the application. Some installations, however, have the "required" ROI turned off, and instead only use this feature for documentation purposes. The ROI acts as a trigger activating the provider's default visibility settings.

Visibility and Data Sharing: One level of security in *ServicePoint* is its Visibility, or Data Sharing, settings. These settings establish the baseline for sharing (or not sharing) client or caller information with other organizations. These settings are entirely configurable by each organization using *ServicePoint* allowing virtually any arrangement of data sharing among multiple organizations imaginable. An organization's Visibility settings determine which other organizations can see client/caller data they enter. At any time, the established data sharing, or visibility, rules can be changed on a per client/caller basis should the need arise, (i.e. if an individual specifically requests their information be kept confidential to the organization enter the data.)

The default (or global) data sharing rules can be changed on a client-by-client basis should the need arise. *ServicePoint's* "provider tree structure" is a hierarchical representation of agencies and their programs. The data sharing rules mentioned above take advantage of this structure so as to make internal data sharing within an organization as robust as possible. *ServicePoint* allows either all aspects or simply some aspects of client records to be shared with appropriate providers and their Users. Most groups choose to make the overall client record "shared" (to reduce the creation of duplicate clients), and/or to facilitate care coordination) while keeping sensitive data available on an as-needed basis to authorized sets of users.

The visibility for most data within *ServicePoint* can be can be set by default in accordance with provider policies and procedures. All secure information, whether locked by a Release of Information or locked by your provider's security setup, is secure at the time that the piece of information is added. However, any piece of Closed information can be Opened at any time by manually changing the visibility setting on that data object, based on user's permissions to do so. The visibility model is a reflection of the current provider's policy and, therefore, changing the visibility of any data object should be done only in conformance with the provider's policies and only in exceptional circumstances. There are four different security settings, represented by four

colored icons seen throughout ClientPoint. They are open, closed, open with exceptions, and closed with exceptions.

ServicePoint is flexible in its data sharing capabilities and allows all or parts of client records to be shared with appropriate providers and their Users.

In the Admin Providers Visibility area of *ServicePoint* data visibility is defined per provider in advance of adding data to the system. Each Data Object is assigned one or more sets of providers, known as a Sharing Group, that define the providers that will have visibility, or be denied visibility, to the data.

Data objects supported in *ServicePoint* 5.0 are: Action Step, Call Record, Case Manager, Case Note, Client, Entry/Exit, File Attachment, Goal, Incident, and Need.

UNAUTHORIZED ACCESS

If an unauthorized entity were to gain access to a customer's system and/or client data, or if there was suspicion of potential access, Bowman Systems would take the following steps. The system would be examined to determine the presence of system or data corruption. If the system has been compromised, it would be taken offline. Using the previous night's backup, a restored copy of the system data would be loaded onto another server, and the system brought back on line with the back-up data. Comparing the back-up database to the database taken offline, an investigation would be launched to determine the extent of the unauthorized activity/corruption, and the corrective action needed. Upon completion of the investigation, findings would be reported to the customer, options would be discussed and corrective action taken.

EMERGENCY SUPPORT LINE

An emergency phone support system is available to provide assistance related to outages or downtime.

■ **Must be able to handle 30 – 40 users (20 concurrent users)**

ServicePoint can easily handle 30 – 40 users (20 concurrent Users). Current *ServicePoint* installations vary in size from small settings with just ten licensed users to large inter-agency cross-system collaborations with over 2,000 users; from systems serving one city to many which serve multi-county regions, plus twenty seven systems which serve entire states.

■ **Create accurate reports**

Bowman Systems' fifteen years of close working relationship with HUD has positioned the company as an industry leader in every respect. Bowman Systems also employs a full-time Industry Compliance Officer whose sole responsibility is to verify that the software and reports remain in compliance with all major industries (AIRS, HUD and its federal partners).

■ **Confidentiality**

The contract between the customer and Bowman Systems legally compels Bowman Systems to hold all client data stored in the customer's database in strict confidence. Bowman Systems will take all reasonable precautions to prevent the disclosure to outside parties of such information, except as may be necessary by reason of legal, accounting or regulatory requirements.

■ **Data Warehouse / Business Intelligence /Analytics**

We would like the opportunity to discover further the needs of LFUCG and its desire for a Data Warehouse or further Business Intelligence and Analytics.

Our extensive, constantly growing Reports Gallery and business analytics tools (SAP Business Objects) include scores of up-to-date, widely used reports, among them all of the required federal partner reports, as well as the industry's most robust ad hoc reporting tool, allowing customers to create complex custom reports. For special research and evaluation projects, our on-staff MBA-graduate statistical analyst is available.

