

REQUEST FOR QUOTE

WEB-BASED FOOD ESTABLISHMENT INSPECTION SYSTEM

The Hawaii Department of Health (DOH), Environmental Health Services Division, is in need of a wide range of services related to information management support services. Services may involve: project management; program workflow analysis and process improvement; developing strategic architecture; database administration; application development and implementation; and systems integration; and cloud hosting services and support. A more complete scope of services is presented below.

The work will be performed on a continuing, task-by-task basis under this general information management support contract. A series of individual Contract Task Order will be prepared and assigned to the support contractor to perform. Each Contract Task Order shall include a description of the work to be assigned, the project approach taken, milestones, and all project deliverables for each milestone. Each deliverable listed shall provide a corresponding cost amount. A project schedule listing its milestones and target dates along with a total project cost shall also be provided. Project costs shall be inclusive of all travel expenses and Hawaii General Excise taxes. Offerors are expected to possess diverse expertise and personnel trained in managing information technology projects; developing complex, integrated, and innovative solutions to information management needs; designing, managing and implementing system architecture solutions.

The Hawaii Department of Health (DOH), Sanitation Branch is in need of a web-based food-safety inspection system. This system may be a proven food safety inspection system and customized to fit DOH's requirements, or a newly designed, developed, and implemented food safety inspection system when no COTS or other proven system fits the DOH. DOH reserves the right to select which type of system is best for DOH. In addition, the system shall be cloud-hosted, maintained, and supported by the contractor, including backing up the system at a minimum of once a day, Monday through Friday. Internally, this system must be able to contain and integrate permitting, billing, payments, food inspection data, reports and correspondence documents, inspection and enforcement time frame scheduling, complaints, and personnel productivity into one system that is user friendly and able to generate reports linking all of the above data. Externally, this system shall contain a public portal where the public is able to search and view in various lists, sort order, address, and food establishment's information including its most current food safety inspection history.

Offerors are expected to possess diverse expertise and personnel trained in managing information technology projects; developing complex, integrated solutions to information management needs; designing and managing databases and system architecture.

SCOPE OF SERVICES

1. The CONTRACTOR shall host a web-based food establishment inspection system that manages, facilitates, documents, and provides information related to food establishment permitting and inspections.

2. The CONTRACTOR shall provide the following:

Host a web-based food establishment inspection system that is able to perform the following functions, and complete the following tasks:

- a. Allow the regulated food establishment to renew existing permits and pay for all permit renewal fees online.
- b. Allow the SAN staff to process submitted permit applications, and licensing fees online.
- c. Allow existing permit holders to access their inspection records online. Information shall include but not be limited to permit expiration dates, fee amounts, and previous inspection, and enforcement results online.
- d. Allow the general public to access the most recent and historical inspection and legal enforcement results of any permitted food establishments online.
- e. Provide a management dashboard to allow the STATE to more efficiently manage and track the inspection workload of its employees.
- f. The web-based food safety inspection system shall be capable of automatically downloading inspection results directly into the food safety inspection database via a secured available internet access. Eliminate the need for keypunch entry by the existing clerical staff which will allow them more time to provide customer service.
- g. The web-based food safety inspection system shall be able to work in an offline state in the event that no internet access is available but immediately synchronize inspection data when internet access becomes available. The synchronization process of a food establishment's inspection data must take no more than 15 minutes to complete, and must be able to synchronize data on demand when connectivity is available. Datasets should be limited to each respective inspector's establishments and any ad-hoc incidental inspections performed.
- h. The web-based food safety inspection system shall provide authorized access based on roles assigned to the employee to view and update information in the database.
- i. Provide initial train-the-trainer training and technical support to key Environmental Health Service Division ("EHSD") personnel at no extra cost, and provide assistance with other activities.

