

Reference Documents	Rqmt #	Description	Business Priority Mandatory or Desired= D	Can vendor solution meet requirement Y/N	Does requirement require customization Y/N	Vendor Comments
	9.0	Non Functional Requirements				
	9.1	Data Integrity: The solution should provide the following data integrity (but not limited):	M	Yes	No	
	9.1.1	Drop-down menus for staff to select the correct data entry option	M	Yes	No	myOneFlow complies. By using drop-down values that can be limited according to user role and other drivers (such as organization/program that the client is attached to), the data integrity and reportability is improved. (When dropdowns are used, it is easier to create a pie chart of options selected).
	9.1.2	Mandatory fields	M	Yes	No	myOneFlow complies - fields can be made mandatory in form fields.
	9.1.3	Solution should provide validation on fields (e.g. prompting user if they are entering something in an abnormal value or range such as birth year 1691, or a weekly income of \$33k)	M	Yes	No	Profile fields have validation built in (as these fields have a meaning that is understood). Validation for form fields can be configured as form fields are flexible and the validation will be specific to the usage of the field.
	9.1.4	Solution should provide logic to fields (for example, have a status field that updates automatically if certain criteria are met - and include associated date stamp fields such as on X date all criteria for eligibility were met, on X date, client was deemed ineligible after 6 attempted contacts)	M	Yes	No	myOneFlow's workflow enables statuses (eg. Program enrollment status) to be advanced based on conditions - this also sets the appropriate data fields for when the status was updated.
	9.1.5	Solution should prevent duplicates from being created by having unique composite fields (e.g. name, dob, email, address.)	M	Yes	No	myOneFlow Complies.
	9.1.6	Solution should provide the ability to identify duplicates	M	Yes	No	Certain fields such as email can be set to be unique which will prevent an applicant from creating an account with the same email as an existing account. In addition, to prevent/reduce duplicates, myOneFlow has a set of fields that can be configured to be checked for duplicates and if this set of fields indicates a duplicate, the account creation can be blocked or flagged for action (as desired/preferred by COSA). For example, an applicant could use a different email account and try to create another account - this can be recognized by using these "duplicate check fields" - for example, this can be first name, last name, date of birth, and phone number. myOneFlow also offers a "Merge client" functionality where authorized staff can merge duplicate client records that still come through due to fields that do not match.
	9.1.7	Solution should prompt the user they might be attempting to enter a duplicate record	M	Yes	No	myOneFlow will prompt the user when they are attempting to enter a clear duplicate record, based on a unique field such as email. However when a potential duplicate is determined, client will be notified, but access to the account will require the client to use 2 factor authentication or provide additional information to be able to claim their account. Options can be discussed and configured as preferred with COSA.
	9.2	Audit Trail: The solution should provide the following audit trail (but not limited):	M	Yes	No	myOneFlow has an audit history function that can be enabled for certain entities - for example, profile history for fields such as last name would be very useful to turn on so that previous names can also be searched for when searching for a client. In addition, throughout the product, we track the user who created a record and the last updates made to a record (who, when). Additional information is also tracked in order to identify browser types, device (mobile phone, tablet, computer) as well as other information that can help trace user actions, should it become necessary. Audit history is also maintained for logins and other usage of the system by clients and staff.
	9.2.1	All system entries	M	Yes	No	myOneFlow complies
	9.4	Compatibility: The solution should be compatible with the COSA Information Technology Standards	M	Yes	No	myOneFlow complies. We have reviewed the COSA standards and is compatible.
	9.5	Scalability: The solution should provide the following scalability (but not limited):	M	Yes	No	myOneFlow complies
	9.6.1	Support 500 users using the system at any one time and be scalable to add more users	M	Yes	No	myOneFlow complies
	9.6.2	Should be scalable to allow for inclusion of mobile hand-held devices	M	Yes	Yes	We have a mobile app for both Android and Apple IOS, and the application is mobile responsive.
	9.7	Availability: The solution should be available at a minimum of 24 hours a day, 7 days a week, 52 weeks a year	M	Yes	No	The solution will be available 24 X 7 X 365 except for planned maintenance periods in order to maintain and optimize for security, system upgrades, etc.