■ **Software as a service capabilities**

Bowman Systems offers *ServicePoint* as web-based *software as a service (SAAS)* product, complete with a state-of-the-art data hosting service.

■ **Service Level Agreement and Support**

Bowman Systems offers a Service Level Agreement with descriptions of Priority Level guidelines and Support Resolution Procedures.

As a matter of course, Bowman Systems' support is highly responsive and is tailored for the specific needs of a given installation. The Customer Support department is located at the firm's corporate headquarters, which also houses the majority of the software development arm, the quality assurance team, and the documentation sections; these are ready augments for the individually assigned Customer Support Specialist (CSS) who will provide primary support to the account.

Direct personal contact with Bowman Systems' personnel is available via telephone, email and most specifically through the company's CollaboranGo system, an easy to use customer information portal that facilitates the submission of questions, comments, or problem descriptions directly through the corporate website. Customers are encouraged to report their issues as 'cases' in CollaboranGo, and then to also monitor and track progress toward timely resolution. In turn, the company's comprehensive Customer Relationship Management system is used to monitor problem resolution. The tracking system therein consolidates customer activity data and allows Bowman Systems' staff to respond quickly to customer issues.

Included in the general support package is a range of self-help resources. First and foremost, *ServicePoint* is equipped with a comprehensive context-sensitive Online Help file, accessed at any user interface in the

software, and regularly updated as new features/functions are implemented. The company cultivates and maintains a large customer knowledge bank designed and structured to facilitate peer-to-peer learning, plus it offers customer access to a considerable library of industry and human services information.

Customer Support Specialists actively partner with Bowman Systems in software development, in both the design and testing phases through customer-driven work groups. Users also participate in development of Bowman Systems' software through a variety of feedback mechanisms, including large annual User Summit.

Customer Support, regarded by the company as a long-term career for professional staff, offers extensive product training and career enhancements that result in a low turnover rate among Customer Support Specialists.

END USER REQUIREMENTS

■ Ease of training

Bowman Systems encourages training for all levels of end users. In new implementations, the System Administration and HMIS lead teams must attend training. This training usually follows the train-the-trainer model and includes a comprehensive training of all purchased products in a four-day on-site training engagement. Typically, the training is held 30 – 60 days from the signing of the contract. This approach is taken to ensure that the Administration teams have the knowledge of how to set the software solution up correctly and in the most efficient fashion to allow for system integrity and future growth.

The train-the-trainer approach will cover all aspects of the product from a System Administrator level and also cover appropriate workflows and modifications of workflows for other end user access levels in *ServicePoint*.

Bowman Systems' Client Services team can also train all levels of end users and other stakeholders that will have access to the system. These trainings are typically fee-based and can be performed on site or online. Online sessions may be recorded and provided to the customer for on-demand viewing. Training sessions may be oriented toward end users or we can do a train-the-trainer approach. Client Services works with the customer to customize the best training strategy to fit the implementation's needs.

Typical training sessions by user role are:

System Administrator Training
Part 1 – Consists of training the administrative and front-end data entry for all purchased products and modules. The content is a comprehensive look at all aspects to meet the objective of having a highly trained System Administrator who can manage the system on their own with very little to no Bowman Systems involvement. This training also covers all workflow options and trains the System Administrator on how to train end users of the system. This is typically four days of training.

Part 2 – After implementation it is recommended that Bowman System comes back to train System Administrators on how to use the Advanced Reporting tool. This training is a minimum of three days and will teach administrations how to modify and create their own ART reports using their own data.

Agency Administrator training

> Covers all aspects of the Agency Administrator role including but not limited to, password resets for the agency end users, maintaining and/or set up of administrative setting for agency and programs, workflows, visibility, and reporting. This is typically accomplished in initial 6-hour training.

End User training

> End user training gets to the specific workflow training for data entry at a program. The training is very focused on how to use the front-end of the product and strive for good data quality. Running reports can be added to an end user training. This training can typically be performed in 4 to 6 hours.

System Administrators have access to all Bowman Systems' training documentation which can be edited to fit the needs of the implementation. All documents are available in the CollaboranGo customer portal system. Bowman Systems also encourages developing an ongoing training schedule to verify that all end users are performing data entry correctly.

