Attachment 4—Specifications

Web-Based Victim Services Support Program Case Management and Data Reporting System

Agencies

26 Victim Service Programs
2 Statewide Coalitions
1 Office of the Attorney General

System Specifications

a. System needs to work with a variety of browsers and browser versions

b. The system needs to allow for multiple users from an agency to access the system at one time (no max, unlimited # of users)

c. The system needs to be able to track services, time providing services, location of services (city & zip code); location of victim (city & zip code), experiences, demographics, by program and by victim/client. The system needs the ability to track collaborations, referrals, presentations & training, technical assistance provided by program, staff training and certification, outreach activities by program and location (county), evaluation of services by victim/client and other fields determined by CVAD or the agency. (Dropdown menu and/or check box capabilities to select crime types and service types for each client)

d. The system must meet federal reporting requirements and timelines (VAWA Formula, VAWA Discretionary, VOCA formula, FVPSA, SASP, HUD, RPE, State Coalition, OVW Transitional Housing, ESG, etc.) and provide updates to these reports as the federal government dictates, at no additional cost.

e. The system must allow each agency to establish unique code for each client to ensure accurate service track and avoid duplication

f. The system must qualify with HMIS data standards (see attachment) The system must have consistent language throughout the platform

g. The system must be web-based & cloud-based, with separate storage units for each individual agency (not permissions-based, artificial walls or combined information)

h. The system must allow for data migration from previous reporting system(s) (ALICE, InfoNET, etc.)

i. The system must allow a user to purge records from all locations with security in place for backup

j. The system needs to have the ability for each agency to schedule routine removal of data

k. The system should have unlimited records capacity/ability

l. The system must have a feature so an agency can build, or create their own report

m. The system must allow for time-tracking of each individual agency user:
   1. System must allow a user's (employee) salary to be entered and tracked by each individual funding source
   2. System must allow a tracking of activity by each funding source
   3. System must allow for tracking of outreach efforts by each user
   4. System must allow for tracking of evaluation measures

n. The vendor must provide each agency with both a written and electronic training manual with step-by-step instructions for use of the system

o. The vendor will develop a mobile application version of the system

p. Each agency interface needs to have the ability to customize which fields and/or entries are required in order to match individual agency forms, job descriptions, and other funders requirements

q. Each agency needs to have administrative access and permissions

r. Each agency needs to be able to set up individual users and set his/her user permissions
   1. Each user needs to have a separate profile, login/password

s. Each agency must have the ability to modify their own records, including deletion privileges and purging of records after a specified time period

t. Each agency needs the ability to set required (protected data fields) components:
   1. Hide/Remove fields
   2. Drop Down Menus
   3. Check boxes
   4. Drag & Drop customization for additional items

   Examples of necessary fields (not all-inclusive):

   - Demographics: age (by month/year of birth), race/ethnicity, gender, rural/urban, underserved demographics such as LEP, refugee, asylum seeker, immigrant, etc.
   - Type of Victimization: ability to identify multiple type of victimization.
   - Location of Victims: location of victim (city & zip code) by victimization
   - Service statistics: type of services, time spent providing services by each type of service?, location of services (city & zip code), first time service provided,
     *Shelter services: number of clients sheltered & shelter nights in both traditional shelter and non-traditional shelter; number of victims turned away from shelter
     *Crisis line services: number of crisis calls and demographics of caller
   - Victims diverted from Shelter: tracking number of victims diverted by specific items
   - Collaborations: number of agencies, number of meetings
     *Outreach Activities: number of outreach activities, county of activity
   - Referrals: number and source of victim/client referrals
   - Media: Track each time contact is made to media by type of media
   - Presentations: Track the number of presentations provided and number in audience, ability to track presentation evaluation information
   - Training: Track the number of trainings provided and number of professionals trained, ability to track training evaluation information
   - Volunteer Information: Number of volunteers in a fiscal year, number of direct volunteer hours, number of indirect volunteer hours
   - Staff Information: number of staff by FTEs; staff training, staff certification, staff titles, salary & funding designation
   - Technical Assistance (TA): Number of technical assistance provided, type of TA provided,
   - Certification information: advocates trained, advocates certified, renewal dates of certification, different items regarding compliance with certification of advocates
   - Surveys/Evaluations: ability to track survey/evaluation questions provided to clients

u. Each user must have reporting capabilities:
   1. The ability to export data to Word, Excel & PDF forms
   2. The ability to query any data field
   3. The ability to construct new reports as necessary
   4. Drag & Drop customization for additional items

2. Security

a. The system must allow for ownership and physical custody of the data generated by each individual agency, to remain with each individual agency

b. The system must allow for data to be backed up in no less than 30 day increments.

c. Encryption of all agency data must occur during transmission and in storage ("at rest").
    1. The "keys" to encryption must be held by each individual agency

d. The vendor must not have access to any data in readable form for any purpose, at any time. The vendor will only ever have access to encrypted data.

e. The vendor must provide a testing/training version of the system for each agency.

f. The vendor must separate all Iowa-based data from other clients, or states data. This system will not comingle data or databases.

g. Vendor will maintain a list of the names of all individuals that have access to the server, physically and remotely to be provided to any of the agencies upon request.

3. Costs

a. Please outline fees for adding data collection fields, building new reports/queries and provide a price range for development

b. Outline anticipated annual maintenance fees and what these fees include.
    1. Please provide a range of maintenance fees for similar systems in other states/agencies?
    2. Please provide an estimate of the anticipated maintenance fees for this system and how you plan to set up maintenance agreements (by agency, one fee assessed to the state, etc.).
    3. Please provide a cost range for building customized reports

c. The vendor must provide the system at a reduced cost for any newly funded, or CVAD/Coalition recognized, victim service providers.
    1. The vendor will outline a reduced rate for non-recognized, Iowa based victim service providers.

4. Vendor/Security Questions

a. Do you own the server/storage space? If not, who owns it?

b. Please provide your agency's standard security measures & data storage policies.

c. Please disclose all locations/jurisdictions where data is stored.

d. Please disclose the location of all vendor servers?
    1. List the conditions of the storage space of each location.
    2. List the security at each location.
    3. Describe where any back of servers are located, as well as the security and conditions of storage for each.
    4. Describe your emergency plan in the event of a breach; or natural disaster.

e. What is your agency policy/response to a subpoena?
    1. The vendor must agree to notify the point of contact at the Attorney General's Office, as well as the affected agency(s), within one hour of receipt of a subpoena, warrant, or any law enforcement, or third party request for information.

f. Please list all states & agencies you are in? Provide names and contact information for each agency.

g. What technical assistance is available at the vendor level?
    1. What are your days/hours for technical assistance?
    2. Please outline how many staff you have available for technical assistance and at what hours of the day?
    3. If you do not offer 24/7 technical assistance, please outline your availability in the event of an emergency during off-hours.

h. Please highlight any data storage, or security features that make your product the best.

i. Please describe the back-up procedure for storing data.

5. General Questions

a. What is the procedure for protecting or returning data if the vendor goes out of business?

b. Explain the process including length of time for creating the system, implementing and training.

c. Please describe all system features that make the system user friendly