	9.8	Reliability: The solution should be reliable and maintainable 99.99%	M	Yes	No	myOneFlow is a configurable cloud-based SaaS product that is customer facing and is available 24x7x365. The entire process from account creation, application completion, document submission, communications, and more is completely accessible on any device including tablets and phones. Empyra guarantees 99.9% uptime on the application excluding planned maintenance windows. Our Technical architecture led by our Infrastructure team is outlined in section D for further details.
	9.9	Recoverability: The solution should be able to recover in accordance with service level agreement	M	Yes	No	myOneFlow complies
	9.10	Maintainability: The solution maintenance will be in accordance with service level agreement	M	Yes	No	myOneFlow complies
	9.11	Serviceability: The solution support will be in accordance with service level agreement	M	Yes	No	myOneFlow complies
	9.12	Security: The solution should provide the following security (but not limited):	M	Yes	No	myOneFlow complies
	9.12.1	The solution will use the City's Azure environment for account identity management	M	Yes	No	We will do this if selected.
	9.12.3	The solution should include a security matrix that defines access to screens for specific user groups.	M	Yes	No	Security matrix currently exists that links roles to functions and functions may be linked to the screens.
	9.12.4	The solution should provide a security mechanism for protecting system data and the operational environment from any compromise or unauthorized access, including malicious as well as non-malicious security breaches	M	Yes	No	myOneFlow has several security features within the system. Every user has a unique userid and pwd. The system is hosted in an environment that is SOC 2 - Type 2, HITrust, SOC 1, ISO 27001, PCI-DSS and several other certifications. In addition, the environment is hosted at the data center where the data center has 24x7x365 armed security guards, video monitoring etc. In addition, empyra is also ISO-27001, and ISO-27701 certified. All certifications details can be provided. Empyra also uses IDS and IPS for detection and prevention of intrusions. Firewalls, network security is in place. In addition, anti virus, anti malware and other software is in place.
	9.12.5	The solution system should be compliant with all state and federal policy and practices regarding security	M	Yes	No	myOneFlow complies
	9.12.6	The solution should encrypt data during all facets of data transmission	M	Yes	No	Yes all data transmissions are encrypted.
	9.12.7	The solution should support Role Based and Least Privileged access	M	Yes	No	Administrative level staff can manage user roles and access rights. These rights may be based on organization, position, or other needs. myOneFlow offers a customizable role-based access management function that allows our partners to create an unlimited number of roles in the system. Each role has a designed set of permissions that include Security Assignments, Document Type Security and Report Access. Our Partners can also set which staff have access to certain participants. Security Assignments are granular in permission, allowing San Antonio City to assign certain users the ability to access, view or edit certain objects within the system. There are over 100 available security assignments available. The Document Type Security allows San Antonio City to determine which staff have access to which document types in the system. And report access allows San Antonio City to control which staff have access and edit levels to which reports in the system. Data viewable by staff will be restricted to the organizations that the staff member has access to. Roles can be created to provide only needed access for staff.
	9.12.8	The solution will control/restrict the allocation and use of administrative access to the system and allow access to review who has made any changes to the data or access rights	M	Yes	No	myOneFlow has an audit history function that can be enabled for certain entities - for example, profile history for fields such as last name would be very useful to turn on so that previous names can also be searched for when searching for a client. In addition, throughout the product, we track the user who created a record and the last updates made to a record (who, when). Additional information is also tracked in order to identify browser types, device (mobile phone, tablet, computer) as well as other information that can help trace user actions, should it become necessary. Audit history is also maintained for logins and other usage of the system by clients and staff.
	9.12.9	The solution should assign a unique user identifier to everyone who logs in to prevent generic logins or shared logins	M	Yes	No	myOneFlow complies

9.12.10	The vendor should be qualified to deliver a system that is compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA), and Personal Identifiable Information (PII) as described and regulated in the Texas Statutes Business and Commerce Codes-Title 11. Please indicate if your solution meets these security requirements	M	Yes	No	myOneFlow complies
9.12.11	The solution should enforce automatic session time-out after a pre-determined / reasonable period of inactivity (e.g., 5-10 minutes)	M	Yes	No	myOneFlow has a session timeout that can be set as needed. We will set this per your requirements. Our default timeout is 20 minutes.