- ■ **Have a single client record across multiple programs**
- ■ **Provide staff with immediate access to relevant information (no more paper files)**
- ■ **Enter demographic and service information into one system**
- ■ **Track referrals**
- ■ **Single system will facilitate better reporting on programs and organization-wide**

ServicePoint is a client-centric comprehensive information system designed for services tracking and care coordination, ongoing case management and referral activities, outcomes monitoring and comprehensive reporting. Its care coordination capabilities for direct services staff and volunteers operate in real-time for all participating organizations and programs; information sharing is governed by security and access protocol that the individual installation establishes according to the business rules and sharing agreements of the local collaboration.

ServicePoint Modules

The standard modules within *ServicePoint* are ClientPoint, ResourcePoint, ShelterPoint, ActivityPoint, SkanPoint, Reports, Self Sufficiency Outcomes Module, Eligibility and FundManager, a grants management system and Administration. Users with the assigned role of System Administrator or Agency Administrator can access the Administration module; other end users do not have this module listed or available to them. For simplifying workflow, the administrators will select from the list of modules and turn off those that a particular agency or user will not need. For example, if an agency does not have shelters, administrators can turn off the ShelterPoint module at the agency level. Carefully thought out design based on years of customer input and feedback has created a user-friendly system that administrators are able to customize and adapt to the specific workflow of each agency and each user, thus increasing service delivery efficiencies and professional staff productivity.

ClientPoint: Client Intake & Entry/Exit Data Collection

ServicePoint's ClientPoint module allows case managers to enter client data at time of intake into or discharge from a program. When a new client record is ready to be put into the system, a client profile is created that captures name, address, household and other basic demographic data such as age, sex, race, ethnicity and language. Fields may be added to this page for additional data

collection as required. An agency can add any specific questions (data elements) that it requires for reporting.

A user with assigned rights to view the client record can update all demographic and other intake and assessment data applicable to the client's profile. Upon entry of new information into the database, older data is still retained for reference via the History of each data element.

Case management functions are prominent aspect of ClientPoint. Case plans, complete with individual goals and specific action steps, are recorded, along with the name(s) of case managers and any needs, services transactions or referrals necessary to goal achievement.

ResourcePoint: Resource Database
The Resource Database and its administration are part of the administrative functions within *ServicePoint*. Its structure is based on the AIRS Taxonomy's Agency, Site, Site-Service model. *ServicePoint's* resource management system allows authorized users to update all resource records. The design of the administrative area of *ServicePoint* for maintaining [service provider] resource data offers easy access to all resource-related information. When appropriate, the use of dropdown fields expedites data entry and standardizes values for consistency throughout all records. Spell check capability inherent in most modern Web Browsers facilitates proper spelling in text areas. Pulling directly from the AIRS Taxonomy allows easy addition of service information to site records. A Zip Code database makes it easy to enter address and area served information, including the ability to add entire States, Counties, or Cities or individual Zip Codes. Finally, there are robust copy options to allow easy insertion of data into multiple resource records at once; for example, if multiple Sites offer the same Services, the Services can be entered once and easily copied into the other Site records.

System administrators may create and assign Resource Groups for individual users. Only authorized staff can update resource/provider records that are in the assigned Groups. Resource Groups can be created manually or automatically by defining a geographic area to which all existing and future resource/provider records that are physically located in the geographic area are assigned.

ShelterPoint: Residential Services Management
ShelterPoint's design allows it to function as a standalone module for those whose primary responsibilities involve managing residential programs. Checking clients in and out of residential facilities, recording the services they receive, and viewing available capacity by individual provider is simple. Groups of clients can be checked in and given services quickly through the use of ID cards that are scanned via the software's SkanPoint function. Case managers and intake specialists who are referring clients to residential programs or making reservations for them can also do so without use of the scanning function.

Express Checkin allows for recording multiple services along with at the time of checkin. Checkout is simplified via the Checkout List feature allowing for the checkout of all clients with one button click or selection of those to be checked out. A Daily Unit Report accessible through the Reports Module provides the name and residential assignment (bed) of each client by provider and housing unit.

ActivityPoint: Activities and Volunteer Management

ActivityPoint, designed for activity and volunteer management, will effectively and efficiently handle the variety of events and activities an agency offers. With its simple and flexible interface, ActivityPoint can be used for any event in which client and/or volunteer enrollment and attendance needs to be tracked. Users are able to create activities that meet the diverse needs of the various programs. Because the activities within ActivityPoint are accessible throughout *ServicePoint*, volunteers and staff will find it quick and easy to enroll clients into an activity while assisting them with other services. Volunteers can be matched to activities through their defined interests, availability and qualifications. Volunteer hours can be easily tracked and printed onto a form with signature lines provided.

