



**Immunization Information System (IIS) RFP
RFP# CRFP-0506-MIS2600000001**

TECHNICAL PROPOSAL

State of West Virginia
Department of Administration
Purchasing Division
Department of Health, Bureau of Public Health
Office of Epidemiology and Prevention Services (OEPS)
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Executive Summary

STChealth is pleased to submit this proposal to continue our partnership with the West Virginia Bureau of Public Health – Office of Epidemiology and Prevention Service in supporting WVSIS, West Virginia's Immunization Information System. As West Virginia's trusted IIS provider since 1999, we bring unmatched knowledge of the State's public health priorities, operational realities, and provider workflows. This long-standing collaboration has enabled us to consistently meet West Virginia's requirements and support achievement of program, department, and state goals.

Our qualifications are grounded in 38 years of IIS expertise, including successful migration to the STC|ONE® SaaS IIS platform in 2018, which modernized West Virginia's registry and enhanced integration with pharmacies, clinics, and schools. Our team's deep familiarity with West Virginia statutes, policies, and immunization program operations ensures readiness to maintain current functionality while driving future enhancements aligned with state and federal standards.

The STC|ONE® platform is engineered for high availability, security, and interoperability, supported by Service Level Agreements (SLAs) and rigorous data validation processes. We process over 23 million HL7 messages annually through WVSIS, enabling seamless data exchange with West Virginia providers and national registries. Our help desk operations follow strict SLAs for responsiveness and transparency, ensuring timely support during peak demand periods such as back-to-school season.

Our solution provides West Virginia with robust analytics and reporting capabilities, including the monthly submission of aggregate vaccination data (influenza, RSV, and COVID-19) to the CDC. Self-service reporting tools and specialized modules such as the School Nurse Module streamline immunization verification, enhance operational efficiency, and improve Medicaid billing accuracy. The Oral Health Module enables the centralized capture, management, and reporting of student dental assessments alongside immunization data, supporting state and school-led reporting requirements and ensuring compliance with CDC and Department of Education standards. Additionally, the Lead Module allows jurisdictions to document, track, and report on lead screening activities and results within the same system, supporting early identification, follow-up, and compliance with state and federal lead screening requirements. Collaborative initiatives, including the mass inactivation script presented at the last AIRA National Conference, further demonstrate our commitment to data quality, interoperability, and continuous innovation.

STChealth actively supports West Virginia's goals through participation in CDC IZ Gateway initiatives, adoption of FHIR standards, message insights and patient management and provider workflows. These efforts position West Virginia for continued leadership in immunization data exchange.

STChealth and the West Virginia Department of Health have already partnered closely through discovery and early development efforts that are shaping the future of STChealth's modernized platform. Building on this collaboration, STChealth is advancing an aggressively accelerated path toward a fully modernized IIS - one that is flexible, scalable and designed to evolve alongside the needs of public health programs. This approach allows modernization to be delivered sooner than traditionally expected, while remaining grounded in real-world program requirements and user needs.

As this platform continues to take shape, West Virginia will play an active role in helping inform future functionality through ongoing design collaboration and feedback. The modernized system is



designed to reduce reliance on manual workarounds, streamline workflows, and create a more sustainable operating model over time. By shifting from legacy constraints to a continuously improving platform, STChealth can deliver greater long-term value, enabling the state to focus resources on public health outcomes while benefiting from a system that adapts as needs evolve.

Our success extends to 16 CDC-funded jurisdictions currently, with a 17th in the contracting process. These include Puerto Rico, South Dakota, and Washington, D.C., where we delivered seamless migrations, top performance ratings, and enhanced interoperability. These projects reflect our ability to scale and adapt while maintaining security and compliance. Recent jurisdictional decisions support our continued market leadership. Within the last 3 years, 3 new states (Virginia, Michigan, and Maine) have chosen STChealth as their IIS partner. Perhaps more importantly, both Wyoming and Indiana have chosen to continue their long-time partnerships with STChealth after competitive bids. These decisions are a testament to the continued market leadership of STChealth, the high-quality solutions and services we deliver, and the value we provide and enable for our partners.

Financial transparency and value are central to our partnership. We provide clear annual pricing for all modules and services, with a history of competitive contracts that deliver measurable benefits to STChealth's jurisdictional partners, including WV. We have spent considerable time and effort to assess our pricing and its appropriateness, particularly given current budget challenges within public health. The pricing provided here represents a fair and accurate market-based representation of the cost to operate an IIS system with the functionality and volumes required and that are currently in place within WVSIS. We are working closely with our jurisdictions to explore policy and operational "levers" which could reduce costs as well as identify and pursue alternative sources of funding, and we would welcome the opportunity to do the same with West Virginia at the appropriate time.

While the benefits of incumbency are clear, we acknowledge that challenges have existed, which we collectively have worked to address. These experiences have led to an increased focus on transparency, ongoing improvement, and working together to find solutions. STChealth has undergone ownership and leadership changes within the last 6 months, and this focus on improvement and advancement is at the forefront of company priorities in 2026. Building on a strong product discipline initiated in 2025 comprising of continuous discovery and design testing, supported by clear direction and prioritization from executive leadership, and leveraging the incredible advancement in AI-enabled tooling that has occurred in recent months, STChealth is poised to move quickly to deliver the modernized IIS platform described above, which will further enable this improvement and add to the progress that has already been achieved. STChealth has been a market leader for decades, and we are continuing to adapt and evolve to ensure we provide the highest possible levels of service and value to our clients.