- j. Provide models for: databases including tables; expected reports and documents; web page or Graphical User Interface (“GUI”); description of ways ad-hoc reports shall be generated, data dictionary; and Help capabilities and user manuals.
 - k. The implementation of the project shall be executed in two (2) phases. The first phase shall be done with the food establishment module only on Oahu, followed by a test period of three (3) months after fully implementation of the system. The second phase shall include the Counties of Hawaii, Kauai, and Maui.
 - l. The vendor must provide a list of governmental jurisdictions using their system that have over 50 field users and more than 10,000 food facilities being regulated.
 - m. The system’s database backend shall be Microsoft SQL server based, while the application itself can be written in ColdFusion or .NET/ASP .NET. Plugins usage within the application is acceptable, provided there is procedure/workflow for dealing with Windows platform security updates as well as Plugin security updates. Example: how are we handling .Net updates and/or Java updates.
 - n. System shall be capable of running on at a minimum Windows 7, Windows 8, Windows 8.1 based Tablet PC’s such as the Motion Computing J3500, R12, or Microsoft’s Surface Pro 2 / Pro 3.
 - o. Offline mode of web-based application (and all subcomponents) has to be easily deployable either via inclusion in Windows base image and/or remote deployment via Microsoft Intune.
 - p. Vendor must provide at least 2 week evaluation of system (online and offline).
 - q. Provide documented security model that ensures that access to the system and the contained information is granted only to authorized users. Document must also have provisions for actions taken in the event of breach or compromise.
 - r. Provide documented business continuity plan.
 - s. Provide a comprehensive backup and disaster recovery implementation plan that allows for multi-site/backup site failover.
3. The CONTRACTOR shall host the web-based food establishment inspection system three hundred sixty-five (365) days of the year, and the CONTRACTOR shall also ensure that the web-based food establishment inspection system fulfills the following requirements:
- a. Allow public access for inspection results online. The results shall include the following food establishment inspection fields:
 - i. Food establishment (“FE”) name;
 - ii. FE location address, geolocation (latitude and longitude coordinates), and Hawaii Tax Map Key;

- iii. FE Island;
 - iv. FE owner;
 - v. FE contact information (name, title, phone(s), email(s));
 - vi. FE permit number;
 - vii. FE inspection date;
 - viii. FE inspection time;
 - ix. FE inspection type (routine, complaint, follow-up to routine or complaint);
 - x. Inspector's name;
 - xi. Descriptions of violation(s) including a major or minor designation if any; and
 - xii. "Correct by" date for each violation, warnings, orders and reasons for immediate closure and violations corrected.
 - xiii. Inspection Placard Status with colored icons to represent Pass - (green), Conditional Pass - (yellow), or Closed - (red)
- b. The public website of the web-based food establishment inspection system shall be able to be accessed by the disabled, and be end-user platform agnostic. The web based food establishment inspection system shall also provide an optional mobile formatted site that would allow public end-users to do these searches from all existing mobile devices that are able to access the web.
- c. The web-based food establishment inspection system shall secure internal information for STATE only access that includes "person-in-charge" and the "remarks" section of the inspection report, geographical districts, time in/out of inspections, complainants' identities, and any information marked confidential.
- d. The web-based food establishment inspection system shall provide the following data for Oahu and each of the three (3) counties for each specific geographical district, and/or field staff: number and type (routine, complaint, follow-up, other) of inspections over time, food illness risk factor (major) violations and good manufacturing practice (minor) violations (one hundred eight (108) possible) identified on each type of inspection over time, major and minor violations corrected, percent of major violations corrected over time for individual and group field staff users, percent of minor violations corrected over time for individual and groups of field staff users, listings of specific violations over time, totals (quarterly, bi-annual, annually, biennial) of the above fields over time.
- e. The web-based food establishment inspection system shall have the capability to report the number and types of all FE in the State along with location and mailing addresses, contact person, owner name, tax map key ("TMK"), assigned geographical district of each field staff user e-mail address, inspection dates, inspection type, and any combination of fields available on the permit applications along with inspection result data collected.
- f. The web-based food establishment inspection system shall be able to schedule and prioritize inspection frequencies on up to four (4) food preparation complexity levels of FEs. There are presently three (3) levels of inspection frequency; three times annually, twice annually, and annually. There must be flexibility in the system to change these parameters at will. The system must be able to prompt the sanitarian on a daily basis which food establishment is due for inspection. When violations are identified on the inspection report, a correct by date is given

to follow up on the specific violation. The system must be able to track the varying "correct by" dates and must be able to prompt the sanitarian when the correction is due.