SkanPoint: Bulk Processing

The SkanPoint module enhances productivity and improves data quality with its ability to assign one service or multiple services to a group of clients by simple scanning of ID cards which are themselves generated by *ServicePoint*.

Eligibility Module

The Eligibility module is an optional module (included in your cost) provides a dynamic tool that can be used to compare identified individual need with the eligibility requirements of each of the agencies and programs in a community's database. Agencies and programs enter and modify their eligibility criteria for benefits within the system. Referrals are made to matching eligible agencies based on the client's specific situation and the professional judgment. Eligibility is an ideal tool for use with coordinated intake and assessment model.

FundManager Module

FundManager Module provides the ability to track how funds are distributed to clients; it reconciles the information tracked with an agency's accounting records. Multiple grants can be managed at the same time, bringing much efficiency to the distribution, monitoring and auditing aspects of providing assistance.

ServicePoint will allow LFUCG to configure and tailor the system to meet its needs. Workflows can be designed to maximize efficiencies by using a single system to reduce redundancy and provide a catalyst for electronic case management.

GENERAL FEATURES

Key system features should include but not be limited to the following:
- **Web Application**

ServicePoint is web-based and accessible via a web browser wherever a broadband connection is available. No installation or configuration of workstations is required. Chrome and Firefox browsers are recommended and Internet Explorer 8 and 9 are acceptable.

- **Internal use only**

All data is owned and accessed only by LFUCG.

■   **Workflow (Email will be sent where appropriate and processes will be kicked off)**

Specific workflows within *ServicePoint* can be developed by LFUCG and are 100% customizable by LFUCG to fit the program requirements. System Administrators can modify existing assessments or create one that is unique to the needs of a program.

The standard "out of the box" workflow is determined by the type of data an agency needs to collect. The most common workflows are Entry/Exit, Service Only, and Shelter.

"Entry/Exit" workflow ensures data is collected at program entry, updated annually (at minimum) using interim reviews, and upon program exit. Data is collected using assessments to meet HUD or other mandatory reporting requirements. Need, service and referral tracking are also included in the workflow on an ongoing basis.

The service only workflow allows end users to collect assessment information and track need, referral and service transactional information. When referrals are made to providers using *ServicePoint*, an email notification is sent to alert the providers that a client is coming to them for services. The provider must log in to *ServicePoint* to see the client's name and the service needed. For the protection of the client, the name of the client and services are not transmitted via email.

Shelter workflows provide shelter and housing programs a way to check clients into a specific bed, or first available if needed. This workflow can also accommodate program entry and exit as well as answering assessment information at program entry and exit.

All workflows accommodate single individuals or household structures. Bowman Systems will provide System Administrators with the base line workflow. System Administrators will be trained on how to add or delete steps, assessments, services, and many other elements from the base line workflows. Program configuration changes can be made to allow for the most efficient and accurate workflow for data entry.

■   **Reporting (Printing Reports)**
■   **Ad-hoc reporting Capabilities**

Bowman Systems provides four reporting solutions:

> **Dashboard Reports** on the User's homepage can be selected from a list of available real-time reports and also can be ART Dashlets.

> **Canned Reports** are provided by Bowman Systems to put real-time data at your fingertips using a simple template interface. These include system usage reports, user reports, referral reports, audit reports, etc.

> **Report Writer** gives end users the ability to build custom queries and ad hoc reports in real time. These reports can be downloaded in a CSV format to be used in other applications for further analysis.

> **Advanced Reporting Tool (ART)** is a comprehensive reporting tool. ART is a Business Objects platform that maintains all of the security and data sharing rules. ART allows System Administrators, or any end user with an ad hoc license, to create reports that aggregate counts, to

provide graphical representations of data, and to determine table format. The output of the reports is in Excel, PDF, and CSV formats. The ART reporting tool has an extensive gallery (i.e. library) of over 80 Bowman Systems-designed reports ranging from system growth, data quality, client and case management reports, and program outcome performance to HMIS APR and CoC APR reporting.

Bowman Systems continually works with customers to build and expand current and new reports, in addition to maintaining compliance with federal reporting standards and requirements.

■ Ability to self-populate fields once a piece of information is entered in the system

Certain named fields will populate throughout the screens of *ServicePoint* each time they reappear after they have been initially entered (i.e. name, DOB, gender, ethnicity, SSN, and so on). In addition, fields that have been recorded to create an Assessment will reappear each time the same question is used again on another assessment. Some fields are configurable to be set with a default value which can be changed, as needed.

