Illinois Institute of Technology
REQUEST FOR PROPOSAL

Database Design Services

TO: Interested bidders

FROM: David Griesemer, IFSH Librarian and Webmaster

DATE: 09/03/15

SUBJECT: Database for Food Safety Experts and Questions & Answers Within The Food Safety Preventive Control Alliance (FSPCA) Technical Assistance Network and for Lead Instructors

Illinois Institute of Technology (“IIT”) is soliciting proposals from responsible vendors for a Database for Food Safety Experts and Questions & Answers within the Food Safety Preventive Controls Alliance (FSPCA) Technical Assistance Network, and for Lead Instructors. A brief description of the services sought is set forth below, and detailed requirements are in Paragraphs C of the Solicitation Response Requirements. If you are interested and able to meet these requirements, we would appreciate receiving your proposal.

Brief History

Founded in 1890, Illinois Institute of Technology (IIT) is a private, Ph.D.-granting research university with programs in engineering, sciences, architecture, psychology, design, humanities, business, and law. IIT’s inter-professional, technology-focused curriculum is designed to advance knowledge through research and scholarship, to cultivate invention improving the human condition, and to prepare students from throughout the world for a life of professional achievement, service to society, and individual fulfillment.

Mission: To provide distinctive and relevant education in an environment of scientific, technological, and professional knowledge creation and innovation.

Vision

IIT will be internationally recognized in distinctive areas of education and research, using as its platform the global city of Chicago, driven by a professional and technology-oriented focus, and based on a culture of innovation and excellence.

More information about IIT and its operation, mission and structure can be found on its Website – www.iit.edu and http://www.iit.edu/about/quick_facts.shtml and respondents are encouraged to review this information before submitting their proposals.

Brief Description

IIT is seeking proposals from all qualified vendors to provide for a Database for Food Safety Experts and Questions & Answers within the FSPCA Technical Assistance Network, and for Lead Instructors. This database will comport with the mission of the FSPCA which is to support safe food production by developing and delivering educational programs that assist the food industry in complying with the preventive controls regulations promulgated in response to the Food Safety Modernization Act (FSMA). At present, there is no dedicated database or resource that is specifically designed to assist small to mid-sized food manufacturers comply with FSMA’s preventive controls regulations.
The proposed database will provide an invaluable forum where small-to midsized food manufactures may submit questions related to preventive controls and search for previously answered questions connected with preventive controls. The database will also provide a list of instructors and course offerings associated with a FDA-approved FSMA Training Curriculum developed by the FSPCA. Thus, the database will bridge a vital information gap between the FDA and food industry in relation to FSMA implementation. For a complete description of the FSPCA, and its activities, see the FSPCA's Website at - [http://www.iit.edu/ifsh/alliance/index.shtml](http://www.iit.edu/ifsh/alliance/index.shtml).

This solicitation package consists of the following sections:

1) “Instructions.” This section outlines what you need to know and do when preparing and submitting a proposal. It also explains how IIT will evaluate proposals. The first page of the Instructions, the *Custom Page*, will provide dates, locations and other information specific to this solicitation.

2) “Solicitation Response Requirements.” We have presented our needs in the form of specifications that explain how the proposal must be priced and the information that must accompany each proposal. Although your response to this solicitation is voluntary, without the requested information, we reserve the right to not consider your response.

3) “Proposal Form.” This Form requires a signature of an authorized representative of the respondent and the respondent’s proposal for providing the Services. Proposals must be received on this Form.

Please read the entire solicitation package and submit your proposal in accordance with the *Instructions*. Your return of the *Solicitation Response Requirements* and an executed *Proposal Form* will constitute a binding offer. Do not submit the Instruction pages with your proposal. You should keep the Instructions and a copy of your proposal for future reference.
INSTRUCTIONS

A. SUBMIT PROPOSALS TO:
Institute for Food Safety and Health
6502 South Archer Road
Bedford Park, IL 60501
Attn: David Griesemer
dgriesem@iit.edu

B. DUE DATE & TIME FOR SUBMISSION AND OPENING:
September 21, 2015 by 12:00 PM (CST)

C. NUMBER OF COPIES:
Submit one (1) signed original of your proposal in a sealed container addressed as follows:
Institute for Food Safety and Health
6502 South Archer Road
Bedford Park, IL 60501
Attn: David Griesemer
Submit an electronic copy of your signed proposal to David Griesemer (dgriesem@iit.edu).
Please identify your company on the sealed container. Proposals may not be faxed.

D. PROPOSAL FIRM TIME: 90 Days from Opening

E. VENDOR CONFERENCE: □ Yes ☒ No
   Mandatory Attendance: □ Yes ☒ No
   Date and Time: N/A
   Location: N/A

F. PROJECT CONTACT:
Illinois Institute of Technology
Institute for Food Safety and Health
6502 South Archer Road
Bedford Park, IL 60501
Attn: David Griesemer
dgriesem@iit.edu

G. SUBMISSION OF PROPOSAL: You may mail or hand-deliver a proposal, including any
   amendments. We do not allow fax submissions. We must receive submissions as specified
   herein. It shall not be sufficient to show that you mailed or commenced delivery before the due
   date and time. All times are local Chicago times. We are not responsible for and will not pay any
   costs associated with the preparation and submission of your proposal.

H. FORM AND CONTENT OF PROPOSALS: The “Solicitation Response Requirements,” once
   completed, signed and returned by you, will constitute your proposal. An original and the
designated number of copies of each proposal are required. Failure to submit the required
number of copies may prevent your proposal from being evaluated. Proposals, including
modifications, must be submitted in ink, typed or printed form and signed by an authorized
representative. Your proposal must provide all required information and address all listed points.

I. MODIFICATION/WITHDRAWAL OF PROPOSAL: Written requests to modify or withdraw a
   proposal prior to the scheduled opening time will be accepted and will be acted upon at opening.
No oral requests will be allowed. Requests must be addressed and labeled in the same manner as the proposal and marked as either MODIFICATION or WITHDRAWAL.

J. QUESTIONS: Please direct all questions (and requests for ADA accommodations) to the Project Contact (see F above). Questions received less than seven (7) calendar days prior to the due date may be answered at the discretion of IIT. We will provide written answers to questions of a general nature or which would affect the solicitation. We will send answers to all recipients of the solicitation. Only written answers to questions will be binding.

K. RESPONSIBILITY TO READ AND UNDERSTAND: Your failure to read, examine and understand the solicitation will not excuse any failure to comply with the requirements of the solicitation or any resulting agreement, nor shall such failure be a basis for claiming additional compensation. If you suspect an error, omission or discrepancy in this solicitation, you must immediately notify the Project Contact. We will issue written instructions, if appropriate.

L. OPENING (see B above): We will open all proposals properly and timely submitted. All proposals become the property of IIT and will not be returned except in the case of a late submission. We will not consider proposals received after the stated due date and time.

M. PROPOSAL FIRM TIME (see D above): Proposals shall remain firm and unaltered after opening for the number of days shown. We may accept your proposal, subject to successful agreement negotiations, at any time during the proposal firm time.

N. PRESENTATIONS AND INSPECTIONS: You must provide a formal presentation of the proposal upon request.

O. BEST & FINAL: We may request best & final proposals if deemed necessary, and will determine the scope and subject of any best & final request. However, you should not assume that we will ask for best & final, giving you an opportunity to strengthen your proposal. Therefore, you should submit your best proposal based on the terms and condition set forth in this solicitation.

P. EVALUATION AND AWARD: We evaluate proposals using criteria shown in this solicitation. If we select your proposal for award, we will so notify you. Such notice will extend the proposal firm time until we sign an agreement or determine negotiations with you have failed. All decisions of IIT are final. You must be prepared for IIT to accept your proposal as submitted, but we may require agreement negotiations if necessary or desirable. If negotiations do not result in an acceptable agreement, we may reject your proposal and revoke the award and begin negotiations with another vendor. Final agreement terms must be approved and signed by an authorized IIT official. If you begin any billable work prior to IIT’s final approval and execution of the agreement, you do so at your risk.

Q. RESERVATIONS: IIT, at its sole discretion, reserves the right to re-advertise; reject all proposals; to reject individual proposals for failure to meet any requirement; to award in part or total; and to waive minor defects and non-compliance. We may seek clarification of the proposal from you at any time, and failure to respond may be cause for rejection. Clarification is not an opportunity to change the proposal. Submission of a proposal confers on you no right to an award or to a subsequent agreement. This process is for IIT’s benefit only and is to provide IIT with competitive information to assist in its selection process. All decisions on compliance, evaluation, terms and conditions shall be made solely at our discretion and made to favor IIT.

R. VENDOR CONTACT: We will consider the person who signed your proposal to be your contact person for all matters pertaining to the proposal unless you designate some other person in writing.

S. NON-DISCRIMINATION POLICY: In compliance with all applicable federal and state laws and regulations IIT does not unlawfully discriminate in employment, contracts, or any other activity.
T. COMPLETION OF SOLICITATION RESPONSE FORMS: The Solicitation Response Requirements require responding to and submitting all requested information. By submitting a proposal, you are making an offer to perform in accordance with the terms and conditions of this RFP. IIT may accept your proposal as submitted or may propose a counter.

U. CRITERIA FOR EVALUATION AND AWARD: We generally evaluate three categories of information: Administrative Compliance, Vendor Responsibility, Responsiveness and Price, as more fully explained below:

1. Administrative Compliance. We will determine whether the proposal complied with the Instructions. We may reject a proposal if it is submitted late. Failure to meet other requirements could result in rejection.

2. Vendor Responsibility. We will determine whether the vendor submitting the proposal is one with whom we can and should do business. Factors that we employ to evaluate “responsibility” include, but are not limited to: certifications, conflict of interest disclosures, past performance, references (including those found outside the proposal), financial stability and the perceived ability to perform completely as specified.

3. Responsiveness and Price. For this RFP, we will determine Responsiveness as follows: We will rank proposals, without consideration of price, from best to least qualified based on our review. References may be considered again in this portion of the evaluation. We will determine whether any failure to supply information, or the quality of the information supplied, should result in the rejection or downgrading of a proposal. Vendors who do not rank sufficiently high need not be considered for price evaluation and award. The most “responsible” respondent whose proposal meets “administrative” requirements and whose proposal is most financially advantageous to IIT will be eligible for award.

IIT will evaluate responsiveness based on the following 4 criteria:

1. Adherence to the database Business Requirements Document referred to in DETAILED REQUIREMENTS, SECTION C IN THE SOLICITATION RESPONSE REQUIREMENTS;
2. Pricing and discount structure;
3. References; and
4. Participation by Minority/Women Owned Business Enterprises

Please note that notwithstanding the foregoing, if three or fewer proposals are received in response to this RFP, then IIT reserves the right to evaluate the proposals using simple comparative analysis of the elements of responsiveness and price.

For the avoidance of doubt, as part of Administrative Compliance and Vendor Responsibility, as appropriate, IIT will review and evaluate a Respondent's proposal for compliance with an ability to satisfy the following:

MBE/WBE AND EQUAL EMPLOYMENT OPPORTUNITY PLAN: The percentage of participation by Minority and/or Women Owned Business Enterprises must be stated in the Proposal and any participation claimed should be documented on Forms 100 and 100M. Participation is an evaluated criterion for selection. See Appendix A.