- g. The web-based food establishment inspection system shall be able to store various digital media to each food establishment file such as documents, photographs, and videos.
- h. The web-based food establishment inspection system shall be able to "re-district" the island based on the number of field staff available. The "re-districting" must be able to divide up the island into geographical districts based on the number of FEs that management desires for each specific geographical district, based on the corresponding Tax Map Key (TMK) number. Adjusting the number of field staff is a fluid process and the system must be able to re-district the island when needed.
- i. The field staff shall be able to access other geographical districts in the database readily when temporarily assigned to cover other field staff's areas due to leaves of absence. The database must take the temporarily assignment coverage into account in tracking the violation corrections and their due dates.
- j. The web-based food establishment inspection system shall be able to generate FE Permit renewal notices automatically, and shall be able to allow the regulated community to electronically renew their FE permits over the public access website.
- k. The web-based food establishment inspection system must have non-food modules available that may include public swimming pool and tattoo artist and shop permitting, licensing and inspection. The non-food inspection module is not a part of this contract.
- l. The web-based food establishment inspection system shall be able to accommodate new permit applications that are received by or are walked in to the service counter that will need to be logged in to a terminal. Final approval of new FE permits shall be able to be logged in manually when multiple layers (plan review application and approval process, menu review, commissary agreement letters, food process review, final inspection status, and fee payments) of all applicable requirements are met.
- m. The web-based food establishment inspection system fee collection must be able to integrate a third party payment processor such as Intuit or PayPal to process credit cards, checks, and cash and must adhere to industry standards regarding fraud and information security protections regarding online payments by credit cards. The inspection system must be capable of handling the distribution of monies received per source code. The new and renewal permit log-in must be able to log in the payment amounts and fee source codes onto the application, as well as any other application information, and the ability to print out receipts for the customer. There are fifty (50) fee source codes at present, and the system must be able to add or delete fee source codes as needed. The web-based food establishment inspection system shall be able to process refunds online and must be able to account for manually generated refunds as well as generating

reports for reconciling all daily transactions. The web-based food establishment inspection system shall not require that the DOH store credit card information so that the DOH does not have to incur the responsibility of Payment Card Industry-Data Security Standards (“PCI-DSS”) requirements/standards.

- n. The billing module for the web-based food establishment inspection system shall be able to generate receipts with the following information:
 - i. Appropriation code;
 - ii. Branch name and address;
 - iii. Unique receipt number;
 - iv. Receipts must be printed in triplicate;
 - v. Date of payment;
 - vi. Establishment name (as on application);
 - vii. Establishment location address;
 - viii. Payment amount;
 - ix. Source code (description of type of payment);
 - x. Method of payment (cash, money order, cashier check, or credit card); and
 - xi. Permit number.
- o. The web-based food establishment inspection system shall allow applicable hardware to be able to capture electronic signatures, download inspection data directly into a database and capable of linking to a portable printer to create a hard copy of the inspection report and fill out pre-made placards.
- p. The web-based food establishment inspection system shall be capable of reporting and exporting in a Comma Separated Value (CSV) formatted file the number and types of all FEs in the State along with location and mailing addresses, contact person, owner name, contact information, TMK, geographical coordinates, geographical district, e-mail address, inspection dates, inspection type, and any combination of fields available on the permit applications along with inspection result data collected.
- q. The web-based food establishment inspection system shall be able to handle changes in regulations and inspection forms at no additional cost, or increase in maintenance fees.
- r. The web-based food establishment inspection system shall be able to generate audit reports of all financial transactions within the system.
- s. The vendor shall create a MAVEN Extensive Mark-up Language (“XML”) interface with the STATE’s Disease Investigation Branch’s (“DIB’s”) disease investigation reporting system.
- t. Enhance DIB’s MAVEN import/export data to create PDF copies of the disease investigation inspection and any follow-up inspections. Modifying MAVEN import PDF to DIB’s server.

- u. Permit expiration date field must be in the food facility screen, and on all statements. View only statements with outstanding balances must be available, and the system must be able to create billing statements on demand.
- v. Add “created by” and “edited by” notations on the food establishment facility screen with the name of the staff that either created or modified any information on the food establishment facility screen.
- w. Alphabetize all inspector name lists that appear in drop down lists within the web-based food establishment inspection system.
- x. Create an icon, symbol or letter grade that shows the current food facility placard inspectional status on the public access web-site view and the facility screen in the web-based food establishment inspection system. A Green (PASS), Yellow (CONDITONAL PASS), or Red (CLOSED) symbol or icon must appear next to the facility name that coincides with the food facility placard issued.
- y. The CONTRACTOR shall provide multiple data imports for Oahu, Hawaii, Kauai, and Maui. All existing data shall be provided by the DOH.
- z. The web based food establishment inspection system shall comply with all Federal and State regulations and laws and World Wide Web Consortium (“W3C”) standards.
- i. The CONTRACTOR shall provide all food safety inspection system’s data in a Comma-Separated Value (CSV) delimited formatted file or an XML data file within thirty (30) days of request by DOH.
- ii. The CONTRACTOR shall provide a current food safety inspection CSV or XML data file including inspection, violation and legal enforcement information on a daily basis containing food establishment’s information that may be integrated with DOH’s Environmental Health Warehouse (EHW).
- iii. The CONTRACTOR must be available for support during normal business hours of 7:00 am to 4:30pm HST, Monday through Friday, unless mutually agreed by the CONTRACTOR and DOH.