■ Data Archiving

All data will be maintained in database indefinitely. LFUCG can decide to work with Bowman Systems to either purge or archive data based on LFUCG's business rules. An archival database will be a duplicate of the existing database with the archived data. Limited users will have access to the implementation for historical reporting purposes.

Cost estimate will be provided via Statement of Analysis / Statement of Work.

■ Inquiry Screens

On-line Help is the first place for a user to go when researching how to use the features and functions of *ServicePoint*.

Global Search will look throughout all the records (client, resource, enter data as, vendor, users, visibility groups, etc.) of *ServicePoint* for information regarding the data entered into the search field and offer a list of records where the value is found.

ReportWriter can pull data from tables and fields (static and dynamic) for simple queries such as zip codes or phones numbers of a list of clients.

For more complex inquiries, ART is available and can handle custom inquiries with data output.

■ Upload of Historic Data

Please see "System Requirements – Data Migration /Data Conversion" above.

■ **Attach scanned reports**

ServicePoint is capable of allowing users to upload and store documents. End users have no space limitations. *ServicePoint* allows file attachments up to 5 MB in the following extensions: doc, docx, xls, pdf, ppt, pptx, rtf, txt, pnt, jpg, jpeg, bmp, and gif.

■ **Scalable and customizable**

ServicePoint is highly configurable and contains built-in options to control workflows and methods to specify unique data elements specific to each agency, while ART allows for reports customization.

LFUCG's System Administrator(s) can easily add programs and users to the implementation as it grows. User licenses are added through the Admin module and are readily accessible. It is not uncommon for an implementation to start out with a small number of licensed users and gradually add programs through the months or years.

■ **Training and Support**

See "End User Requirements – Ease of Training" and "System Requirements - Service Level Agreement" above.

■ **Implementation**

The Bowman System's Client Services department has extensive experience tailoring systems to meet the unique needs of each community and provider collaboration. The company uses its own products and services for data integration, to bring existing data from a legacy system(s) into *ServicePoint*. As a matter of efficiency and effectiveness, the vast majority of partner communities host their data in our state-of-the-art datacenter, located in Shreveport, Louisiana. Bowman Systems will provide all the necessary resources to design a system that will meet Lexington Fayette Urban County Government's specific information objectives, and will develop a formal implementation plan and timeline to guide the process.

A project manager from the Bowman Systems team will guide the LFUCG's staff through the implementation, configuration and training phases, working closely with your project leaders (including those who are assigned 'system administration' responsibilities) to make joint decisions on behalf of LFUCG. Bowman Systems' project manager will report to LFUCG's project lead. Internally, the Bowman System project manager will determine the resources necessary for each phase of the project and will coordinate and monitor progress to assure accountability. As appropriate, the Bowman Systems project manager will interact directly with provider organizations, leaders and staff. Once all milestones of the implementation plan are reached, the relationship with Bowman Systems will enter the support and maintenance phase.

ServicePoint is web-based and therefore requires no installation of software on each workstation or configuration of those workstations. Bowman Systems' experience suggests that a full implementation of *ServicePoint* requires anywhere from one to three months of effort, less in small systems. The installation roll-out time line will be developed jointly by the Bowman Systems' project managers and the LFUCG's implementation project team.

The variables that directly impact the duration of each of our standard implementation phases include the amount of consulting requested of Bowman Systems to develop Gaps Analysis documentation and other planning documentation specific to the local implementation; the desires of the local community regarding time lines; and the technical wherewithal of the end users being trained on the system. Again, Bowman Systems has significant experience working with communities of all sizes to implement systems, and will develop a timeline that will meet and exceed all expectations.

Since we recommend our standard *ServicePoint* platform as the basis for meeting the needs of the LFUCG's System, we first train the System Administrator(s) on all of the current capabilities of the system. Bowman Systems uses a train-the-trainer model, but will train the Agency Administrators and End Users at a per diem rate if desired. Training requirements will be defined in the Project Approach and Plan.

During on-site System Administrator training, we will document any needs that cannot be met by the system as is. We will work with the System Administrator(s) to clearly understand required configurations and make recommendations on how best to implement those changes based on our in-depth knowledge of the structures within the database as well as the application. If customization is required, Bowman Systems and LFUCG will agree upon the details of the requested changes and a Statement of Work (SOW) that serves as both a specification document as well as an estimate of required time and cost will be developed. All changes to the SOW are tracked through a change request process and are fully documented. All specifications must be approved by LFUCG before programming can begin.