IIT CONDITIONS OF PURCHASE: See Appendix B

CERTIFICATE REGARDING DEBAMENT AND SUSPENSION: See Appendix C

END OF INSTRUCTIONS
SOLICITATION RESPONSE REQUIREMENTS

A. SUMMARY OF SUPPLIES AND SERVICES REQUIRED

Illinois Institute of Technology (IIT) is soliciting proposals from qualified companies for a Database for Food Safety Experts and Questions & Answers within the FSPCA Technical Assistance Network, and for Lead Instructors. This database will comport with the mission of the FSPCA which is to support safe food production by developing and delivering educational programs that assist the food industry in complying with the preventive controls regulations promulgated in response to the Food Safety Modernization Act (FSMA). At present, there is no dedicated database or resource that is specifically designed to assist small to mid-sized food manufactures comply with FSMA's preventive controls regulations.

The proposed database will provide an invaluable forum where small-to midsized food manufactures may submit questions related to preventive controls and search for previously answered questions connected with preventive controls. The database will also provide a list of instructors and course offerings associated with a FDA-approved FSMA Training Curriculum developed by the FSPCA. Thus, the database will bridge a vital information gap between the FDA and food industry in relation to FSMA implementation.

For a complete description of the FSPCA, and its activities, see the FSPCA's Website at - http://www.iit.edu/ifsh/alliance/index.shtml.

B. IIT'S GOAL

IIT is a private, Ph.D.-granting university with programs in the sciences, mathematics, engineering, architecture, design, business and law. IIT has approximately 7,500 full-time and part-time, graduate and undergraduate students, which includes a significant international student population. IIT is also a major research institution, which annually receives significant sums of governmental and private researching funding. We are looking for vendors who share our commitment to education, research and technology to help us meet our goals.

More information about IIT and its operation, mission and structure can be found on its Website – www.iit.edu, and respondents are encouraged to review this information before submitting their proposals.

C. DETAILED REQUIREMENTS

The proposal for the database described above must incorporate the specifications outlined in the BUSINESS REQUIREMENTS DOCUMENT (Database for Food Safety Experts and Questions & Answers Within The FSPCA Technical Assistance Network and for Lead Instructors). When developing your proposal, please develop two sets of quotations for a database that can accommodate 250 authenticated portal users, and a database that can accommodate 500 authenticated portal users, with all other database elements being identical.

To aid our evaluation of your proposal and to confirm that each of the requirements in the Business Requirements Document is addressed, you should clearly identify your response to each of the Functional and Non-Functional Requirements by referencing the Requirement ID number. To ensure that your proposal addresses each Requirement ID number stated in the Business Requirements Document, please use Appendix E Database Business Requirements ID Checklist which mirrors the requirements in the Business Requirements Document.
D. PROPOSAL

The proposal must include the following:

- Contact information for key project team members that may include designers, developers, project managers, and the principle point of contact.
- A description of proposed project phases (e.g. design, implementation, testing, refinement, etc.), and any associated timelines.
- Examples of similarly completed projects, including references.
- Diagrams or documents describing any alternative or additional database requirements or workflows that would be based upon similarly completed projects, and that would satisfy the database’s functional and non-functional requirements as well as the database’s intended purpose.
- A description of the hosting solution, including the hosting platform, location of the server, as well as the data back-up and integrity plan.
- Completed Appendix E – Database Business Requirements ID Checklist (to indicate where responses to each requirement can be found within your proposal).
- All costs and fees connected with the following: project phases, licensing agreements, and user training; any ongoing costs and fees connected with user support, data storage, and system maintenance or repair.
- All costs and fees connected with a database that can accommodate 250 authenticated portal users, and a database that can accommodate 500 authenticated portal users, with all other database elements being identical.
- A description of the billing requirements.
- All other information that is deemed material to the project’s success and the project’s total cost.
- A draft of proposed contract language to cover these services.
- W/MBE Commitment.

E. QUALIFICATIONS OF VENDORS

A respondent must submit the information below, so as to allow IIT to effectively evaluate its proposal. This information should be prepared on standard 8 ½ x 11 paper, bound on the left-hand side, with removable binding and with information printed on only one side. The font used should be 12 points or greater:

1. Title page containing:
   - RFQ subject:
   - Your firm’s name
   - Name, address, telephone number, facsimile number and, if available, e-mail address of the contact person. i.e., the person who will be responsible for the firm’s relationship with IIT
   - Date of your proposal submission
   - Indicate if your firm qualifies as a Minority and/or Women Owned Business Enterprise (Also see Appendix A)

2. Table of Contents

3. A Cover Letter, on your firm’s letter head, specifying the Services for which are submitting a proposal, a commitment to perform these Services in accordance with this RFP and a summary as to why the firm believes itself to best qualified to perform the work, including a discussion of relevant prior experience in this area. The Cover Letter should also contain a statement that (i) all information provided in connection with your proposal is true and accurate as of the date of its submission, and (ii) if any of the information subsequently becomes (or is discovered to be) false or inaccurate, you will promptly so notify IIT.
4. A description of your firm’s ownership structure indicating whether it is a corporation, and if so if it is publicly traded and under what name; if the business is a partnership, LLC, or sole proprietorship identify which of these apply and provide the names of those entitled to receive 5% or more of the profits derived from the activities of the business.

5. References, which shall include no less than four references, two of whom shall be institutions of higher education. References must include the name and telephone number of a contact person at the referring entity.

6. Detail any and all criminal investigations or pertinent litigation against your firm or members of your firm, either pending or concluded within the past three years, including, but not limited to, debtor in bankruptcy, defendant in a lawsuit for deficient performance on a similar agreement, and defendant in any criminal action.

7. Provide brief resumes, including education, relevant experience and the role within your firm, of the individuals who would be assigned to work on IIT matters. Please include only those individuals who may actually work directly on IIT matters.

8. Provide a general description of your firm’s experience, including a summary of all services that are similar to those for which you are submitting a proposal that your firm or members of your firm have supplied to institutions of higher education within the prior three years.

9. Summarize your firm’s anti-discrimination, sexual harassment and affirmative action and equal opportunity policies. Summarize your firm’s female and minority employment practices, including whether any women or minorities would provide Services to IIT.

10. Identify any conflicts of interest that may arise as a result of your section under this RFP.

11. Discuss any other factors not mentioned above which you believe should be considered by IIT in its selection process.

F. SUBCONTRACTING/JOINT VENTURES
Subcontracting and joint ventures may be allowed at IIT’s sole discretion. All details of any proposed joint venture must be fully described including name of joint venture; names of owners; and percentages of ownership in the joint venture. Additionally, a copy of the joint venture agreement must be provided.

G. GENERAL AGREEMENT TERMS
In addition to all of the other terms and conditions set forth in this IFB, the following provisions apply:

1. Tentative Timeline:
   Release RFP – 09/04/2015
   Due Date & Time – 09/21/2015, 12:00 PM (CST)
   Award — On or about 10/12/2015

2. Beginning and End Date of Initial Term
   The agreement for Services shall run from on or about 10/12/2015 (or as soon as IIT can complete the process associated with this RFP) through project implementation (date to be determined by IIT and the vendor).

3. Early Termination
   IIT reserves the rights to terminate this agreement without cause and without penalty or further payment being required upon 60 days prior written notice. Upon exercise of this right, IIT shall pay for supplies and services satisfactorily provided and for authorized expenses incurred up to the time of termination.
PROPOSAL FORM

PROJECT: Database for Food Safety Experts and Questions & Answers Within The Food Safety Preventive Control Alliance (FSPCA) Technical Assistance Network and for Lead Instructors

PROPOSAL TO: Institute for Food Safety and Health, 6502 South Archer Road, Bedford Park, IL 60501, Attn: David Griesemer

PROPOSALS DUE: 09/21/2015, 12:00 PM (CST)

The Undersigned:

1. Acknowledges receipt of the following Proposal Documents:
   a. Instructions to Respondents,
   b. Solicitation Response Requirements, and
   c. Proposal Form
   d. Appendix A MBE/WBE PLAN AND EEO PLAN
   e. Form 100
   f. Form 100M MBE/WBE AWARD VERIFICATION
   g. Appendix B IIT CONDITIONS OF PURCHASE
   h. Appendix C DEBARMENT AND SUSPENSION
   i. Appendix D - FSPCA Business Requirements Document
   j. Appendix E – Database Business Requirements ID Checklist

2. Attests to reviewing and understanding the Proposal Documents and to familiarity with all work stipulated in the Proposal Documents and agrees to hold this proposal open for 90 days after the due date.

3. Represents and warrants that he/she has the power and authority to bind the Respondent to enter into and execute an agreement, if awarded, on the basis of the terms and provisions in this RFP and this Proposal.

4. Acknowledges receipt of any addendums issued to the RFP as follows:

   (Enter addendums acknowledged here)

Authorized signature in affirmation of the statements and Proposal pricing which can be found on page(s) of this proposal as shown below:

(Enter pages showing proposal pricing here)

___________________________________  _______________________________________
(Name of Corporation)  (Authorized Signature)
___________________________________  _______________________________________
(Print Name and Title)  (Date)

Note: Proposal Form must be completed and accompany proposal.
WE PROPOSE TO AWARD SUBCONTRACTORS AND SUPPLY PURCHASES AS DESCRIBED HEREAFTER:

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<th>Trade</th>
<th>Description of Work</th>
<th>Furnish</th>
<th>Install</th>
<th>Firm Name and Address</th>
<th>Certification Agency</th>
<th>M.B.E.</th>
<th>W.B.E.</th>
<th>Amount ($)</th>
<th>% of Contract</th>
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**SUMMARY OF AWARDS**

**ATTACH COPIES OF CERTIFICATES**

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FORM 100M
Illinois Institute of Technology
Chicago, Illinois
MBE/WBE AWARD VERIFICATION
(To be Completed by MBE/WBE Firm)

Company: ______________________________________ MBE( ) WBE( )
Address:
________________________________________
________________________________________
________________________________________
Telephone: __________________________________
Contact Person: ______________________________

Our Firm: (Check One) ( ) has provided;
( ) is providing;
( ) is committed to provide;

The materials or services listed below in conjunction with the construction of the project,
Chicago, Illinois.

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<tr>
<th>Scope of Work or Materials Provided</th>
<th>Value of Contract or Purchase Order</th>
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We have signed a contract or purchase order: ( ) Yes ( ) No

Name of prime contractor: ____________________________________________

I affirm that the representations contained in this statement are true and no material facts
have been omitted.
Signed:

____________________________________________________________________
Name

____________________________________________________________________
Title

____________________________________________________________________
Date
Appendix A

ILLINOIS INSTITUTE OF TECHNOLOGY
MBE/WBE PLAN AND
EQUAL EMPLOYMENT OPPORTUNITY PLAN

The following constitutes the MBE/WBE and Equal Employment Opportunity Plan (the "Plan") which shall govern the activities of the Contractor and Subcontractors engaged to perform Work on Illinois Institute of Technology Projects (the “Project”). Each Contractor or Subcontractor who agrees to perform Work or services and supply materials for the Project shall be deemed to have agreed to the terms of this Plan and this Plan shall be deemed incorporated into any Contract for labor or materials for the Project, as is fully set forth therein.

