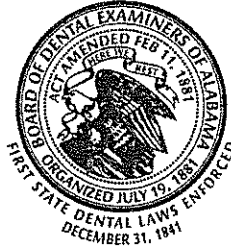


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Customizable Licensing Management System **Agency Name: Board of Dental Examiners Alabama** **Proposals accepted through: October 15, 2017**

The Board of Dental Examiners of Alabama is a semi-autonomous agency of the State of Alabama. The Board is comprised of seven members. Six members are licensed dentists and one member is a licensed dental hygienist. The Board is responsible for the administration and enforcement of the laws and administrative regulations governing the practice of dentistry and dental hygiene in Alabama. The responsibilities of the Board include the examination, licensure, and registration of applicants whom it finds to be qualified to practice dentistry and dental hygiene; efforts to ensure that all licensees are in compliance with the Dental Practice Act and relevant portions of permanent administrative regulations; the authority to make, amend, and adopt reasonable rules and regulations governing the conduct of dentists, dental hygienists, and other dental auxiliaries; and the obligation to undertake, when appropriate, adjudicatory proceedings and disciplinary action against licensees.

This document constitutes a Request for Proposal (RFP) and is an invitation for competitive bids to provide a customizable Licensing Management System for the Board of Dental Examiners of Alabama in accordance to State Code Section 41-16-70 through 41-16-79. This RFP describes minimum requirements for the development and administration of the Licensing Management System.

Scope of Work:

The intent of the Board is to acquire a customizable Licensing Management System to fit our licensing structure enabling us to manage all aspects of licensing and regulation of the practice of dentistry.

Property of Board:

Vendor must give full ownership of the source code to the Board. This includes giving the Board a license to own the Licensing Management System source code, the customized source code, the databases, tables, stored procedures and other tools and mechanisms.

The Vendor shall agree and understand that all discussion with the Vendor and all of the data and information gained by the Vendor as a result of the Vendor's performance under the contract shall remain the property of the Board and shall be confidential and that no reports, documentation, material or databases prepared as required by the contract or otherwise shall be released to any other party without

prior written consent of the Board.

The Board mandates that the Licensing Management System be based on Microsoft technology and MS SQL.

The Vendor must assign a full time direct point of contact for the Board. Vendor must cover travel and related costs for the project and will not be reimbursed by the Board.

Functional Requirements:

Vendors are encouraged to provide specific, detailed information in regards to their product.

General Specifications:

- ❖ System must meet the Board's requirements and also be configurable for future expansion and needs
- ❖ System must be developed in Microsoft technologies utilizing a SQL server database. All of the required functionalities should be carried out by the Vendor's software and not be dependent of third party components
- ❖ Convert current data to the new, hosted (if Board desires), and web-based system
- ❖ Provide onsite training to the Board's staff on using the system as well as system administration
- ❖ System must be secure with multiple security levels including but not limited to user types, user groups and read-only access
- ❖ System must provide various search mechanisms including multiple parameter searches.
- ❖ System must support various means of data input and output including, but not limited to, input and output using PDF and Excel files
- ❖ System must allow various printing mechanisms including, but not limited to, batch printing, individual printing and mailing labels
- ❖ System must allow various types of notifications and alerts. This includes communication among office staff as well as licensees

Licensing:

The licensing module should provide functionalities, including but not limited to:

- ❖ Application processing
- ❖ Renewal processing
- ❖ License history
- ❖ Licensee personal information (Name, multiple addresses, age, etc.)
- ❖ Alabama Citizenship/Immigration Status
- ❖ Letters, cards, certificates
- ❖ Interactive options to perform complicated transactions such as combining duplicate records
- ❖ Notifications and alerts to staff and licensees
- ❖ Ability to upload and retrieve documents
- ❖ Ability to make notes on records

Accounting:

The accounting module should provide functionalities, including but not limited to:

- ❖ Real time transaction updates
- ❖ History of all transactions
- ❖ Daily deposit reports with functionality to include by individual, general ledger number, batch number, etc.