The customer appointed System Administrator(s) should spend about two weeks after training becoming familiar with *ServicePoint,* utilizing a training site that is provided by Bowman Systems. This time is typically used to test configuration settings and to master the data-sharing model. Identification of configurations usually takes place during this time as well. A decision point at the end of that two-week period is made on whether to implement the system as is or to build out any needed custom features and/or import legacy data prior to Agency Administration and End User training if applicable. The extent of the data imports and customizations will determine the actual time line for complete implementation. Bowman Systems' Professional Services staff will provide time and cost estimates for these activities.

Our SDB subcontractor, UAO Consulting, will also work with LFUCG as a Project Manager through Implementation.

For the Project Management responsibilities, UAO will perform the following tasks:

Developing and Managing the Project Plan
UAO, in coordination with Bowman Systems, will handle all tasks related to developing and managing the work plan, including establishing the total scope of the effort, defining [and refining] the objectives, roles and responsibilities and course of action required to attain each objective. A GANTT Chart will map key activities and time lines of the process during the approximately fifteen weeks available after contract execution prior to the GO Live date. UAO will coordinate the on-site system implementation and training activities of Bowman Systems, working directly with the assigned Client Services staff person.

Issues management

As issues arise during the course of the project, UAO will track them, make the appropriate assignments to the individuals who are responsible for resolution of the issues, and will ensure the responsible individuals resolve the issues as expeditiously as possible to minimize the impacts on the project.

Risk management & mitigation

Ideally, all issues will be prevented from ever occurring. To achieve this lofty goal, the UAO team will manage risks, (anything which could become an issue) and take the appropriate steps to address them before they become issues.

Facilitation of meetings (as needed)

UAO will participate in weekly status meetings with the DCED system administration team. UAO will be responsible for preparing agendas, recording and circulating minutes, and managing post meeting action items. UAO will meet with Bowman Systems' Client Services at least once a week during the implementation phase, more often when necessary.

Change Management

While the scope of the project will be very tightly managed, invariably there could be items which need to affect the scope. These items define the change management process to be employed for this project, and monitor requests which make it through this process; including defining the releases in which change requests get implemented, etc.

Reporting

To ensure that all stakeholders are kept up to date on the status of the project, the following reports will be developed, sent out to the appropriate distribution list, and reviewed on the appropriate calls/meetings. The reports include:

- Weekly Status Reports
- Progress Reports for each milestone
- Problem Identification Reports, as needed.
- Monthly Service Level Agreement Reports
- Final Report

■ Allow new functionality to be added if necessary

Bowman Systems values its customer base and involves customers in the development process. The system today is the vision of customers using the products. Customers frequently sit on advisory and other work groups which help guide the development and functionality of the product.

Bowman Systems will also work with implementations to accommodate their specific business processes. If a feature enhancement is requested customers may request for the enhancement to be considered and added to our development list and prioritized, or if the customer needs a quicker response, Bowman Systems will consult with the customer to determine the specification and provide a Statement of Work for the project outlining the specifications of costs involved.

■ **Ability to manage user roles, permissions, and restrictions**

ServicePoint contains controls for managing the user experience at multiple levels: system wide, provider specific, and per user. These controls manage everything from menu items available to users of individual provider agencies to specific data to be collected – whether system wide or per provider.

These controls are accessed via a range of administrative tools made available to users according to the user role assigned to their user license. Access to system wide controls are restricted to users with the system administrator role, and changes can be accomplished by selecting appropriate options within the administration area. Similarly, changes affecting an entire provider agency may be accessed within the provider specific administration area. System Administrators and Agency Administrators, dependent on implementation set up, may add users to the system. Each user is then assigned a user role; user roles contain specific rights and permissions within the system.

LFUCG's System Administrators control the entire implementation and have the ability to configure and customize the implementation. The System Administrators will be able to build out their own provider tree structure – the hierarchical structure of how the LFUCG's, Agencies, and Programs relate to one another.

Each entity (agency or program) created in *ServicePoint* can then be customized to meet the business goals and operational needs for that particular program. Time-saving features make it easy to set up and maintain provider records. For example, if the set up structure is the same for more than one program, the information from one program can be copied into another. Items that can be configured include, but are not limited to, unique assessments and sub-assessments, workflow, needs, services, referrals, and visibility settings.