I. DEFINITIONS

As used in this Plan, the following terms shall have the following meanings indicated:

A. "Minority" means a person who is a citizen or lawful resident of the United States and who is Black; Hispanic; Asian-American and Pacific Islander; American Indian or Alaskan native.

B. "Minority Business Enterprise" ("MBE") means a business that is Owned and Controlled (as herein defined) by one or more Minority persons.

C. "Women Business Enterprise" ("WBE") means a business that is Owned and Controlled by one or more women.

D. "Owned" means a business which is (1) a sole proprietorship legitimately Owned by a Minority person or woman, (2) a partnership or joint venture in which at least 51 percent of the beneficial ownership interests legitimately are Owned by Minority persons or women, or (3) a corporation or other entity in which at least 51 percent of the beneficial ownership interests are Owned by Minority persons or women.

E. "Controlled" shall be determined by considering the degree to which Minority group members or women participate in direction and management of this partnership, corporation, joint venture or other entity, including consideration of their participation in the decisions affecting the day-to-day management and operations of the business, and of their proportionate interest in the capital, assets and profits of the business.

F. "Eligible MBE or WBE Firm" includes any qualified Contractor or Subcontractor providing labor, services, products or materials for the Project who has been certified by one of the agencies or programs listed below:
City of Chicago, National Minority Supplier Development Council Affiliates (NMSDC), Chicago Minority Business Development Council (CMBDC), State of Illinois - Department of Transportation (IDOT), Small Business Administration (SBA-8A), and the Women’s Business Development Center.

G. "Contractor" means any person who has a Contract with Illinois Institute of Technology, providing labor, services, products and materials for the Project.

H. "Subcontractor" means any person who has such a Contract with a Contractor or with a Subcontractor providing labor, services, products and materials for the Project.

I. "Joint Venture" means an association of two or more businesses to carry out a single business enterprise in which they may combine their property, capital, efforts, skills and/or knowledge. A joint venture seeking to be credited for MBE and/or WBE participation may be formed among MBE and/or WBE firms or between a MBE and/or WBE firm and a non-MBE/WBE firm.

A Joint Venture is eligible if, and only if, all of the following requirements are satisfied:

- The MBE and/or WBE venturer(s) share in the (1) ownership, (2) control, (3) management responsibilities, (4) risks and (5) profits of the Joint Venture in proportion with the MBE and/or WBE ownership percentage; and

- The MBE and/or WBE venturer(s) are responsible for a clearly defined portion of the work to be performed in proportion with the MBE and/or WBE ownership.

J. “Area of Specialty” means the description of a MBE or WBE firm’s business which has been determined by the M/WBE certifying agency to be most reflective of the MBE or WBE firm’s claimed specialty of expertise. Each MBE and WBE letter of certification contains a description of their Area of Specialty. Credit toward this contract’s MBE or WBE participation goal shall be limited to the participation of firms performing within their Area of Specialty.

K. “Commercially Useful Function” means that a contractor is responsible for execution of a distinct element of work and carries out its responsibilities by actually performing, managing and supervising the work involved.

II. STATEMENT OF INTENT AND PROGRAM IMPLEMENTATION
The Contractor recognizes its obligations to establish and implement aggressive equal employment opportunity programs and appropriate MBE/WBE programs to ensure full participation of minorities and females in this Project. The Contractor also recognizes that minority and female participation in the construction industry has, at times in the past, been found to be significantly below their representation in the general work force in the City of Chicago. In order to assure that minorities and females fully participate in this Project, Contractor agrees to the obligations described below and to designate a Plan Officer who will act on its behalf to fulfill its responsibilities thereunder.

Failure to effectively implement the Plan shall be deemed to be a default under the Contract.

### III. M/WBE CONTRACTING & PROCUREMENT

A. Contractor shall make good faith efforts to actively solicit and achieve the participation of M/WBE firms in the contracting and procurement process and to identify and use eligible M/WBE firms for any Work that may be subcontracted by it and material or supplies purchased by it, whenever possible.

B. The goal for MBE utilization is a minimum of 25% of the aggregate dollar value of the contract, including all changes to the Contract. The goal for WBE utilization is a minimum of 5% of the aggregate dollar amount of the Contract, including all changes to the Contract.

C. Contractor shall maintain a documented record of all contacts with M/WBE firms and M/WBE trade associations, and of all bid solicitations and the results thereof. Such documentation shall be available to IIT upon request.

D. Where economically and technically feasible, Contractor shall award contracts to M/WBE firms as a result of competitive bidding processes or negotiations limited to M/WBE firms.

E. Where economically and technically feasible, Contractor shall divide the Work to be contracted into smaller portions to permit greater participation by M/WBE firms. In the preparation of bid packages, Contractor shall carefully analyze and evaluate the requirements for goods and services to identify those which may be assembled into bid packages of a size and scope within the ability of the greatest number of M/WBE firms to provide and perform.

F. Where appropriate, Contractor shall provide technical assistance to M/WBE firms in the bidding, estimating and scheduling processes.

### IV. EQUAL EMPLOYMENT OPPORTUNITY
A. Contractor shall not discriminate against employee or applicant for employment because of race, color, religion, sex, sexual orientation, age, national origin, or disability not affecting ability to perform. Contractor shall take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to their race, color, religion, sex, age, national origin. Such action shall include, but not be limited to the following: employment, job classification, upgrading, promotion, demotion or transfer, recruitment, layoff or termination, rates of pay or other forms of compensation and selection for and quality of training, including apprenticeship.

B. Contractor shall comply, at its own expense, with all applicable laws, ordinances, rules, regulations and orders of any public authority relating to the terms and conditions of employment of any person who is employed in connection with the Project including, without limitation, the applicable provisions of the Fair Labor Standards Act, the Fair Employment’s Practices Law and the Equal Pay Act.

C. In an effort to ensure equal minority and female employment opportunities on the Project, the Contractor shall use good faith efforts to achieve at least 25% minority participation and 7% female participation in employment on the Project. These goals are expressed in percentages of the aggregate hours of Work performed at the Project. While the Contractor must use good faith efforts to achieve the above-stated participation, nothing herein shall be construed as requiring the Contractor to hire persons who are not qualified to perform the Work for which they are hired. Achievement of the goals in each work force and trade category shall be based upon an evaluation of the availability of qualified minority and female workers in each trade category and the extent of documented good faith efforts to achieve the goals.

D. In an effort to ensure that maximum employment opportunities exist for persons who reside in the areas that surround this university, the Contractor shall use good faith efforts to hire at least one community resident to be employed on the Project. This goal also pertains to each subcontractor performing work on the Project. While the Contractor must use good faith efforts to achieve the above stated participation, nothing herein shall be construed as requiring the Contractor to hire persons who are not qualified to perform the work for which they are hired. For the purpose of clarification, local residents are those whose home address is located within the following zip codes: 60616, 60609, 60615, 60653, 60605.

E. Contractor shall make oral and written notifications to labor unions or representatives of workers with which it has a collective bargaining agreement, or understanding of its equal employment obligations, requesting their cooperation and assistance in the referral of qualified minority and female workers. Copies of such notice and requests shall be delivered to IIT.

F. IIT will be actively assisting the contractor by providing lists of certified contractors, sponsoring outreach conferences, and attending meetings to facilitate relationships between M/WBE and non-M/WBE firms. Contractor shall utilize resource organizations identified by IIT for referral of minorities, females, local residents and other resource organizations as may be available.
G. Contractor shall monitor utilization of minority and female workers in its own work force and the work force of its Subcontractors and, when underutilization is evident, take or request that immediate, corrective action be taken to achieve the appropriate levels of participation to ensure equal employment opportunity.

H. When underutilization continues for an extended period of time, IIT will convene a meeting with Contractor and, if required, Contractor shall convene a meeting with Subcontractors not in compliance for the purpose of reviewing their equal employment efforts and all supporting documentation. During the meeting, an agreed upon action to achieve the goals shall be established.

V. ADMINISTRATION AND MONITORING

Contractor's obligation under this Plan is to make good faith efforts to comply with all provisions and to meet all goals set forth herein or otherwise agreed upon. Contractor agrees that the Plan shall be administered in the following manner:

A. Prior to the award of a Contract to any Subcontractor, the Contractor shall be required to submit documentation, provided by the Subcontractor, verifying its good faith efforts via a detailed plan for actual utilization of M/WBE firms in an amount equal to or greater than the commitments or goals incorporated into this Plan.

B. Contractor agrees that these equal employment and MBE/WBE utilization provisions are to be inserted into each contract for any of the Work subcontracted by the Contractor to others, and that the Contractor will be responsible for enforcing or causing Subcontractors to enforce such provisions. The Contractor will report such enforcement efforts to IIT as often as may be required by IIT.

C. Contractor agrees that it will meet with a representative of each subcontractor to review the specific requirements of the Plan, including reporting procedures and documentation, and obtain written acknowledgment from the subcontractor with respect to each such requirement.

D. Contractor agrees that it shall maintain and make available to IIT documentation regarding M/WBE utilization and the employment of minorities, and females and persons residing in the aforementioned zip codes. Documentation shall contain, at a minimum, names and addresses of M/WBE subcontractors and suppliers, evidence of certification by one of the authorized agencies or programs, the actual dollar amount of the contract awards or purchase agreements, affidavits confirming M/WBE participation, and actual numbers and percentage of hours worked by minorities, females and local residents. Documentation shall be maintained in such form as to permit a determination that good faith efforts have been made to achieve the goals of the Plan. After an initial presentation of Contractor's proposed Plan, reports summarizing this information shall be submitted to IIT on a monthly basis. Failure to submit the required reports will result in withholding of payment to Contractor or any Subcontractors failing to report.
E. Referrals of eligible M/WBE firms may be made by IIT or other parties from time to time. These referrals shall not be deemed to be a recommendation by IIT to utilize any such firms or a representation or warranty that such firms are qualified to perform any work associated with the Project. Referrals are solely for the convenience of Contractor and any decision by Contractor to utilize any firms so referred shall be the sole decision of Contractor without participation by IIT. Contractor acknowledges that IIT shall have no responsibility for Contractor's decisions regarding M/WBE utilization.

VI. COUNTING MBE/WBE PARTICIPATION TOWARDS CONTRACT GOALS

MBE/WBE participation shall be counted toward meeting Affirmative Action Goals set in accordance with this contract as follows:

A. Once a firm is determined to be an eligible MBE/WBE in accordance with these rules, the total dollar value of the contract awarded to the MBE/WBE is counted toward the applicable MBE/WBE goals.

B. A Contractor may count towards its MBE/WBE goals a portion of the total dollar value of a contract with a joint venture eligible under the standards of the definition of a joint venture equal to the percentage of the ownership and controls of the MBE/WBE partner in the joint venture.

C. A Contractor may count toward its MBE/WBE goals only expenditures to MBEs/WBEs that perform a commercially useful function in the work of a contract as defined in Section I, Definitions. To determine whether an MBE/WBE is performing a commercially useful function, the Contractor shall evaluate the amount of work subcontracted, industry practices, and other relevant factors.

D. Consistent with normal industry practices, an MBE/WBE may enter into subcontracts. If an MBE/WBE Contractor subcontracts a significantly greater portion of work than would be expected on the basis of normal industry practices, the MBE/WBE shall be presumed not to be performing a commercially useful function. The MBE/WBE may present evidence to rebut this presumption to IIT.