- ❖ Capability to void transactions
- ❖ Capability to transfer transactions
- ❖ Interfacing abilities between software and QuickBooks
- ❖ Access to online renewal payments report from credit card processing system for bank reconciliation

Case/Enforcement:

The case/enforcement module should provide functionalities, including but not limited to:

- ❖ Create cases
- ❖ Track a case through all of the steps in the process
- ❖ Ability to add case items/notes to indicate each step
- ❖ Investigation
- ❖ Notifications and alerts to staff and respondents
- ❖ Create letters and other documents
- ❖ Upload and retrieve case related documents
- ❖ Track schedules for hearings and interviews

Administration:

The administrative module should provide functionalities, including but not limited to:

- ❖ Ability to add users to system
- ❖ Assign user permissions to each user. Perform basic system maintenance and enhancement activities on screen
- ❖ Built in reports
- ❖ Capability to create new reports as needed
- ❖ Ability to save queries and reports
- ❖ Capabilities to create new letters, documents and certificates. Create templates for documents with autofill of various information from the licensee record
- ❖ Audit trail of changes made within system. Audit trail should be permanent and non-changeable

Online:

The online services module should provide functionalities, including but not limited to:

- ❖ Online license renewal for all license types
- ❖ Must be able to view and print completed renewals on individuals
- ❖ Integrated credit and debit card processing
- ❖ The Board must have access to the online payments
- ❖ Applicants must be able to print and email their receipts/applications in real-time from the online services
- ❖ Ability for individuals and offices to be able to pay for multiple renewal fees after the licensee has processed their renewal
- ❖ For multiple payment users, will need to be able to pay with a credit/debit card online and print invoices and receipts
- ❖ All online services must interact with the system in real-time, including posting payments to the licensee's account
- ❖ Online license verification for the licensee, public and employers
- ❖ Credentialer portal where the credentialer can request access to monitor and view a list of licensees and receive email notifications of changes to those licensees on their list
- ❖ The Board requires that a single vendor remain responsible for the system and online renewals

- ❖ Ability to vote or respond to questionnaires during renewal process
- ❖ Automatic population of answer on renewal to fields within the licensing system

The Board reserves the right to question and request additional information for a clearer understanding of any response that is unclear. The Board is not obligated to request information for incomplete answers or statements.

The Board may at any time, and at its sole discretion and without penalty, reject any and all bids or terminate the RFP process. The Board may later choose to reissue the RFP with any modification it deems appropriate.

To Respond:

All responses to this RFP must include the following:

- ❖ Full company name or corporate name and physical address of headquarters and the office which will serve the Board
- ❖ References (must be utilized in at least two (2) regulatory licensing Boards in Alabama).
- ❖ Proposed fee schedule. Fee schedule should be itemized to include the following:
 - Ownership of the Source Code
 - Staff Training
 - Relevant Documentation
 - Customization
 - Testing
 - Implementation
 - Fee for hosting the system, if Board desires to do so.
- ❖ Verification of compliance with the Beason-Hammon Alabama Taxpayer and Citizen Protection Act (E-Verify MOU) and the attached statement of disclosure.

Payment due upon full accepted implementation of a fully functional and tested Licensing Management System. Terms to be negotiated through contract between the parties.

There must not be any ongoing monthly or annual licensing fees for using the Licensing Management System.

Vendor must specify two proposal options for enhancements and modifications to the delivered licensing management system after the initial contract is fulfilled.

- ❖ Hourly Rate
- ❖ Monthly Rate

Licensing Management System must be live by June 1, 2018. Vendor must provide a proposed project schedule to comply with the go live date.

You may deliver or mail your application materials to:

Board of Dental Examiners of Alabama
5346 Stadium Trace Pkwy Ste. 112
Hoover, AL 35244

You may email your proposal to the Board at bdeal@dentalboard.org

The deadline for submissions is October 15, 2017. Late submissions will not be considered. Awards will be made in the best interest of the Board of Dental Examiners of Alabama.

For questions or additional information on this position, please contact the Board by emailing questions to bdeal@dentalboard.org

The Board of Dental Examiners of Alabama is an Equal Employment Opportunity employer.