

**Mississippi Board of Dental Examiners
Request for Quotes (RFQ) for
Services to Develop a Replacement Licensing System with
Electronic License Applications and Renewals, and Payment Processing**

1 Introduction

This Request for Quotes (RFQ) is an invitation for competitive quotes to provide a web-based Licensing and Enforcement Management System (LEMS). The Mississippi Board of Dental Examiners requests quotations from a qualified IT company (Vendor) for services to provide a web-based licensing and enforcement system to replace the existing end-of-life system. The proposed system solution must include a data conversion from the existing licensing database, software development or installation of existing software customized to meet Board requirements, system installation, testing, implementation assistance, documentation and training. The awarded Vendor must contract with the Board to provide ongoing maintenance, technical support and services necessary to maintain the proposed solution. Note: Throughout this RFQ, references to the office and staff are “Office” and references to the actual Board and its members are “Board.”

2 General Information

2.1 Scope of Work

The Board is seeking a customizable licensing and enforcement management system (LEMS) that expands its current licensing structure to manage all aspects of licensing and enforcement of those persons and entities it regulates.

2.2 Dental Board Contact Information

From the issue date of this RFQ until a Vendor is selected and the bid award is announced, all responding Vendors and their representatives may only use the project manager named below as their sole contact regarding this RFQ. Any subsequent clarifications or interpretations of this RFQ will be made in writing by the project manager through the Board’s Executive Director. Please direct questions regarding this RFQ to the Board’s project manager:

Libby Cajoleas
Cornerstone Consulting Group
101 Merlot Cove
Clinton, MS 39056
Phone: 601-573-1028

Email: cornerstone002@comcast.net

2.3 Sealed responses to this RFQ should be submitted in triplicate by 1pm CST, Friday, January 25, 2019 to:

Chris Hutchinson, Executive Director
Mississippi Board of Dental Examiners

600 E. Amite, Suite 100
Jackson, MS 39201
Phone: 601.944.9622

3 Vendor Information and Experience

- 3.1 Vendor name
- 3.2 Location of principal office and number of professional employees employed
- 3.3 Number of years in software development business
- 3.4 The corporation's name and the state of incorporation
- 3.5 Contact person, mailing address, email address and telephone number
- 3.6 Project principals proposed for this project and their experience
- 3.7 Vendor's experience in providing proposed product and services
- 3.8 Vendor's experience working with the MS Department of Finance and Administration (DFA), MS Interactive (MSI), and the MS Institute of Technology Services (ITS)
- 3.9 Vendor's experience building interfaces to the MSI payment portal
- 3.10 References from 3 active accounts similar in scope to this project

4 Vendor Information – Technical Services

- 4.1 Describe the approach the Vendor plans to use including all issues they believe to be pertinent to this undertaking
- 4.2 Describe methodology to design, develop, and implement the proposed system
- 4.3 Vendor must provide a proposed schedule for start date and completion date
- 4.4 The Vendor should comment on their experience with online forms submission and payment required in this project

5 Cost

The Vendor must provide a total fixed dollar price for all services and products requested in this RFQ to include:

- 5.2 One-time cost to cover: analysis and design services, migration of existing files and records, interfacing system with existing Board website, development of software, installation of software, training of staff and full documentation
- 5.3 Annual cost to furnish the Board with software support coverage for the proposed licensing system upon final system acceptance. Services include:
 - 5.3.1 Providing telephone support for license system issues
 - 5.3.2 Providing on-site support as needed
 - 5.2.3 Providing ongoing annual software license support, including updates and new releases

- 5.4 Costs must be inclusive of travel, lodging, subsistence and any other expenses related to working onsite with the Board
- 5.4 In addition, the Vendor must propose an hourly rate for performance of ongoing enhancements to the Licensing System for future consideration by the Board. This hourly rate must be fully-loaded, to include: travel, lodging, subsistence and any other expenses
- 5.5 Vendor's response must include the length of time for which this pricing is guaranteed
- 5.6 The Vendor must provide a warranty period of one year beginning with date of deployment.