E. A Contractor may count toward its MBE/WBE goals, expenditures for materials and supplies obtained from MBE/WBE suppliers and manufacturers, provided that the MBEs/WBEs assume the actual and contractual responsibility for the provision of the materials and supplies.

VII. RECORD KEEPING

A. The Contractor shall, no later than thirty (30) days after the approval of the M/WBE Utilization Plan, execute formal contracts or purchase orders with those MBEs and WBEs included in its approved MBE/WBE Utilization Plan.
B. The Contractor shall file monthly manpower reports in a form and format approved by IIT. This report will also include manpower reports of any subcontractors. Contractor shall present corrective plans to overcome any present or projected shortfalls in Minority, Women and resident employment.

C. The Contractor shall maintain records of all relevant data with respect to the utilization of MBEs and WBEs.

VIII. NON-COMPLIANCE

Failure to comply with the MBE/WBE requirements of this contract or failure to use MBEs and WBEs as stated in the Form 100 - M/WBE Utilization Plan constitutes a material breach of the Contract, and may lead to the suspension or termination of this Contract in part or in whole. Monthly progress payments will be withheld until corrective action is taken.

IX. MBE AND WBE CONTRACTOR ASSISTANCE

Contractors must themselves assist MBEs and WBEs in overcoming barriers to program participation. The following methods may be appropriate:

A. Develop solicitations of subcontract bids so as to increase potential MBE and WBE participation. This can take the form of breaking down large subcontracts into smaller ones, and by issuing notice of solicitations in a timely manner;

B. Provide technical assistance and guidance in bid clarifications, estimating and scheduling process;

C. Purchase supplies and/or lease the required equipment for a job;

D. Provide accelerated payments or establish pro-rated payment and delivery schedules so as to minimize cash flow problems faced by smaller firms;

E. Consider alternative Subcontractor bonding requirements i.e. allowing incremental bonding.

F. Conduct a pre-bid conference for potential Subcontractors.
X. CONTRACTOR ASSISTANCE AGENCIES

The following Minority and Women Business Enterprise assistance agencies and elected officials should be contacted to identify certified contractors:

**Agencies**

**Black Contractors United (BCU)**
11906 S. Michigan Avenue
Chicago, IL 60628
Attn: Carl L. Bibbs
Phone: (773) 483-4000 or 708-389-5730
Fax: (773) 483-4150 or 708-389-5735
Email: bcunewera@att.net;
info@blackcontractorsunited.com
Website: http://www.blackcontractorsunited.com

**Chatham Business Association**
8441 S. Cottage Grove
Chicago, IL 60619
Phone: (773) 994-5006
Fax: (773) 994-9871
Email: admin@cbaworks.org

**Chicago Urban League**
4510 S Michigan Avenue
Chicago, IL 60653
Phone: (773) 285-5800
Fax: (773) 285-7772
Website: http://www.thechicagourbanleague.org

**Chicago Women In Trades**
2444 W. 16th Street, Suite 3E
Chicago, IL 60608
Attn: Jayne Vellinga, Executive Director
Phone: (312) 942-1444
Fax: (312) 942-1599
Email: cwitinfo@cwit2.org
Website: http://www.chicagowomenintradess.org

**Chicago Minority Business Development Council (CMBDC)**
11 S. LaSalle Street, #850
Chicago, Illinois 60603
Attn: Tracy Smith
(312) 263-0105

**Cosmopolitan Chamber of Commerce**
30 East Adams
Chicago, IL 60603
Attn: Carnice Carey, Executive Director
Phone: (312) 499-0611
Fax: (312) 701-0095
Email: ccarey@cosmochamber.org
Website: http://www.cosmococ.org

**Directory of Certified, Disadvantage Minority and Women Business Enterprise**

**Department of Procurement Services**
Certification and Compliance Division
121 North LaSalle Street  Room 403
Chicago, IL 60602
312-744-4900
supplierdiversity@cityofchicago.org

**Federation of Women Contractors**
5650 S. Archer Avenue
Chicago, IL 60638
Attn: Beth Doria
Phone: (312) 360-1122
Email: fwcchicago@aol.com
Website: http://www.fwcchicago.com/

**Hispanic American Construction Industry Association**
901 W. Jackson Blvd., Suite 205
Chicago, IL 60607
Attn: Jorge Perez, Executive Director
Phone: (312) 666-5910
Fax: (312) 666-5692
Email: jperez@haciaworks.org; info@haciaworks.org
Website: http://www.haciaworks.org

**Women’s Business Development Center**
8 S. Michigan Ave., #400
Chicago, Illinois 60603
Phone: (312) 853-3477
Fax: 312.853.0145
Email: wbdc@wbdc.org
Website: https://www.wbdc.org/
Elected Officials

U.S. Congressman Bobby Rush (1st District)
District Office:
700 East 79th Street
Chicago, IL 60619-3102
Phone: (773) 224-6500
Fax: (773) 224-9624
Website: http://rush.house.gov/

U.S. Congressman Danny Davis (7th District)
District Office:
2746 West Madison Street
Chicago, Illinois 60612
Phone: (773) 533-7520
Fax: (773) 533-7530
Website: http://www.davis.house.gov/

State Senator Mattie Hunter (3rd District)
District Office:
2929 S. Wabash Avenue, Suite 102
Chicago, IL 60616
Phone: (312) 949-1908
Fax: (312) 949-1958
Website: http://www.senatorhunter.com

State Senator Kwame Raoul (13th District)
1509 E. 53rd Street
2nd Floor
Chicago, IL 60615
Phone: (773) 363-1996
Fax: (773) 681-7166
Website: http://www.illinoissenatedemocrats.com/index.php/sein-raoul-home

State Representative Ken Dunkin (5th District)
1534 N. Wells
Chicago, IL 60610
Phone: (312) 266-0340
Fax: (312) 266-0699
Email: info@repkendunkin.com
Website: http://www.repkendunkin.com/

State Representative Esther Golar (6th District)
4926 South Ashland
Chicago, IL 60609
Phone: (773) 925-6580
Fax: (773) 925-6584
Website: http://www.housedem.state.il.us/members/golare/

Alderman Robert W. Fioretti, 2nd Ward
1319 South State Street, Suite A
Chicago, Illinois 60605
Phone: (312) 263-9273
Fax: (312) 786-1736
Email: ward02@cityofchicago.org
Website: http://bobfioretti.com/

Alderman Pat Dowell, 3rd Ward
5046 South State Street
Chicago, Illinois 60609
Phone: (773) 373-9273
Email: ward03@cityofchicago.org
Website: http://www.dowellfor3rdward.com/

Alderman William Burns, 4th Ward
435 East 35th Street, 1st Floor
Chicago, Illinois 60616
Phone: (773) 536-8103
Website: http://www.aldwillburns.com

Alderman Willie B. Cochran, 20th Ward
6357 South Cottage Grove Avenue
Chicago, Illinois 60637
Phone: (773) 955-5610
Fax: 773-955-5612
Email: ward20@cityofchicago.org
Website: https://sites.google.com/site/chicago20thward
XI. **EQUAL EMPLOYMENT OPPORTUNITY**

Compliance with MBE and WBE requirements will not diminish or supplant Equal Employment Opportunity and Civil Rights provisions as required by law as they relate to Prime Contractor and subcontractor obligations.
Appendix B

THese Are Illinois Institute of Technology's Conditions of Purchase
Please Read Carefully

1. Please send acceptance of this order at once and give date of shipment.
2. Address all communications to the Purchasing Department and refer to the IIT purchase order number. No changes or additions may be made unless duly authorized by the Purchasing Department. Render invoice in duplicate, immediately after shipment of any part of order. The discount period shall be calculated from the date of receipt of an accurate invoice or receipt of material, whichever is later.
3. In cases where no price is shown hereon, this order shall not be filled at higher prices than last invoiced or quoted without consent of buyer. No charges will be allowed for packing or cartage unless designated hereon.
4. Right is reserved to cancel all or any part of this order if delivery is not made when and as specified or if seller fails to observe or comply with any of the other instructions, terms or conditions applicable to this order.
5. Seller covenants to save buyer harmless from any and all claims of infringement that may be made on account of the buyer possessing, selling or using the herein purchased materials.
6. In addition to any implied warranties, seller warrants the goods furnished will conform to the specifications, drawings and descriptions listed herein, and to the sample or samples furnished by the seller if any. In the event of a conflict between the specifications, drawings and descriptions, the specifications shall govern.
7. Prior to delivery, seller shall notify buyer of every article ordered which may contain toxic or hazardous materials. In addition, seller shall provide the Purchasing Department, either prior to or no later than the time of delivery, with a Material Safety Data Sheet (MSDS) for each item. These sheets must contain information regarding the composition of the material, physical data, health hazard data and safety and emergency procedures for handling such material.
8. If this purchase order is for services to be rendered, or contract work, it is understood that the seller is acting as an independent contractor and is not an agent or employee of the University. The seller agrees to indemnify and protect the University from and against any and all claims, damages, costs, expenses and liabilities for or on account of bodily injuries or property damage including worker's compensation, in any way caused by or arising out of work done under this agreement. Seller shall have appropriate liability insurance coverage as determined by the University, as set forth on the face of this order or in the contract between the University and the seller, and shall provide the Purchasing Department with certificates of insurance upon request.

Compliance with Laws and Regulations: Non-Discrimination; Equal Opportunity; Affirmative Action; and Non-Pollution

a) The following clause is applicable unless this contract is exempt under the rules, regulations, and relevant orders of the Secretary of Labor, issued pursuant to Executive Order 11246 of September 24, 1965, as amended by Executive Order 11375 of October 13, 1967.

During the performance of this contract, the Contractor agrees as follows:

(1) The contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, or national origin. The Contractor will take affirmative action to ensure that applicants are employed and that employees are treated during employment, without regard to their race, color, religion, sex, or national origin. Such action shall include but not be limited to the following: Employment, upgrading, demotion, or transfer, recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training; including apprenticeship. The Contractor agrees to post in conspicuous places, available to employees, and applicants for employment, notices to be provided by the Contracting Officer setting forth the provisions of this nondiscrimination clause.

(2) The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the Contractor state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, or national origin.

(3) The Contractor will send to each labor union or representative or workers, with which he has a collective bargaining agreement or other contract or understanding, a notice to be provided by the agency Contracting Officer, advising the labor union or workers' representative of the Contractor's commitments under the non-discrimination clause and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

(4) The Contractor will comply with all provisions of Executive Order 11246 of September 24, 1965, as amended by Executive Order 11375 of October 13, 1967, and of the rules, regulations, and relevant orders of the Secretary of Labor.

(5) The Contractor will furnish all information and reports required by Executive Order 11246 of September 24, 1965, as amended by Executive Order 11375 of October 13, 1967, and by the rules, regulations, and orders of the Secretary of Labor or pursuant thereto, and will permit access to his books, records, and accounts by the contracting agency, and the Secretary of Labor for the purposes of investigation to ascertain compliance with such rules, regulations, and orders.