System Administrators have control over the creation and editing of assessment, sub-assessment and worksheet forms and the questions that appear on them. They are also able to create the set of responses possible (picklist administration). Certain questions are configured so that they cannot be deleted when they are required for system-generated reports. Assessment and sub-assessments may be associated with specific screens to customize data collection and control workflow.

Built-in outcomes measurement tools, such as the Self-Sufficiency Outcomes Measurement tool, are customizable, allowing each customer to add domains/categories to be measured as well as the interpretation of the measurement levels to be calculated.

AIRS Taxonomy Admin - *ServicePoint* uses the AIRS Taxonomy to identify needs, make referrals and provide services. System Administrators can manage taxonomy terms, inactivate or active terms, to ensure the most descriptive and appropriate terms are being utilized.

Assessment Admin – Assessment Admin allows the System Administrator to create, edit, or discontinue use of assessments. This administrative tool also allows System Administrators to create, add, and edit questions. Assessment Admin determines which assessments a program will access.

Picklist Admin – When questions are created using a dropdown list, they can be added and edited through the Picklist Admin.

Client Merge – Client Merge gives the System Administrators the ability to merge duplicate client records into one.

License Admin – License administration allows for the allocation of *ServicePoint* and Advanced Reporting Tool (ART) tool licenses to programs to be assigned to end users.

News Admin – System Administrators and Agency Administrators have the ability to provide news, such as HUD regulation changes, with news admin. System Administrators will address the entire system where Agency Administrators will only address their agency.

Provider Admin – Provider Admin provides control over the *ServicePoint* tree structure, agency or program profile information, visibility rules, services provided by the program and eligibility for those services, assessment display control, and module setting control to refine workflow.

Provider Groups – System Administrators can create various types of groups to enhance workflow and reporting. Enter Data As groups allow end users to enter data for more than one program. Reporting groups are a good way to ease reporting by incorporating all programs for an implementation into a group for reporting. Visibility groups provide a flexible way to apply visibility to multiple programs and allow for new programs to be added, or removed, at any time. Resource groups give certain end users the ability to update Provider Profile information.

System Preferences - System Administrators can turn certain features on or off system wide to help ensure ease and accuracy of data entry.

User Admin – System Administrators can manage all aspects of end users such as access level, special permission, passwords, etc.

Worksheet Admin – Worksheet administration allows System Administrators to enhance aspects of data entry. Worksheets can be used to track trainings the end users have attended or they can be attached to services to expand on services provided for grant or reporting purposes.

Maintenance – System Administrators are able to create subordinate or equivalent providers and/or copy provider configurations, all or only those selected, to other providers.

■ **Audit (Transaction) logs will be created to view historical changes to data by user**

Audit Logs are kept from the time the end user logs in to the time they log out capturing anything end users do within a client record. *ServicePoint* tracks and stores an audit log of the activities performed when working with client information. Real-time audit log reports are easily accessed within the system.

All Access to the customer's system data by Bowman Systems' support staff can be monitored by running an *Audit Report* at any time.

■ **Interface with other agencies**

ServicePoint allows coordinated efforts of agencies and Programs. *ServicePoint* can be customized to meet the business goals and operational needs for that particular program / agency.

Bowman Systems has worked in conjunction with its customers to fully integrate Coordinated Assessment elements into *ServicePoint*. Because every community is different, Bowman Systems recognizes that Coordinated Assessment will be implemented in ways which are unique to the needs of the community, as well as to individual provider agencies.

■ **Administrator Functionality (change key values- dropdown and user rights)**

Please see "Ability to manage user roles, permissions, and restrictions" above.

COMPLETION CRITERIA

The completion criteria for the development/install phase of the project will be the successful execution of an acceptance test, based on the initial implementation phase. This may involve a test script, based on the requirements from the RFP to which the vendor has positively responded, along with criteria mutually agreed upon by the vendor and LFUCG.

Successful execution means that the results specified in the script are achieved.

After this phase, the project will be considered complete when all the above tasks have been successfully executed, the project deliverables provided and accepted (including implementation plan and training), and after 90 consecutive days of error-free operation (which can include the aforementioned 30 day acceptance period, if error free) at mutually agreed upon levels of performance. This will "start the clock" for the post-implementation support/maintenance period.

Agreed.

EXCEPTIONS

General Provisions and the Insurance and Indemnification

1. It is our understanding that the "specifications and provisions" we are agreeing to in section 11 of the General Provisions document refer to the scope and specifications of the work to be done under this proposal should an award be granted and that they do not necessarily refer to the legal provisions in Insurance and Indemnification document which may be negotiated after vendor selection.