6 License System Project Timeline

- 6.1 RFQ released via email to Vendors: Monday, January 2, 2019
- 6.2 Questions, if any, due from Vendors by: 1pm CST, Tuesday, January 8, 2019
- 6.3 Official responses from questions sent to Vendors: Friday, January 11, 2019
- 6.4 Sealed quotes due to Board Office by: 1pm CST, Friday, January 25, 2019
- 6.5 Award notice sent to Vendors: targeted for Friday, February 8, 2019
- 6.6 Project initiation and milestones: to be jointly developed based on project work plan
- 6.7 Project testing, acceptance and completion dates: to be jointly developed based on project work plan. Desired implementation date is Friday, June 14, 2019.

7 RFQ Response Evaluation Criteria

A Board review team will review each Response submitted in response to this RFQ, based upon the following criteria:

- 7.1 Vendor Background and Experience
- 7.2 Quality and content of responses to the stated requirements
- 7.3 Vendor Active Account References
- 7.4 Project Cost including initial cost, annual support and hourly consulting rate
- 7.5 Vendor rate for future enhancements
- 7.6 Timeliness of implementation based on the project schedule
- 7.7 The Dental Board Review Team reserves the right to request an interview with the submitting vendors

8 Notes of Understanding

This RFQ is based upon the following observations, constraints and assumptions:

- 8.1 The RFQ does not dictate how the Vendor must perform the requested services. Its purpose is to establish project expectations, scope and objectives.
- 8.2 The Board acknowledges the specifications for the requested system and services are not exhaustive. The proposed solution must address all functionality of the current system as well as provide enhancements described in this RFQ.
- 8.3 These specifications do not restate Board statutes, rules or other information posted on the Board website. The Vendor must review the licensure and oversight-related information on the Board

website, <http://www.dentalboard.ms.gov/msbde/msbde.nsf> to supplement and expand their understanding of this RFQ.

- 8.4 Where necessary or practical, the Vendor must work with the Board staff and Board members during the design phase of this project to ensure it complies with the business rules and statutes.
- 8.5 The system will interface with the State's Payment Engine for electronic payment processing and accounting. All online payments must be processed using the MSI State Payment Portal.
- 8.6 The Vendor will review the State's payment processing specifications to understand interface requirements between the RFQ online form submissions to the MSI State Payment Portal. This document is appended to the RFQ as Attachment B – Mississippi Payment Processing.
- 8.7 The Vendor is not required to address each specification in their quotation to this RFQ with a response. However, the Vendor must acknowledge that they understand and accept these specifications; address their qualifications and experience, including performance on similar projects; specify how they propose to provide the services requested; and submit pricing for the proposed services.
- 8.8 The Vendor must clearly list and explain any exceptions taken to the specifications in this RFQ. The Vendor is encouraged to provide an alternative or substitution to address the intent of the specification.

9 Project Requirements

9.1 *General Requirements*

- 9.1.1 Meet the Board's requirements and be easily customizable for changes to business rules and statutes.
- 9.1.2 Must develop using Microsoft technologies utilizing SQL.
- 9.1.3 Preferred reporting tool is Microsoft SQL Server Reporting Services.
- 9.1.4 Support role-based security with access to system functions limited by user roles.
- 9.1.5 Protect personal identifying information (SSN, Driver's License #).
- 9.1.6 Provide capability for local administrator to add internal users to the system and assign user permissions.
- 9.1.7 Provide extensive internal search features to quickly access licenses, permits, individuals, companies, investigations and actions, and to link to related records.
- 9.1.8 Allow various printing methods including but not limited to batch printing and individual printing.
- 9.1.9 Allow various type of notifications and alerts, including among staff and licensees.
- 9.1.10 Provide capability to send mass emails.
- 9.1.11 Track audit information per record and maintain complete log of changes by user.
- 9.1.12 Support data model for individuals and companies' information to cross all functionalities of the system. This means data must be entered one time and be available for use throughout the system.

- 9.1.13 Provide interaction of licensee and enforcement information to assist staff in reviewing and identifying possible issues with applicants or licensees.
- 9.1.14 Provide document management capabilities including uploading or scanning documents to a repository, linking documents to licenses and automatically adding generated correspondence documents to document management.
- 9.1.15 Retain historical data.
- 9.1.16 Support complete life cycle of licenses including statuses (active, inactive, expired, etc.).
- 9.1.17 Vendor is required to convert current data to the new LEMS.
- 9.1.18 Vendor is required to review all forms provided at close of RFQ for field and form data requirements. Please note however that the Office is reviewing these forms so some requested data could change.
- 9.1.19 Vendor is required to provide onsite training for up to six (6) Office staff for using the system and for system administration.