(6) In the event of the Contractor's noncompliance with the Equal Opportunity clause of this contract or with any of the said rules, regulations, or orders, this contract may be canceled, terminated, or suspended, in whole or in part, and the Contractor may be declared ineligible for further Government contracts in accordance with the procedures authorized in Executive Order 11246 of September 24, 1965, as amended by Executive Order 11375 of October 13, 1967, and such other sanctions as may be imposed and remedies invoked as provided in Executive Order 11246 of September 24, 1965, as amended by Executive Order 11375 of October 13, 1967, or by rule, regulation or order of the Secretary of Labor, or as otherwise provided by Law.

(7) The contractor will include provisions of paragraphs (1) through (7) in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to Section 204 of Executive Order 11246 of September 24, 1965, as amended by Executive Order 11375 of October 13, 1967, so that such provisions will be binding
upon each subcontractor or vendor. The Contractor will take such actions with respect to any subcontract or purchase order as the contracting agency may direct as a means of enforcing such provisions including sanctions for noncompliance, provided, however, that in the event the Contractor becomes involved in, or is threatened with, litigations with a subcontractor or vendor as a result of such direction by the contracting agency, the Contractor may request the United States to enter into such litigation to protect the interests of the United States.

In addition, if this contract exceeds $50,000.00 and the contractor has 50 or more employees, the contractor agrees as follows:

(i) To file on or before May 31 of each year, or within 30 days of accepting this contract or order, if not presently filed, Standard Form 100 (EEQ-1); and
(ii) To develop and maintain an affirmative action program, if it has not done so already, for each of its establishments within 120 days from commencement of this contract and/or purchase order pursuant to Order No. 4 as revised.

(b) The Contractor hereby certifies that it does not and will not maintain any facilities it provides for its employees in a segregated manner, or permit its employees to perform their services at any location under its control, where segregated facilities are maintained; and it will obtain similar certification, prior to award of any non-exempt subcontract approved hereunder.

(c) During the performance of this contract, Contractor agrees to comply with all applicable provisions of Section 503, Title V, of the Vietnam Era Veterans' Readjustment Assistance Act of 1972, as the same may be from time to time amended, together with all applicable regulations there under.

(d) During the performance of this contract, the Contractor agrees to comply with all applicable provisions of Section 503 of the Rehabilitation Act of 1973 (Public Law 93-5161) as the same may be from time to time amended, together with all applicable regulations there under.

(e) Contractor further agrees that to the extent the same may be accomplished consistent with the efficient performance of this contract, Contractor shall make a good faith effort to award any approved subcontracts under this agreement to "labor surplus area concerns", "small business concerns" and "minority business enterprises" as such terms are defined under applicable federal laws, rules, and regulations; and such effort by Contractor may be a condition of University's approval of any such subcontract.

(f) During the performance of this contract, Contractor agrees to comply with all applicable provisions of the Clean Air Act of 1970, as the same may be from time to time amended, together with all applicable regulations there under.

(g) During the performance of this contract, Contractor agrees to comply with all applicable provisions of the Federal Water Pollution Control Act, as the same may be from time to time amended, together with all applicable regulations there under.

(h) Where the product is or includes in any way computer software, hardware or programs or telecommunication systems or equipment, the Contractor warrants that each product delivered under this contract shall be able to accurately process date data (including, but not limited to, calculating, comparing, and sequencing) from, into, and between the twentieth and twenty-first centuries (including, but not limited to, between the dates 12/31/1999 and 01/01/2000 and leap year calculations) when used in accordance with the product documentation provided by the Contractor, with the date field contiguous e.g., "mm/dd/yyyy" and year (yyyy) date specified as four characters. If the contract requires that the products must perform as a system in accordance with the foregoing warranty, then that warranty shall apply to those products as a system. Notwithstanding any provision to the contrary in the contractor's standard warranty provisions or any other provision in or applicable to this contract, the remedies available under this Year 2000 Warranty shall include repair or replacement of any non-compliant product. Nothing in this warranty shall be construed to limit, any rights or remedies under this contract with respect to defects other than Year 2000 performance.
CERTIFICATION OF PRIMARY PARTICIPANT REGARDING DEBARMENT, SUSPENSION, AND OTHER RESPONSIBILITY MATTERS

_________________________________________________________________

(Company's name)
certifies to the best of our knowledge and belief that it and its principles are not listed on The Excluded Party List System maintained by the General Services Administration (GSA) at the World Wide Web site:

System for Award Management (SAM)


________________________________________________________
(Signature and Title of Authorized Official)

If you are unable to certify to any of the statements in this certification, the participant shall attach an explanation to this certification.
BUSINESS REQUIREMENTS DOCUMENT
(Database for Food Safety Experts and Questions & Answers Within The FSPCA Technical Assistance Network and for Lead Instructors)

Document Version Number: 4.1
Document Version Date: 08/17/2015
1.0. Functional Requirements

The tables below describe the functional requirements that the database must have in order to satisfy project objectives.

<table>
<thead>
<tr>
<th>Requirement ID</th>
<th>Requirement Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>GENERAL REQUIREMENTS</strong></td>
<td></td>
</tr>
<tr>
<td><strong>RECORDS AND PERMISSIONS</strong></td>
<td></td>
</tr>
<tr>
<td>GEN-001</td>
<td>The system will have the ability to create records for Administrators, Food Safety Experts (FSEs), and Referees within the FSPCA Technical Assistance Network, and for Lead Instructors (LIs), and Lead Instructor Selection Committee Members (SCMs).</td>
</tr>
<tr>
<td>GEN-002</td>
<td>The system will have the ability to create records for questions and answers that will be related to the records of FSEs and Referees.</td>
</tr>
<tr>
<td>GEN-003</td>
<td>The system will provide authenticated portal access via login to 250-500 individuals comprised of the following classes of users: Referees, FSEs, SCMs, and Administrators.</td>
</tr>
<tr>
<td>GEN-004</td>
<td>The system will allow for Administrators to assign passwords, and to assign different levels of permissions without the need for hard coding.</td>
</tr>
<tr>
<td>GEN-005</td>
<td>The system's levels of permissions will include read only access, reviewing, editing, deleting, archiving, indexing, assigning, approving, publishing, and report generating.</td>
</tr>
<tr>
<td><strong>DATA MANAGEMENT</strong></td>
<td></td>
</tr>
<tr>
<td>GEN-006</td>
<td>The system will engender the creation of structured data through robust indexing via topical dropdown menus, and will also allow for the assignment of keywords.</td>
</tr>
<tr>
<td>GEN-007</td>
<td>The system will have the ability to date and time stamp new FSE Profiles, LI Applications, questions for review, answers to questions, action, and follow-up, and be able to generate concomitant email alerts to relevant FSEs, Referees, SCMs, and LIs.</td>
</tr>
<tr>
<td>GEN-008</td>
<td>The system architecture will support the distinct roles of Administrators, FSEs, Referees, LIs, and SCMs, but will also allow for ongoing collaboration between FSEs, between FSEs and Referees, between SCMs, and between SCMs and LIs.</td>
</tr>
<tr>
<td>GEN-009</td>
<td>The system will have the ability to manage submitted questions based on question topic, question workflow, question answer, time taken to answer the question, date question (case) closed, follow-up questions, related questions, user satisfaction, and by unique ticket / reference (case) number.</td>
</tr>
<tr>
<td>GEN-010</td>
<td>The system will have the capability to delete, edit, index, archive, view, and retrieve records of FSEs, Referees, LIs, SCMs, and Questions and Answers.</td>
</tr>
<tr>
<td>GEN-011</td>
<td>The system will provide Administrators and Referees with the ability to re-index / refine FSE Profiles (e.g. area of expertise and geographical location) as the need arises.</td>
</tr>
<tr>
<td>GEN-012</td>
<td>The system will provide Administrators and Referees with the ability to adjust the question routing scheme, without the need for hard coding, as the need arises.</td>
</tr>
<tr>
<td>Requirement ID</td>
<td>Requirement Definition</td>
</tr>
<tr>
<td>----------------</td>
<td>------------------------</td>
</tr>
<tr>
<td>GEN-013</td>
<td>The system will allow for the submission of LI Applications and questions via a Public Access Drupal Webpage, or Public Access System Based Webpage, without the need for login / authentication.</td>
</tr>
<tr>
<td>GEN-014</td>
<td>The system will permit users to search for current FSEs and LIs by area of expertise, or by geographical location, and to search for previously answered questions via a Public Access Drupal Webpage, or Public Access System Based Webpage, without the need for login / authentication.</td>
</tr>
<tr>
<td>GEN-015</td>
<td>The system will allow Administrators to query the database by all fields, or any combination of fields, connected with all database records; will allow Referees to query the database by all fields, or any combination of fields, connected with the records of FSEs, and questions and answers; will allow SCMs to query the database by all fields, or any combination of fields, connected with the records of Lead Instructors associated with the SCM respective area of expertise as illustrated by the SCM's committee assignment&quot; will allow FSEs to query the database by all fields, or any combination of fields, connected with the records of questions and answers.</td>
</tr>
</tbody>
</table>

1. At this point it has not been determined whether the database will need to accommodate up to 250 authenticated portal users, or up to 500 authenticated portal users. Therefore, please quote for two versions of this database: One quotation should be for a database that can accommodate 250 authenticated portal users, and the other quotation should be for a database that can accommodate 500 authenticated portal users with all other database elements being identical.

2. There will be 4 separate selection committees comprised of experts in Human Food, Animal Food, Sprout Safety and Supplier Verification. Each Selection Committee Member (SCM) will be responsible for reviewing Lead Instructor (LI) Applications connected with that SCM’s respective area of expertise. For a description of the LI Application Process, see "Workflow Requirements for Lead Instructor Selection Committee Members (SCMs) and for Lead Instructor (LI) Applicants and for Course Offerings" on page 7.
## WORKFLOW REQUIREMENTS FOR FOOD SAFETY EXPERTS (FSEs) WITHIN THE FSPCA TECHNICAL ASSISTANCE NETWORK (See Appendix A)

<table>
<thead>
<tr>
<th>Requirement ID</th>
<th>Requirement Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>WKFE-001</td>
<td>The system will provide FSPCA Personnel (Administrators, Committee Members, Referees)(^1) with the ability to query the database and generate reports related to current Food Safety Experts (FSEs) by area of expertise and by geographical location to facilitate the invitation of new FSEs, and the effective management of current FSEs.</td>
</tr>
<tr>
<td>WKFE-002</td>
<td>The system will provide the ability for Administrators and Referees to generate and manage passwords connected with approximately 100 FSEs.</td>
</tr>
<tr>
<td>WKFE-003</td>
<td>The system will provide the ability for approximately 100 FSEs to login to a web portal via unique password, and then create a FSE Profile using fields that indicate the FSE’s specific area of expertise and geographical location.</td>
</tr>
<tr>
<td>WKFE-004</td>
<td>The system will be capable of creating a record for a new FSE based on the completed FSE Profile, and indexed with fields that indicate the FSE’s specific area of expertise and geographical location.</td>
</tr>
<tr>
<td>WKFE-005</td>
<td>The system will allow for the uploading and downloading of forms and signed documents, assessable to both FSEs and FSPCA Personnel (Administrators, Committee Members, Referees) in order to finalize the FSE’s Profile (e.g. specific area of expertise and geographical location).</td>
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<tr>
<td>WKFE-006</td>
<td>The system will provide Administrators and Referees with the ability to update a FSE record to “current” FSE status based on the finalized FSE Profile, and indexed with fields that indicate the FSE’s specific area of expertise and geographical location.</td>
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<tr>
<td>WKFE-007</td>
<td>The system will provide Administrators and Referees with the ability to re-index / refine FSE Profiles (e.g. area of expertise and geographical location) as the need arises.</td>
</tr>
<tr>
<td>WKFE-008</td>
<td>The system sends an email to the new FSE notifying them how they will be designated in terms of specific area of expertise and geographical location.</td>
</tr>
<tr>
<td>WKFE-009</td>
<td>The system will be capable of displaying current FSE information via a Public Access Drupal Webpage, or Public Access System Portal Webpage, that does not require login / authentication.</td>
</tr>
<tr>
<td>WKFE-010</td>
<td>The system generated Public Access Drupal Webpage, or Public Access System Portal Webpage, will be capable of accepting queries and displaying results for current FSEs by area of expertise, geographical location, and keyword, without the need for login / authentication.</td>
</tr>
</tbody>
</table>