9.12.12	Upon log-off or system time-out, the solution should kill the session in such a manner that an unauthorized user cannot login	M	Yes	No	myOneFlow complies
9.13	HIPAA Security: The solution should comply with the following HIPAA Security Requirements (but not limited):	M	Yes	No	
9.13.1	Employ encryption for data at rest and in transit for HIPAA and in transit for sensitive PII.	M	Yes	No	All data is encrypted both in transit and at rest.
9.13.2	Ensure the confidentiality, integrity, and availability of all electronic Protected Health Information (e-PHI) data created, received, maintained or transmitted https://www.hhs.gov/hipaa/for-professionals/security/laws-regulations/index.html	M	Yes	No	myOneFlow complies with with policy. We have reviewed the regulation and ensured that the compliance is in place for the various aspects of the regulations specified.
9.13.3	Identify and protect HIPAA data against reasonably anticipated threats to the security or integrity of the data	M	Yes	No	myOneFlow complies
9.13.4	Protect HIPAA data against impermissible uses or disclosures	M	Yes	No	myOneFlow complies
9.13.5	A Business Associate Agreement (BAA) will be needed if HIPAA data is transmitted, processed or stored in a cloud service solution. HIPAA-compliant business associate contract or agreement (BAA) with the Cloud Service Provider (CSP) that will be creating, receiving, maintaining, or transmitting electronic protected health information (ePHI) on its behalf, and otherwise complies with the HIPAA Rules.	M	Yes	No	myOneFlow complies. If a BAA is required myOneFlow agrees to sign a BAA with the City of San Antonio.
9.14	PII Security: The solution should be compliant and protect Personal Identifiable Information (PII) as described and regulated in the Texas Statutes Business and Commerce Codes-Title 11	M	Yes	No	myOneFlow complies
9.15	Usability: The solution should have the following usability (but not limited):	M	Yes	No	
9.15.1	Should be simple and intuitive to user to increase user satisfaction	M	Yes	No	myOneFlow has a very intuitive and simple user interface. myOneFlow guides the users to the next steps that needs to be completed during their journey of getting services from the city/state organizations.
9.15.2	Should allow renaming of fields suitable to program and staff	M	Yes	No	myOneFlow is a highly configurable platform. Fields, screens, menus, dropdown etc can be configured to meet the needs of the customer.
9.15.3	Should provide color and contrast to be visually pleasing to user	M	Yes	No	myOneFlow allows for the themes to be setup as a part of the template/CSS for the entire site. It is a part of the implementation where the implementation team will work with the city of SA to set up the CSS and brand the site as per the city's requirements
9.15.4	Should be simple to fill with a clean user interface	M	Yes	No	myOneFlow user interface has gone through several iterations of UI/UX design. Our design experts have reviewed and taken input from our users to modify and change the interface to facilitate easy navigation, reduce the number of clicks and move the user along in their journey at all points.
9.15.5	Should have a user interface for online help	M	Yes	No	Yes - myOneFlow provides context sensitive help within the system
9.15.6	Should use prompts and error messages to assure that all required fields are completed	M	Yes	No	myOneFlow has various cues and will prompt the user to complete the required fields. In addition, data that is entered is validated prior to saving. For example, Zip code should be at least 5 numeric digits or 9 numeric digits and so on...