9.2 *Functional Requirements*

9.2.1 *Licensing and Permitting*

- 9.2.1.1 Provide online portal for electronic filing and payment functionality for initial and renewal applications with document upload capability.
- 9.2.1.2 Provide capability for applicants to register and create a customer account using the online portal.
- 9.2.1.3 Customer account provides access for registered users to login using a unique user identification and password to allow them to view their records and view statuses of their applications, disciplinary actions, etc.; to enter and submit license and permit applications; to renew existing licenses; to upload required documentation; to pay associated fees; and to report continuing education hours.
- 9.2.1.4 Prefer use of user's email address as unique user identification login
- 9.2.1.5 Statuses of submissions include: pending, pending review, approved, rejected, active, expired, on hold (for disciplinary actions)
- 9.2.1.6 Customer account must include a profile page for name, address, telephone number, email address to send correspondences and other information identified by staff, and functionality to reset passwords.
- 9.2.1.7 Provide a "forgot password" button on the login screen.
- 9.2.1.8 Require electronic submission of all forms, with two payment options for initial applications:
- 9.2.1.9 Print application and mail in with a money order/certified check. Applicants can upload required documents or mail them with the printed application and the money order/certified check).
- 9.2.1.10 Submit payment online (allowed only if the applicant uploaded all required documents during the application submission process).

- 9.2.1.11 Provide instructions to assist the user in navigating through the online data entry process.
- 9.2.1.12 Use of field and screen data validations during the online data entry process.
- 9.2.1.13 Validate all required information is entered prior to user submitting a transaction.
- 9.2.1.14 Reduce opportunities for duplicate entry of individual and companies during the online data entry process, validating before updating the database.
- 9.2.1.15 Validate addresses against the U.S. Postal Service records during the online data entry process.
- 9.2.1.16 Include foreign country names and postal codes in the online data entry process.
- 9.2.1.17 Capability to capture all data entered online in the system in a variety of statuses for review by staff, eliminating staff data entry.
- 9.2.1.18 Functionality to upload documents as part of the online application process or select to mail them with the printed form and certified check.
- 9.2.1.19 Format data entered online into a printable type application that resembles the current application, for each type.
- 9.2.1.20 Provide functionality for licensees to make name changes and address changes online and attach supporting documentation when needed.
- 9.2.1.21 Auto-generate email notifications of acceptance or rejection with links to the customer accounts, notifications of expiration dates, and follow up reminder emails.
- 9.2.1.22 Submit and pay for renewals using the online portal (current functionality).
- 9.2.1.23 Review and enter continuing education hours during online renewal process for dentist and dental hygienists.
- 9.2.1.24 Provide online functionality for licensees to report continuing education hours as earned and populate into renewal process.
- 9.2.1.25 Provide functionality for licenses to upload documentation supporting continuing education hours and CPR certificate.
- 9.2.1.26 Provide capability for random selection of individuals for the purpose of auditing continuing education hours.
- 9.2.1.27 Provide functionality to automatically start the license/permit void process beginning January 1 (or date set by Office).
- 9.2.1.28 Generate common correspondences for delivery via email and U.S. Mail delivery.
- 9.2.1.29 Provide capability for staff to edit and correct data.
- 9.2.1.30 Maintain names and digitized signatures of specified persons. Capability to reproduce official signatures on all certificates and for staff to change these signatures as terms expire and begin
- 9.2.1.31 Capability to merge and delete records, customers, payments, and related elements.
- 9.2.1.32 Reporting:
 - 9.2.1.32.1 Ad hoc reporting
 - 9.2.1.32.2 Standardized reports

- 9.2.1.32.3 Auto-generated weekly filing counts and performance statistics by employee.
- 9.2.1.32.4 Report of in-house revenue by type to print and use as a daily deposit slip
- 9.2.1.32.5 Development of up to 10 reports included in this quote.
- 9.2.1.32.6 Automated reporting delivered via email to established distribution list.
- 9.2.1.32.7 Enable reports, search results and data throughout the application to be exportable to MS Excel, MS Word, PDF or HTML