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1. There will be a specific person or persons responsible for managing the FSE invitation process as well as the records of current FSEs. For example, a specific FSPCA Committee, or Committee Member, may oversee the FSE invitation process, and a FSPCA Administrator or Referee may oversee the management of current FSE records. Inviting a person to become a FSE will be a manual process whereby FSPCA personnel provide invited persons with a hyperlink and / or user ID and password thereby enabling invited persons to access the system and create a FSE (User) Profile.
<table>
<thead>
<tr>
<th>Requirement ID</th>
<th>Requirement Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>WKQA-001</td>
<td>The system will generate a Public Access Drupal Webpage, or a Public Access System Portal Webpage, that will display the answers to questions, and answers to follow-up questions by unique ticket / reference number, question topic, question topic trending, and related questions without the need to login in via a password.</td>
</tr>
<tr>
<td>WKQA-002</td>
<td>They system will allow a user to search the database through the Public Access Drupal Webpage, or a the Public Access System Portal Webpage by question topic, keyword, and by unique ticket / reference number without the need to login in via a password.</td>
</tr>
<tr>
<td>WKQA-003</td>
<td>The system will allow a user to submit a question / follow-up question via a Public Access Drupal Webpage Form, or Public Access System Based Webpage Form, that will not require a login, or the issuance of a password.</td>
</tr>
<tr>
<td>WKQA-004</td>
<td>The system will require that submitted questions / follow-up questions are a) time stamped to facilitate effective question follow-up, and b) indexed with a series of topical dropdown menus that engender structured data to ensure effective question alignment with a FSE's indexed area of expertise and geographical location.</td>
</tr>
<tr>
<td>WKQA-005</td>
<td>The system will have the ability to create and reuse a unique ticket / reference (case) number for each question facilitating the grouping, managing, and tracking of questions by the following criteria: user type, question topic, question workflow, question answer, time taken to answer question (based on time stamp), date question (case) cleared and closed, follow-up questions, related questions, FSE workload, FSEs connected with a particular questions, FSE participation, and user satisfaction.</td>
</tr>
<tr>
<td>WKQA-006</td>
<td>The system will have the ability to route a question to specific FSEs (&quot;Routed FSEs&quot;) based upon the FSEs' indexed area of expertise, and FSEs' workload, and notify each Routed FSE via email that a new question has been submitted to their work queue and awaits review.</td>
</tr>
<tr>
<td>WKQA-007</td>
<td>The Routed FSE will login to their individual Portal Page to view questions submitted to their work queue, and to commence work on those questions.</td>
</tr>
<tr>
<td>WKQA-008</td>
<td>The system will also route the question to an Open Question Portal Page where &quot;Non-Routed FSEs&quot; may login, and view all unanswered questions submitted to the system.</td>
</tr>
<tr>
<td>WKQA-009</td>
<td>The Non-Routed FSE may join into a particular question submitted to the Open Question Portal Page, thus converting the &quot;Non-Routed FSE&quot; into a “Routed FSE” connected with that particular question.</td>
</tr>
<tr>
<td>WKQA-010</td>
<td>The system will have the ability to notify the Referee via email that a new question has been submitted to Routed FSEs, where the Referee may login for the purpose of grouping, managing, and tracking questions by the criteria specified in WKQA-5</td>
</tr>
<tr>
<td>WKQA-011</td>
<td>The system will give the Routed FSE the ability to defer a question back to the system if a) the Routed FSE determines that the question is not appropriate to the Routed FSE's area of expertise, or too complex for the Routed FSE to answer and b) the Referee has not assigned the question to the Routed FSE: Does the Routed FSE defer the question back to the system: Yes? or No?</td>
</tr>
<tr>
<td></td>
<td>i. Yes The system repeats the process as specified in WKQA-5 through WKQA-11.</td>
</tr>
<tr>
<td></td>
<td>ii. No The system continues with the process as specified in WKQA-12.</td>
</tr>
<tr>
<td>WKQA-012</td>
<td>The system will provide Routed FSEs and the Referee with the ability to collaborate to answer and revise answers, and also to manage questions by date, question topic, follow-up question, related question, and user satisfaction, and the system will capture all communication connected with a particular question.</td>
</tr>
<tr>
<td>Requirement ID</td>
<td>Requirement Definition</td>
</tr>
<tr>
<td>---------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>WKQA-013</td>
<td>The system will provide Routed FSE's and the Referee with the ability to upload documents, photos, spreadsheets, and hyperlinks associated with a particular question.</td>
</tr>
<tr>
<td>WKQA-014</td>
<td>The system will give the Routed FSEs and the Referee the option to invite other FSEs into a specific question to help answer and revise answers to that question. Does the Routed FSE/s or Referee invite other FSEs into the question: Yes? or No?</td>
</tr>
<tr>
<td></td>
<td>i. Yes The system repeats the process as specified in WKQA-5 through WKQA-14.</td>
</tr>
<tr>
<td></td>
<td>ii. No  The system continues with the process as specified in WKQA-15.</td>
</tr>
<tr>
<td>WKQK-015</td>
<td>The system will generate un-answered question email alerts to Routed FSEs, and Referees based on the expiration of a designated period of time (e.g. 48 hours) commencing with the question's time stamp.</td>
</tr>
<tr>
<td>WKQK-016</td>
<td>The system will give the Referee the option to “assign” a specific question to a FSE who will be required to answer the question. Does the Referee assign the question to a FSE: Yes? or No?</td>
</tr>
<tr>
<td></td>
<td>i. Yes The system repeats the process as specified in WKQA-5 through WKQA-16.</td>
</tr>
<tr>
<td></td>
<td>ii. No  The system continues with the process as specified in WKQA-17.</td>
</tr>
<tr>
<td>WKQA-017</td>
<td>The system should give the Referee the ability to approve questions for final posting, to reconcile conflicting question answers from multiple Routed FSEs, and to manage question topic trending. Does the Referee approve the question for final posting: Yes? or No?</td>
</tr>
<tr>
<td></td>
<td>i. Yes The system continues with the process as specified in WKQA-18.</td>
</tr>
<tr>
<td></td>
<td>ii. No  The system repeats the process as specified in WKQA-11 through WKQA-17.</td>
</tr>
<tr>
<td>WKQA-018</td>
<td>The system will have the ability to notify the person who asked the question via email that the question has been answered, and the email should contain a link to the unique ticket / reference number containing both the question and answer.</td>
</tr>
<tr>
<td>WKQA-019</td>
<td>The system will have the ability to allow the person who asked the question to rate the question in terms of customer satisfaction per a rating scale.</td>
</tr>
</tbody>
</table>

1. "FSE workload" is a phrase that describes the number of open questions in an individual FSE's work queue, and will determine the routing priority to FSE's with similar areas of expertise. This routing scheme will be controlled by a formula that may be adjusted by the Referee or Administrator without the need for hard coding. For example, it might be determined that a question should not be routed to FSEs with similar areas of expertise that have more than 3 open question in their work queue.
<table>
<thead>
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<tbody>
<tr>
<td>WKLI-001</td>
<td>The system will provide the ability for Selection Committee Members (SCMs) to login to a web portal via password, for the sole purpose of accessing the records of Lead Instructors (LIs), and such access shall be limited to the records of LIs.</td>
</tr>
<tr>
<td>WKLI-002</td>
<td>The system will allow for a LI Applicant to complete an Application Form via a Public Access Drupal Webpage Form, or Public Access System Based Webpage Form, that will not require a login, or the issuance of a password, but will facilitate the saving of form values using cookies.</td>
</tr>
<tr>
<td>WKLI-003</td>
<td>The system will be capable of creating records for LIs based upon the LIs completed application form.</td>
</tr>
<tr>
<td>WKLI-004</td>
<td>The system sends an email to the LI Applicant notifying them that their completed application has been forwarded to the SCMs for review.</td>
</tr>
<tr>
<td>WKLI-005</td>
<td>The system sends an email to the appropriate SCM(^1) notifying them that a completed LI application form is in their work queue and awaits review and approval.</td>
</tr>
<tr>
<td>WKLI-006</td>
<td>The system will provide SCMs with the ability to query the database and generate reports related to the records of LI Applicants as well the records of Approved LIs.</td>
</tr>
<tr>
<td>WKLI-007</td>
<td>The system will give the SCMs the ability to review the LI application, and if necessary, collaborate with other SCMs, and then decide whether to accept or reject the LI Application: Yes? or No?</td>
</tr>
</tbody>
</table>
| \(a. \text{Yes}\) | 1. The system sends and email to the Administrator notifying them to update the LI Applicant's status to "Approved" LI.  
2. The system creates a permanent record for the approved LI.  
3. The system sends an email to the LI Applicant notifying them that their application has been approved. There may be documents that will need to be downloaded, signed and uploaded by the SCMs and by the LI Applicant to complete the process. |
| \(b. \text{No}\) | 1. The system sends and email to the LI Applicant notifying them that they do not qualify as an LI, and that more education, experience, and / or training is required.  
2. The system gives the SCMs the option whether to purge the LI Applicant's record from the database, or retain the LI Applicant's record for future possible approved LIs. |
| WKLI-008       | The system will be capable of receiving course uploads from the International Food Protection Training Institute Learning Management System (IFPTI LMS) - [http://www.ifpti.org/](http://www.ifpti.org/) |
| WKLI-009       | The system will be capable of displaying approved LIs by geographical location (e.g. region / state / country) via an interactive map of the world, and displaying a list of course offerings from the IFPT LMS (e.g. date, region, LI) without the need for login / authentication. |
| WKLI-010       | The system generated Public Access Drupal Webpage, or Public Access System Portal Webpage, will be capable of accepting queries and displaying results for approved LIs by geographical location (e.g. region / state / country) via an interactive map of the world, and a list of course offerings from the IFPT LMS (e.g. date, region, LI) without the need for login / authentication. |

1. This Workflow Requirement encompasses 4 parallel processes for Lead Instructors (LIs) affiliated with Human Food, Animal Food, Sprout Safety, and Supplier Verification. Thus, there will be 4 separate Selection Committees comprised of experts in Human Food, Animal Food, Sprout Safety and Supplier Verification. Each Selection Committee Member (SCM) will be responsible for reviewing LI Applications connected with that SCM’s respective area of expertise. To ensure that individual LI applications are routed to SCMs affiliated with the appropriate selection committee, the LI Application Form will include fields indicating whether the LI applicant’s area of expertise pertains to Human Food, Animal Food, Sprout Safety, and / or Supplier Verification.
2.0 Non-Functional Requirements

2.1 Authentication

The system will have the ability to support authentication via user name and password for the following classes of users: Administrators, Food Safety Experts (FSEs), Referees, and Lead Instructor Selection Committee Members (SCMs).