9.16	Web Browser Requirements: The solution should be able to run using the following web browsers (but not limited):	M	Yes	No	
9.16.1	Apple Safari 15.x or later	M	Yes	No	myOneFlow Complies
9.16.2	Google Chrome 98 or later	M	Yes	No	myOneFlow Complies
9.16.3	Microsoft Edge 98 or later	M	Yes	No	myOneFlow Complies
9.16.4	Mozilla Firefox 97/ESR 91 or later	M	Yes	No	myOneFlow Complies
9.16.5	Samsung Internet for Android	M	Yes	No	myOneFlow Complies
9.17	Screen Resolution: The solution should support the following viewings (but not limited):	M	Yes	No	
9.17.1	Setting of a minimum of 1024 X 768 pixels	M	Yes	No	myOneFlow Complies
9.18	Archiving/Storage and Backup: The solution should provide the ability to automatically extract to archive and delete all system records by providing the following functionality (but not limited):	M	Yes	No	
9.18.1	Extract to archive/store all records which are past their active period (active period will be determined by Administrative staff and need to be adjusted)	M	Yes	No	myOneFlow provides for the ability to archive records.
9.18.2	Extracted records should include all the appropriate artifacts created throughout the system modules (Eligibility/Screening, Intake/Enrollment, Case Management, Reporting, etc..)	M	Yes	No	myOneFlow provides for the ability to archive records. myOneFlow agrees to comply with this requirement if awarded the contract. More discussion needs to be had on this requirement.
9.18.3	Provide the ability for Administrative staff to review and approve list of ready to be archived/stored records	M	Yes	No	myOneFlow provides the list for the staff to approve
9.18.6	Ability to send this data via custom applications, or some open standards such as WebHooks	M	Yes	No	myOneFlow can send data using WebHooks
9.18.8	Ability to manage content efficiently and provide correct property values for content (as proposed by customer) and be able to provide these values alongside content when it is determined that the content be archived into FileNet	M	Yes	No	myOneFlow manages archives currently. Our engineers will work with COSA to manage content as required by FileNet to archive the data efficiently
9.18.9	Ability to completely delete records which have been archived/stored from the system	M	Yes	No	myOneFlow has the ability to delete records completely. However, this is provided only to authorized people even if the data has been archived / stored from the system.
9.19	Recovery Backups & Redundancy: The solution should support the following recovery backups and redundancy (but not limited):	M	Yes	No	
9.19.1	Restore working state from backups	M	Yes	No	Yes myOneFlow has the ability to restore from backups
9.19.2	Backup data very frequently (e.g. every hour) to avoid any data loss	M	Yes	Yes	Data & SQL Server logs are replicated every 15 minutes to our DR center. This process has been tested and monitored and the restore has also been tested.
9.19.3	Backup in a short period of time (e.g. one minute) with minimal disruption	M	Yes	No	Complete backup is taken every day and also stored in our DR center. Backups are taken with minimal disruption and it is typically taken at 1 AM with very little activity within the system
9.19.4	Redundancy should be established at backup center	M	Yes	No	Yes, redundancy currently exists
9.20	System Environments: The solution should provide the following system environments (but not limited):	M	Yes	No	
9.20.1	Development, QA, Training and Production environment	M	Yes	No	Yes we will provide these environments
9.20.2	Training Environment to train new and existing staff	M	Yes	No	A training environment will be provided to train new and existing staff. In addition, other training resources will be available such as short instructional videos, user guides, recorded training sessions, etc.
9.21	Data Mart: The solution should provide a repository of data which supports the analysis, reporting, and dashboarding needs of the programs.	M	Yes	No	myOneFlow will provide the data repositories needed to support the analysis, reporting, and dashboarding needs of the programs.
10.0 Transitional Requirements					
10.1	Change Management: Change management is required for implementation and user acceptance. The solution will require implementation of a change management and communication plan to be executed as part of this project	M	Yes	No	Empyra will create a change management plan and communication plan as a part of our deliverables. We will work closely with COSA in the planning and execution of the change management plan.
10.2	Training of employees: Training will be required. Vendor to provide training plan and models that best meet City needs	M	Yes	No	Empyra will prepare a training plan and will deliver training options in a number of different forms. We will work closely with COSA to ensure that training is successful.
10.2.1	Vendor to provide workflow mapping and training handbooks	M	Yes	No	Empyra will provide workflow mapping and training materials.
10.3	System & User Acceptance Testing: A system and user acceptance test plan is needed as part of this project	M	Yes	No	Empyra will develop a system and user acceptance test plan as a part of our implementation process.