9.2.2 Dental Board Website

- 9.2.2.1 Update the Board's website pages and content to reflect the new license and compliance system features and to increase website functionality.
- 9.2.2.2 Provide multiple search mechanisms, such as search with multiple parameters, for the public using the Board's website. Must maintain or enhance current web search functionality.
- 9.2.2.3 Use common Internet browsers to access the public-facing website including Chrome, Firefox, Internet Explorer, Safari and Edge.
- 9.2.2.4 Capability for Office staff to update the Board's website pages including content to reflect new information and licensing and compliance system features, as needed after design and project implementation occurs.
- 9.2.2.5 Allow public access to content defined by the Board, including the ability to verify license and permit holder information without requiring the individual to have a password-protected account.
- 9.2.2.6 Website must link to the new database.
- 9.2.2.7 Website must have a secured link for the staff to post investigative cases with updates and statuses, and other confidential information limited to access only by Board members.

9.2.3 Corporate Names

- 9.2.3.1 Provide feature to verify availability of a corporate name.
- 9.2.3.2 Create profile record containing company information including name of dentist(s) applying for trade name, office locations, addresses, and names and identifying information of dentists practicing with the corporation.
- 9.2.3.3 Link corporate name profile to each individual dentist practicing with the corporation.

9.2.4 Mobile Dental Units

- 9.2.4.1 Create profile record for company owning mobile dental units. Record to include names of dentists who work there, counties served, base location, names of dentist who mobile unit dentists will refer patients to for follow-up care, and schools they serve.
- 9.2.4.2 Link mobile dental units to the individual dentists who practice there.
- 9.2.4.3 Upload schedules for services.

9.2.5 Investigations and Onsite Inspections

- 9.2.5.1 Capability to record and track all complaints.

- 9.2.5.2 Provide online complaint process for public to complete, electronically sign, and submit complaint form.
- 9.2.5.3 Automatically generates email to Investigators when someone submits a complaint.
- 9.2.5.4 Relate all complaints to the licensee or permit-holder record in the database.
- 9.2.5.5 Capability to search complaints by licensee or permit holder and related company
- 9.2.5.6 Capability for users to create (open) cases on complaints requiring investigation.
- 9.2.5.7 Auto-number cases beginning with calendar year followed by sequential number.
- 9.2.5.8 Assign cases to investigators.
- 9.2.5.9 Provide case tracking through all statuses in the process.
- 9.2.5.10 Schedule and track onsite inspections.
- 9.2.5.11 Provide capability to schedule anesthesia site inspections every 5 years (to ensure Investigators inspect each site every 5 years).
- 9.2.5.12 Display addresses and locations on a map.
- 9.2.5.13 Record investigative notes.
- 9.2.5.14 Generate notifications and alerts to staff and respondents.
- 9.2.5.15 Provide feature that clearly identifies a licensee/permit holder record under investigation.
- 9.2.5.16 Create letters, consent orders, and other documents.
- 9.2.5.17 Upload and easily retrieve case related documents.
- 9.2.5.18 Track schedules for hearings or board interviews.
- 9.2.5.19 Monitor licensee compliance with disciplinary orders by tracking due dates with ability to edit.
- 9.2.5.20 Track investigative costs by multiple categories and calculate/display investigative cost balances.
- 9.2.5.21 Monitor compliance with disciplinary orders.
- 9.2.5.22 Create investigative reports by case.
- 9.2.5.23 Schedule case workload tasks.
- 9.2.5.24 Functionality to move case items into a separate queue to incorporate into Board agenda

9.3 *Revenue Tracking*

The revenue tracking system requested in this RFQ does not replace or duplicate MAGIC transactions. MAGIC is the statewide accounting and procurement system, managed by DFA. The Office receives revenue each day, and records and deposits it into a clearing account maintained at a local bank; there is one exception, which must be deposited separately. Funds deposited in the bank are transferred daily to the State Treasury and are entered in MAGIC.