2.2 Concurrent Users

The system will have the ability to support a specified number of concurrent users connected with authenticated classes of users (e.g. Administrators, FSEs, Referees, and SCMs), as well as non-authenticated classes of users (e.g. Lead Instructor (LI) Applicants, and members of the public querying the database, or submitting a question to the database).

2.3 Usability

The system will be learnable, memorable, and efficient to ensure maximum usability.

2.4 Scalability

The system will have the ability to scale up to the terabyte range with the capability of supporting hundreds of thousands of users who conduct searches and download documents.

2.5 Interoperability

The system will need to interoperate with Drupal as a web platform, in absence of a system generated web portal.

The system will need to interoperate with the International the Food Protection Training Institute database (IFPTI) in order to receive and display course offerings - [http://www.ifpti.org](http://www.ifpti.org).

The system may ultimately need the ability to interoperate with other proprietary databases for the purpose of sharing questions and answers, and also reports connected with those questions and answers.

2.6 Training and User Support

The system will provide for training, and user support, before and after the system is implemented.

2.7. Archiving and Migration

The system will support permanent archiving, and should have the ability to migrate data to more current system platforms and storage mediums.
3.0 Appendix A - Business Process Flows

3.1 Workflow Requirements for Food Safety Experts (FSEs) Within the FSPCA Technical Assistance Network

1. FSPCA Personnel may include Administrators, Committee Members, and/or Referees who will be responsible for managing the new FSE invitation process as well as the records of current FSEs. For example, a specific FSPCA Committee, or Committee Member, may oversee the new FSE invitation process, and a FSPCA Administrator may oversee the management of current FSE records.
3.2 Workflow Requirements For Questions and Answers within the FSPCA Technical Assistance Network

Database Workflow 3.2

WKQA-001 / WKQA-002
Webpage displays answered questions in a variety of manners depending on the user query

WKQA-003 / WKQA-004
User can submit a question that will be time stamped and indexed through topical dropdown menus

WKQA-005
Unique Ticket / Reference Number is created to help group, manage, and track question workflow and question answers

WKQA-006/WKQA-007
Question is routed to FSE/s and then Routed FSEs are notified via email to login and answer the question

WKQA-008 / WKQA-009
Question is also routed to Open Question Portal where other FSEs can join into the question

WKQA-010
Referee notified via email that a new question has been routed to FSE/s, and Referee may login to manage the question

WKQA-011
Routed FSE/s defer question back to system?

WKQA-012
FSE/s and the Referee will collaborate to answer questions and revise answers to questions or follow-up questions

WKQA-013
FSE/s and the Referee may upload documents, hyperlinks, etc. associated with questions or follow-up questions

WKQA-014
Routed FSE/s and Referee invite other FSEs into the specific question?

WKQA-015
System generates un-answered question email alerts to FSE/s and Referee based on a designated time period (e.g. 48 hrs.)

WKQA-016
Referee assigns question to specific FSE?

WKQA-017
Referee approves question for final posting?

WKQA-018
User who submitted the question is notified via email that the question is answered and can be accessed via reference/ticket number

WKQA-019
User who submitted the question can rate the question in terms of customer satisfaction per a rating scale

Flow Chart Symbols

Start
Input / Output
Record
Decision
Database
End

Database for FSEs and Questions & Answers within the FSPCA Technical Assistance Network, and for approved Lead Instructors (LIs), and course offerings from IFPTI LMS.
3.3 Workflow Requirements For Lead Instructor Selection Committee Members (SCMs) and Lead Instructor (LIs) Applicants, and for Course Offerings

*Note: Database Workflow 3.3 encompasses 4 parallel processes for Lead Instructors (LIs) affiliated with Human Food, Animal Food, Sprout Safety, and Supplier Verification. Thus, there will be 4 separate Selection Committees comprised of experts in Human Food, Animal Food, Sprout Safety and Supplier Verification. Each Selection Committee Member (SCM) will be responsible for reviewing LI Applications connected to SCMs’s respective area of expertise. To ensure that individual LI applications are routed to SCMs affiliated with the appropriate selection committee, the LI Application Form will include fields indicating whether the LI applicant’s area of expertise pertains to Human Food, Animal Food, Sprout Safety, and / or Supplier Verification.

Flow Chart Symbols

Start
Input / Output
Record
Decision
Database
End

WKLI-001
SCMs login to a web portal to access the records of LIs and LI Applicants.

WKLI-002
LI Applicant completes the LI Application via a public access web.

WKLI-003
Record created for LI Applicant based on information in public access web form.

WKLI-003b1
Email sent to LI Applicant notifying them they don’t meet LI qualifications and have been rejected.

WKLI-004
Email sent to LI Applicant notifying them that their Application has been sent to SCMs for review.

WKLI-005
Email sent to appropriate SCMs that an LI application is in their queue and awaits review and approval.

WKLI-006
SCMs query database to generate reports on approved LIs and on LI Applicants.

WKLI-007
SCMs accept LI’s Application.

WKLI-007a1
Email sent to Administrator notifying them to update LI Applicant’s status to “approved” LI.

WKLI-007a2
Permanent record created for approved LI.

WKLI-007a3
Email sent to LI Applicant notifying them they have been approved as an LI.

WKLI-008
Course offerings uploaded to the database from the IFPTI LMS (http://www.ifpti.org/).

WKLI-009
Webpage displays LIs by geographical location (e.g. region, state, country), via an interactive map of the world, and a list of course offerings (e.g. date, region, LI).

WKLI-010
Webpage accepts queries for LIs by geographical location, (e.g. region, state, country), and a list of course offerings (e.g. date, region, LI).

Database Workflow Process 3.3

Database for FSEs and Questions & Answers within the FSPCA Technical Assistance Network, and for approved Lead Instructors (LIs), and course offerings from IFPTI LMS.

Note: LIs indexed by geographical location (e.g. region, state, country) and courses indexed by date, region, and LI.
### Database Business Requirements ID Checklist

(See Business Requirements Document For Accompanying Workflows)

#### General Requirements

<table>
<thead>
<tr>
<th>Requirement ID</th>
<th>Requirement Definition</th>
<th>Page in Proposal Where This Requirement is Addressed</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>RECORDS AND PERMISSIONS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GEN-001</td>
<td>The system will have the ability to create records for Administrators, Food Safety Experts (FSEs), and Referees within the FSPCA Technical Assistance Network, and for Lead Instructors (LIs), and Lead Instructor Selection Committee Members (SCMs).</td>
<td></td>
</tr>
<tr>
<td>GEN-002</td>
<td>The system will have the ability to create records for questions and answers that will be related to the records of FSEs and Referees.</td>
<td></td>
</tr>
<tr>
<td>GEN-003</td>
<td>The system will provide authenticated portal access via login to 250-500 individuals comprised of the following classes of users: Referees, FSEs, SCMs, and Administrators.</td>
<td></td>
</tr>
<tr>
<td>GEN-004</td>
<td>The system will allow for Administrators to assign passwords, and to assign different levels of permissions without the need for hard coding.</td>
<td></td>
</tr>
<tr>
<td>GEN-005</td>
<td>The system's levels of permissions will include read only access, reviewing, editing, deleting, archiving, indexing, assigning, approving, publishing, and report generating.</td>
<td></td>
</tr>
<tr>
<td><strong>DATA MANAGEMENT</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GEN-006</td>
<td>The system will engender the creation of structured data through robust indexing via topical dropdown menus, and will also allow for the assignment of keywords.</td>
<td></td>
</tr>
<tr>
<td>GEN-007</td>
<td>The system will have the ability to date and time stamp new FSE Profiles, LI Applications, questions for review, answers to questions, action, and follow-up, and be able to generate concomitant email alerts to relevant FSEs, Referees, SCMs, and LIs.</td>
<td></td>
</tr>
<tr>
<td>GEN-008</td>
<td>The system architecture will support the distinct roles of Administrators, FSEs, Referees, LIs, and SCMs, but will also allow for ongoing collaboration between FSEs, between FSEs and Referees, between SCMs, and between SCMs and LIs.</td>
<td></td>
</tr>
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<tr>
<td>GEN-009</td>
<td>The system will have the ability to manage submitted questions based on question topic, question workflow, question answer, time taken to answer the question, date question (case) closed, follow-up questions, related questions, user satisfaction, and by unique ticket / reference (case) number.</td>
<td></td>
</tr>
<tr>
<td>GEN-010</td>
<td>The system will have the capability to delete, edit, index, archive, view, and retrieve records of FSEs, Referees, LIs, SCMs, and Questions and Answers.</td>
<td></td>
</tr>
<tr>
<td>GEN-011</td>
<td>The system will provide Administrators and Referees with the ability to re-index / refine FSE Profiles (e.g. area of expertise and geographical location) as the need arises.</td>
<td></td>
</tr>
<tr>
<td>GEN-012</td>
<td>The system will provide Administrators and Referees with the ability to adjust the question routing scheme, without the need for hard coding, as the need arises.</td>
<td></td>
</tr>
<tr>
<td>GEN-013</td>
<td>The system will allow for the submission of LI Applications and questions via a Public Access Drupal Webpage, or Public Access System Based Webpage, without the need for login / authentication.</td>
<td></td>
</tr>
<tr>
<td>GEN-014</td>
<td>The system will permit users to search for current FSEs and LIs by area of expertise, or by geographical location, and to search for previously answered questions via a Public Access Drupal Webpage, or Public Access System Based Webpage, without the need for login / authentication.</td>
<td></td>
</tr>
<tr>
<td>GEN-015</td>
<td>The system will allow Administrators to query the database by all fields, or any combination of fields, connected with all database records; will allow Referees to query the database by all fields, or any combination of fields, connected with the records of FSEs, and questions and answers; will allow SCMs to query the database by all fields, or any combination of fields, connected with the records of Lead Instructors associated with the SCM respective area of expertise as illustrated by the SCM's committee assignment will allow FSEs to query the database by all fields, or any combination of fields, connected with the records of questions and answers.</td>
<td></td>
</tr>
<tr>
<td>Requirement ID</td>
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</tr>
<tr>
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<td>------------------------</td>
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<tr>
<td>WKFE-001</td>
<td>The system will provide FSPCA Personnel (Administrators, Committee Members, Referees) with the ability to query the database and generate reports related to current Food Safety Experts (FSEs) by area of expertise and by geographical location to facilitate the invitation of new FSEs, and the effective management of current FSEs.</td>
<td></td>
</tr>
<tr>
<td>WKFE-002</td>
<td>The system will provide the ability for Administrators and Referees to generate and manage passwords connected with approximately 100 FSEs.</td>
<td></td>
</tr>
<tr>
<td>WKFE-003</td>
<td>The system will provide the ability for approximately 100 FSEs to login to a web portal via unique password, and then create a FSE Profile using fields that indicate the FSE’s specific area of expertise and geographical location.</td>
<td></td>
</tr>
<tr>
<td>WKFE-004</td>
<td>The system will be capable of creating a record for a new FSE based on the completed FSE Profile, and indexed with fields that indicate the FSE’s specific area of expertise and geographical location.</td>
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</tr>
<tr>
<td>WKFE-005</td>
<td>The system will allow for the uploading and downloading of forms and signed documents, assessable to both FSEs and FSPCA Personnel (Administrators, Committee Members, Referees) in order to finalize the FSE’s Profile (e.g. specific area of expertise and geographical location).</td>
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<tr>
<td>WKFE-006</td>
<td>The system will provide Administrators and Referees with the ability to update a FSE record to “current” FSE status based on the finalized FSE Profile, and indexed with fields that indicate the FSE’s specific area of expertise and geographical location.</td>
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<td>WKFE-007</td>
<td>The system will provide Administrators and Referees with the ability to re-index / refine FSE Profiles (e.g. area of expertise and geographical location) as the need arises.</td>
<td></td>
</tr>
<tr>
<td>WKFE-008</td>
<td>The system sends an email to the new FSE notifying them how they will be designated in terms of specific area of expertise and geographical location.</td>
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<td>WKFE-009</td>
<td>The system will be capable of displaying current FSE information via a Public Access Drupal Webpage, or Public Access System Portal Webpage, that does not require login / authentication.</td>
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<tr>
<td>WKFE-010</td>
<td>The system generated Public Access Drupal Webpage, or Public Access System Portal Webpage, will be capable of accepting queries and displaying results for current FSEs by area of expertise, geographical location, and keyword, without the need for login / authentication.</td>
<td></td>
</tr>
</tbody>
</table>
## Appendix E