2. Regarding section 2 of the Insurance and Indemnification document, we would typically agree to indemnify for direct damages as opposed to indirect or consequential damages. We typically do not indemnify if causation has only been alleged to have arisen out of our acts or omissions.

3. We would like to negotiate section 4 of the Insurance and Indemnification document.

4. Regarding section 5 of the Insurance and Indemnification document, we usually have a limitation of liability in our standard contract language.

5. Under Right to Review, Audit and Inspect on the Insurance and Indemnification document, we would like to more closely define the records that LFUCG has the right to inspect to those which relate specifically with adhering to the Insurance Requirements.

PRELIMINARY PRICE PROPOSAL

Products and Services	Unit List Price	Start-Up Fees	Recurring Fees	Description
ServicePoint Software License and Set-up, and Data Migration / Data Conversion Services	$17,000	$17,000		One-time fee for software site license and setup required for each *ServicePoint* installation. The following modules are included - ClientPoint, ResourcePoint, ShelterPoint, SkanPoint, ActivityPoint, and Reports. One-time data migration / Data Conversion services from legacy system into *ServicePoint*. (Up to 56 hours from Bowman Systems Custom Programming Team - additional hours for data migration / data conversion, if necessary will be determined via SOA/SOW.)
ServicePoint End User Licenses	$225	$6,750		One-time fee for *ServicePoint* End User Licenses for 30 named Users. Licenses are reassignable.
Implementation Services	$6,000	$6,000		One-time fee for services related to managing and coordinating the implementation process, including regular communication, project meetings, and coordination of activities essential to a successful installation.
System Administrator Training	$1,650	$6,600		One-time fees for (four) 4 days of on-site training and/or consultation. System Administrator(s) will learn how to setup and manage their *ServicePoint* implementation and ART Reporting, and will be prepared to train end-users.
Project Management Services by MWDBE		$9,200		One-time fee for services related to Development and Managing the Project Plan, Issues Management, Risk Management and Mitigation, Facilitation of Meetings, Change Management, and Project Reporting by UAO Consulting.

Products and Services	Unit List Price	Start-Up Fees	Recurring Fees	Description
SSL Certificate	$420		$420	Annual fee for required security certificate for one application server. Protocol for transmitting private documents via the Internet.
AIRS Taxonomy	$450		$450	Annual fee for license, integration and updates for national standard classification.
ServicePoint Annual Support, Maintenance, Data Hosting and ART Report Gallery Access	$359		$10,770	Annual fee for services for 30 named users. Includes technical support, data hosting, and access to ART Report Gallery for all users (1 user has report creation access and all others have viewer access), licensed product maintenance, product enhancements, new functionality through version and product upgrades, 24x7 self-service access.
ServicePoint Training Web Site (Optional) - *Fee waived Year 1*	$3,150		$0	Annual fee for *ServicePoint* Training Web Site. Provides an implementation specific site for training purposes and is an important part of any installation. Bowman Systems provides a training site at no charge during implementation (first 90 days). Includes software updates in concert with the production site and 8 hours of support.
Eligibility Module	$5,000		$5,000	Annual fee for easy-to-use system for matching clients who need social services with organizations capable of meeting their needs.
FundManager Module	$7,500		$7,500	Annual fee for access to grant management solution that allows seamless grant management with integration into client records, providing a full picture of how funds are spend and whom funds assist.
FundManager On-Site Training	$1,650	$3,300		One-time fee for one (2) day of on-site training delivered in conjunction with *ServicePoint* system administrator training.
Total Fees Start-Up and Annual Recurring	**$35,450**	**$16,640**		**Year 1 One-Time Startup and Annual Recurring Fees are incurred. Year 2 Annual Recurring Fees are incurred.**

Optional Items for Consideration				
Products and Services	**Unit List Price**	**Start-Up Fees**	**Recurring Fees**	**Description**
Database Encryption User Licenses	$56	$1,680		One-time fee for licenses. Each user must have a license.
Database Encryption Annual Maintenance	$15		$450	Annual fee for maintenance and support. Based on number of database encryption licenses.
Premium Disaster Recovery	$630/month		$7,560	Annual fee for emergency support line access (24/7 basis), priority level support and response to ensure downtime will not exceed 4 hours, use of auxiliary server in event of client server failure, a different internet provider on a separate electrical grid backups of the application server, near instantaneous backups of application and nightly off site replication of database in case of a primary data center failure. These services are in addition to the nightly backups to tape media and off-site tape storage as part of all standard services available with all implementations.