- 9.3.1 Revenue tracking for receipts of money orders and certified checks received in the Office and payments received through MSI Payment Portal.
- 9.3.2 Track revenue by:
 - 9.3.2.1 Payment method
 - 9.3.2.2 Date
 - 9.3.2.3 Amount
 - 9.3.2.4 Check Number
 - 9.3.2.5 Type of fee
- 9.3.3 Online services must interact real time with the LEMS, including posting to customer accounts.
- 9.3.4 Provide mechanism to easily identify, post, and track checks received in-house to the proper customer accounts.
- 9.3.5 Provide real-time transaction updates.
- 9.3.6 Maintain history of all transactions.
- 9.3.7 Generate NSF letters and track NSF payments and failed credit card payments.
- 9.3.8 Capability to void transactions.

9.4 *Required Interfaces*

- 9.4.1 Interface with MSI for acceptance of credit/debit card and e-check payments for all initial and renewal transactions.
- 9.4.2 Include, at a minimum, a confirmation response to the customer and confirmation information back to the system.

10 Additional Links/Information

- 10.1 The Vendor must review the license and permit application and renewal forms.

http://www.dentalboard.ms.gov/msbde/msbde.nsf/webpages/AppForms_Dental?OpenDocument

http://www.dentalboard.ms.gov/msbde/msbde.nsf/webpages/renewals_online?OpenDocument

- 10.2 The Vendor must review the State's payment processing specifications to understand the interface requirements between the web application forms and the payment engine. This document is appended to the RFQ as Attachment B – Mississippi Payment Processing.

11 Current Licensing System

NOTE: This section provides a description of the current licensing process and is included ONLY to assist in understanding the current business workflow. The Board expects the Vendor to work with the Office staff to streamline this business workflow as part of the development process.

The Office uses a licensing management system developed in FoxPro in 1998. Although Microsoft upgraded FoxPro over the years, Microsoft made the final update to Visual Fox Pro in 2007. The current software vendor has continued to make enhancements to the system on a limited basis and converted the database to SQL, in approximately 2008. A second vendor developed the online portal and interface to the MSI Payment Portal to allow electronic filing and payment for license renewals.

The system captures and tracks licensing and permit information for dentists, dental hygienists, and radiology permit-holders who practice in Mississippi. The system also tracks specialty licenses, mobile units, corporate names requests, onsite inspections, and complaints/investigations. It offers print features to produce certificates, forms and reports. The FoxPro database resides in-house on a networked server. There are currently six users with access to the licensing database. The staff performs daily system back-ups, currently made to a tape and taken off-site between back-ups. The agency is in the process of replacing its backup system.

Type	Active Licensees	Renewal Period	Comments
Dentists	1600	Bi-Annually. Due October 31 in odd numbered years	License number begins with sequential numbers ending with calendar year
Dental Hygienists	1700	Bi-Annually. Due October 31 in even numbered years	License Number begins with sequential numbers ending with calendar year
Radiologists	4800	Bi-Annually. Due October 31 in even numbered years	Permit Number begins with sequential numbers ending with calendar year

Renewals are due October 31 each year for each type of licensee. There are two penalty periods beginning November 1 and December 1, each with a different penalty amount. Beginning January 1 of each year, the staff begins the process of voiding licensees that were not renewed.

Current Board Forms and/or Fees

The agency uses various forms to collect information based on statute and business rule. Below is the list of fees collected by the agency for licensing. The agency wishes to use electronic payment of fees unless prohibited by statutory requirements and business rules.

Initial Applications

Application for dental license by examination	\$250.00
Application for dental license by credentials	\$2,500.00
Application for dental specialty license	\$300.00
Application for dental institutional, teaching, or provisional license	\$25.00
Application for dental hygiene license by examination	\$150.00
Application for dental hygiene license by credentials	\$750.00
Application for dental hygiene institutional, teaching, or provisional license	\$25.00
Application for general anesthesia permit	\$300.00