### Workflow Requirements For Questions and Answers

**Within the FSPCA Technical Assistance Network**

<table>
<thead>
<tr>
<th>Requirement ID</th>
<th>Requirement Definition</th>
<th>Page in Proposal Where This Requirement is Addressed</th>
</tr>
</thead>
<tbody>
<tr>
<td>WKQA-001</td>
<td>The system will generate a Public Access Drupal Webpage, or a Public Access System Portal Webpage, that will display the answers to questions, and answers to follow-up questions by unique ticket / reference number, question topic, question topic trending, and related questions without the need to login in via a password.</td>
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</tr>
<tr>
<td>WKQA-002</td>
<td>They system will allow a user to search the database through the Public Access Drupal Webpage, or a the Public Access System Portal Webpage by question topic, keyword, and by unique ticket / reference number without the need to login in via a password.</td>
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<tr>
<td>WKQA-003</td>
<td>The system will allow a user to submit a question / follow-up question via a Public Access Drupal Webpage Form, or Public Access System Based Webpage Form, that will not require a login, or the issuance of a password.</td>
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</tr>
<tr>
<td>WKQA-004</td>
<td>The system will require that submitted questions / follow-up questions are a) time stamped to facilitate effective question follow-up, and b) indexed with a series of topical dropdown menus that engender structured data to ensure effective question alignment with a FSE's indexed area of expertise and geographical location.</td>
<td></td>
</tr>
<tr>
<td>WKQA-005</td>
<td>The system will have the ability to create and reuse a unique ticket / reference (case) number for each question facilitating the grouping, managing, and tracking of questions by the following criteria: user type, question topic, question workflow, question answer, time taken to answer question (based on time stamp), date question (case) cleared and closed, follow-up questions, related questions, FSE workload, FSEs connected with a particular questions, FSE participation, and user satisfaction.</td>
<td></td>
</tr>
<tr>
<td>WKQA-006</td>
<td>The system will have the ability to route a question to specific FSEs (&quot;Routed FSEs&quot;) based upon the FSEs' indexed area of expertise, and FSEs' workload, and notify each Routed FSE via email that a new question has been submitted to their work queue and awaits review.</td>
<td></td>
</tr>
<tr>
<td>WKQA-007</td>
<td>The Routed FSE will login to their individual Portal Page to view questions submitted to their work queue, and to commence work on those questions.</td>
<td></td>
</tr>
<tr>
<td>WKQA-008</td>
<td>The system will also route the question to an Open Question Portal Page where &quot;Non-Routed FSEs&quot; may login, and view all unanswered questions submitted to the system.</td>
<td></td>
</tr>
<tr>
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<tr>
<td>WKQA-009</td>
<td>The Non-Routed FSE may join into a particular question submitted to the Open Question Portal Page, thus converting the &quot;Non-Routed FSE&quot; into a &quot;Routed FSE&quot; connected with that particular question.</td>
<td></td>
</tr>
<tr>
<td>WKQA-010</td>
<td>The system will have the ability to notify the Referee via email that a new question has been submitted to Routed FSEs, where the Referee may login for the purpose of grouping, managing, and tracking questions by the criteria specified in WKQA-5</td>
<td></td>
</tr>
<tr>
<td>WKQA-011</td>
<td>The system will give the Routed FSE the ability to defer a question back to the system if a) the Routed FSE determines that the question is not appropriate to the Routed FSE's area of expertise, or too complex for the Routed FSE to answer and b) the Referee has not assigned the question to the Routed FSE: Does the Routed FSE defer the question back to the system: Yes? or No?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>i. Yes The system repeats the process as specified in WKQA-5 through WKQA-11.</td>
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<tr>
<td></td>
<td>ii. No The system continues with the process as specified in WKQA-12.</td>
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<tr>
<td>WKQA-012</td>
<td>The system will provide Routed FSEs and the Referee with the ability to collaborate to answer and revise answers, and also to manage questions by date, question topic, follow-up question, related question, and user satisfaction, and the system will capture all communication connected with a particular question.</td>
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</tr>
<tr>
<td>WKQA-013</td>
<td>The system will provide Routed FSE's and the Referee with the ability to upload documents, photos, spreadsheets, and hyperlinks associated with a particular question.</td>
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<tr>
<td>WKQA-014</td>
<td>The system will give the Routed FSEs and the Referee the option to invite other FSEs into a specific question to help answer and revise answers to that question. Does the Routed FSE/s or Referee invite other FSEs into the question: Yes? or No?</td>
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<tr>
<td></td>
<td>i. Yes The system repeats the process as specified in WKQA-5 through WKQA-14.</td>
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<tr>
<td></td>
<td>ii. No The system continues with the process as specified in WKQA-15.</td>
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<tr>
<td>WKQK-015</td>
<td>The system will generate un-answered question email alerts to Routed FSEs, and Referees based on the expiration of a designated period of time (e.g. 48 hours) commencing with the question's time stamp.</td>
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<tr>
<td>WKQK-016</td>
<td>The system will give the Referee the option to &quot;assign&quot; a specific question to a FSE who will be required to answer the question. Does the Referee assign the question to a FSE: Yes? or No?</td>
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</tr>
<tr>
<td></td>
<td><strong>i. Yes</strong> The system repeats the process as specified in WKQA-5 through WKQA-16.</td>
<td></td>
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<tr>
<td></td>
<td><strong>ii. No</strong> The system continues with the process as specified in WKQA-17.</td>
<td></td>
</tr>
<tr>
<td>WKQA-017</td>
<td>The system should give the Referee the ability to approve questions for final posting, to reconcile conflicting question answers from multiple Routed FSEs, and to manage question topic trending. Does the Referee approve the question for final posting: Yes? or No?</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>i. Yes</strong> The system continues with the process as specified in WKQA-18.</td>
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</tr>
<tr>
<td></td>
<td><strong>ii. No</strong> The system repeats the process as specified in WKQA-11 through WKQA-17.</td>
<td></td>
</tr>
<tr>
<td>WKQA-018</td>
<td>The system will have the ability to notify the person who asked the question via email that the question has been answered, and the email should contain a link to the unique ticket / reference number containing both the question and answer.</td>
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<tr>
<td>WKQA-019</td>
<td>The system will have the ability to allow the person who asked the question to rate the question in terms of customer satisfaction per a rating scale.</td>
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</table>
# Appendix E

## Workflow Requirements For Lead Instructors Selection Committee Members and for Lead Instructor Applicants, and for Course Offerings

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<tr>
<td>WKLI-001</td>
<td>The system will provide the ability for Selection Committee Members (SCMs) to login to a web portal via password, for the sole purpose of accessing the records of Lead Instructors (LIs), and such access shall be limited to the records of LIs.</td>
<td></td>
</tr>
<tr>
<td>WKLI-002</td>
<td>The system will allow for a LI Applicant to complete an Application Form via a Public Access Drupal Webpage Form, or Public Access System Based Webpage Form, that will not require a login, or the issuance of a password, but will facilitate the saving of form values using cookies.</td>
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</tr>
<tr>
<td>WKLI-003</td>
<td>The system will be capable of creating records for LIs based upon the LIs completed application form.</td>
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</tr>
<tr>
<td>WKLI-004</td>
<td>The system sends an email to the LI Applicant notifying them that their completed application has been forwarded to the SCMs for review.</td>
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</tr>
<tr>
<td>WKLI-005</td>
<td>The system sends an email to the appropriate SCM notifying them that a completed LI application form is in their work queue and awaits review and approval.</td>
<td></td>
</tr>
<tr>
<td>WKLI-006</td>
<td>The system will provide SCMs with the ability to query the database and generate reports related to the records of LI Applicants as well the records of Approved LIs.</td>
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<tr>
<td>WKLI-007</td>
<td>The system will give the SCMs the ability to review the LI application, and if necessary, collaborate with other SCMs, and then decide whether to accept or reject the LI Application: Yes? or No?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1. The system sends and email to the Administrator notifying them to update the LI Applicant's status to &quot;Approved&quot; LI.</td>
<td></td>
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<tr>
<td></td>
<td>2. The system creates a permanent record for the approved LI.</td>
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<tr>
<td></td>
<td>3. The system sends an email to the LI Applicant notifying them that their application has been approved. There may be documents that will need to be downloaded, signed and uploaded by the SCMs and by the LI Applicant to complete the process.</td>
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<tr>
<td></td>
<td><strong>b. No</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1. The system sends an email to the LI Applicant notifying them that they do not qualify as an LI, and that more education, experience, and / or training is required.</td>
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<tr>
<td></td>
<td>2. The system gives the SCMs the option whether to purge the LI Applicant's record from the database, or retain the LI Applicant's record for future possible</td>
<td></td>
</tr>
<tr>
<td>WKLI-008</td>
<td>The system will be capable of receiving course uploads from the International Food Protection Training Institute Learning Management System (IFPTI LMS) - <a href="http://www.ifpti.org/">http://www.ifpti.org/</a>.</td>
<td></td>
</tr>
<tr>
<td>WKLI-009</td>
<td>The system will be capable of displaying approved LIs by geographical location (e.g. region / state / country) via an interactive map of the world, and displaying a list of course offerings from the IFPT LMS (e.g. date, region, LI) without the need for login / authentication.</td>
<td></td>
</tr>
<tr>
<td>WKLI-010</td>
<td>The system generated Public Access Drupal Webpage, or Public Access System Portal Webpage, will be capable of accepting queries and displaying results for approved LIs by geographical location (e.g. region / state / country) via an interactive map of the world, and a list of course offerings from the IFPT LMS (e.g. date, region, LI) without the need for login / authentication.</td>
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