Application for parenteral conscious sedation permit	\$300.00
Application for enteral conscious sedation permit	\$300.00
Application for radiology permit	\$60.00
Application for a mobile/portable dental facility	\$300.00
Renewals	
Annual dental license renewal	\$200.00
Annual dental specialty license renewal	\$125.00
Annual dental institutional, teaching, or provisional license renewal	\$200.00
Annual dental hygiene license renewal	\$100.00
Annual dental hygiene institutional, teaching, or provisional license renewal	\$100.00
Annual general anesthesia permit renewal	\$150.00
Annual parenteral conscious sedation permit renewal	\$150.00
Annual enteral conscious sedation permit renewal	\$150.00
Annual radiology permit renewal	\$30.00
Penalty for delinquent renewal of dental licenses; dental specialty licenses; and dental institutional, teaching, and provisional licenses:	
November 1 - November 30 (plus renewal fee)	\$50.00
December 1 - December 31 (plus renewal fee)	\$100.00
Penalty for delinquent renewal of dental hygiene licenses and dental hygiene institutional, teaching, and provisional licenses:	
November 1 - November 30 (plus renewal fee)	\$25.00
December 1 - December 31 (plus renewal fee)	\$50.00
Penalty for delinquent renewal of radiology permits:	
November 1 - November 30 (plus renewal fee)	\$20.00
December 1 - December 31 (plus renewal fee)	\$40.00
Annual impaired practitioner renewal fee	\$25.00
Other Fees	
Mobile/portable dental facility follow-up site visit fee	\$150.00
Penalty for non-notification of change of address	\$10.00
Penalty for duplicate renewal forms and certification cards	\$10.00
Duplicate or replacement license or permit	\$20.00
Certified copy of license or permit	\$20.00
Certification of licensure status	\$20.00
Handling fee for non-sufficient funds check	\$50.00
Requests for database information Labels and printouts	\$125.00
Radiology examinations administered in Board's office	\$25.00
Dental and dental hygiene licensure examination manuals	\$15.00
Dental and dental hygiene licensure by examination and credentials packets	\$10.00
Disciplinary action orders (per copy)	\$5.00

Initial License Application Process

(NOTE: This is a description of the current licensing process and is provided ONLY for an understanding of the current business workflow. The Board expects the Vendor to work with the Office staff to streamline this business workflow as part of the development process.)

1. A potential licensee or permit holder can download the application from the Dental Board website or submit a request to the Office to mail an information packet. The packet includes a printed application form, a CD containing Board rules and statute, and procedures for filing. This information is available on the Board's website.
2. Front desk staff receives completed applications, date stamps them, and distributes to the appropriate licensing agent.
3. Front desk staff records payments in a Check Log, stamps "deposit only" on the checks, makes a copy of the checks and places the checks in the safe.
4. License Agent reviews the applications to ensure it includes all required information.
5. Contacts (calls or emails) the applicant for missing information and sets application aside to await information.
6. When application is complete, begins verifying information on the application by telephone or email. Uses a checklist stating required information and attachments.
7. When the staff has verified all information, enters application information into the system.
8. Investigators run e-verify and other background checks on the applicants.
9. Investigators and other staff perform multiple manual and system verifications throughout the data entry and scanning processes.
10. When approved, license agent prints certificates to mail to the applicant.

NOTE: Processing for applicants practicing in another state or coming in from a foreign country varies in some of the requested information and verification steps.

Renewal Application Process

1. Licensees and permit holders are required to renew online. The renewal forms are auto-populated with their personal data, business information, license number and the last four digits of their social security number.
2. The License Agent emails renewal notifications to licensees 60 days before start of the renewal period.
3. Licensees and permit holders submit and pay for the renewals online.
4. The renewal fee is set based on the date submitted in the portal. For applications received after the official renewal deadline, the system adds a late fee to the standard renewal fee.
5. If the fee is not paid or the license/permit is not renewed by January 1, the staff initiates a process to void the license or permit.
6. Each day, the designated staff downloads renewals, posts payments, and processes changes flagged in the database.
7. The system generates official seals (to affix to existing certificates) and mails them to the renewal applicants.

Public Information

The Dental Board's website contains information regarding its enabling statutes, rules and regulations, and specific procedures related to license application and renewal. The website link is <http://www.dentalboard.ms.gov/msbde/msbde.nsf/>. The staff updates the contents of the website.

The Board website contains a public search function for all dental and dental hygienists' licensees and radiology permit holders. The public can do searches by license type, license number and/or license-holder last name. The search may return multiple records or a single record. For multiple returns, the user clicks on the desired record to view the license type, license number, license-holder first name, middle initial and last name; original issue date, educational information and if there are any disciplinary actions. This existing web search functionality must be continued or enhanced in the new Licensing System framework, with other requested enhancements noted in this RFQ.