STChealth remains dedicated to supporting West Virginia's leadership in operating a high-performing Immunization Information System that is secure, scalable, and flexible enough to enable the innovative solutions necessary to protect the health of all West Virginia's citizens. We look forward to the opportunity to continue this long and productive partnership.

Contract Assumptions or Exceptions

In accordance with Section 2.22 of the RFP, STChealth has carefully reviewed the General Terms and Conditions and Addendums included in this RFP. Our proposal is a Software-as-a-Service-based (SaaS) offering and has been developed with the understanding that the final contract will be based on substantially the same terms and conditions as provided in the RFP, except for clauses pertaining



to software licensing, maintenance services, and any Contractor-owned patented or copyrighted products used to meet RFP requirements.

STChealth respectfully identifies some technical assumptions and/or exceptions to the State of West Virginia’s contract clauses below that we are requesting to edit to align with a SaaS based IIS System, as well as any clarifications necessary for our proposed approach to be evaluated for contract review and/or negotiations.

Section #	Document Name	Recommended Text
11. Liquidated Damages	General Terms & Conditions	Comment: Specified Liquidated Damages are unclear. Vendor agrees with liquidated damages subject to mutually agreed upon and acceptable contract.
12. Acceptance	General Terms & Conditions	Comment: All costs and charges submitted are representative of Vendor’s offering based on known requirements of this procurement. Final acceptance is subject to mutually agreed upon and acceptable contract.
20. Time	General Terms & Conditions	Comment: Parties will meet agreed upon timelines specified in the contract.
28. Warranty	General Terms & Conditions	Comment: With regard to 28(b), as a SaaS provider, STChealth warrants that our solution conforms to the specifications and requirements of this procurement, as outlined in our proposal.
36. Indemnification	General Terms & Conditions	Comment: Vendor notes an exception to this section for the purpose of future discussion regarding negotiation of mutually agreeable limitations of liability and indemnity.
Attachment C: Service Level Agreements (SLAs)	RFP	Comment: STChealth acknowledges the SLA included in this procurement. We have provided a copy of our standard SLA which is in place with a number of our jurisdictions and reflects high quality performance. We seek to discuss this section during negotiation.
Software as a Service Addendum	RFP	Comment: STChealth acknowledges the SaaS Addendum and would work with the Agency to finalize it with subscription / authorized-use language provisions applicable to the STC solution.

Background and Experience

STChealth, LLC is a Vaccine Intelligence™ company headquartered in Phoenix, Arizona, and incorporated as a Delaware Limited Liability Company. Since our founding in 1988, we have remained steadfast in our mission to eradicate vaccine-preventable diseases through innovative technology and service solutions. With over 38 years of experience in public health informatics,



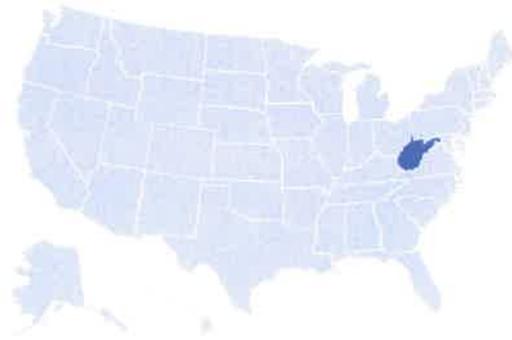
STChealth has become a national leader in the development and deployment of Immunization Information Systems (IIS), supporting 16 U.S. jurisdictions as well as internationally.

Our journey began in 1994 with the launch of the first state government immunization registry for Arizona. This pioneering effort positioned STChealth at the forefront of immunization technology and policy development. We played a critical role in establishing early data standards and have maintained long-standing collaborations with the Centers for Disease Control and Prevention (CDC) and other key stakeholders. These partnerships have driven policy improvements, program enhancements, and technological innovation across the immunization landscape.

Today, STChealth is recognized as the leading IIS vendor in the United States. Our fully implemented SaaS-based IIS solutions are operational in 15 jurisdictions, with Michigan currently in the implementation phase as our 16th partner. We are also expanding our footprint with a new partnership underway in Maine. Our proprietary STC|ONE® platform is purpose-built to meet CDC IIS Functional Standards and supports scalable, secure, and interoperable immunization data exchange.



WVSIIS BY THE NUMBERS



2,980,629

PATIENT RECORDS



32,862,672

IMMUNIZATION EVENTS



1,082

ORGANIZATIONS



14,486

IIS END USERS

Our extensive network of over 80,000 vaccine provider locations, including pharmacies, healthcare facilities, occupational health sites, and schools, has significantly enhanced immunization reporting and decision support workflows. In West Virginia alone, our infrastructure connects WVSIIS to 240 pharmacies, enabling real-time vaccine data exchange and supporting public health decision-making. This capability proved especially critical during the COVID-19 pandemic, when our robust data network facilitated rapid vaccine reporting and delivery of essential services to West Virginia residents.

STChealth's financial stability and operational capacity are demonstrated through decades-long partnerships, with Arizona being our longest-standing partner, where we have supported IIS modernization and public health initiatives for over 38 years. Our team of more than 120 professionals includes nationally recognized experts in product design, engineering, forecasting, and security. Collectively, we bring deep experience and proven expertise in delivering mission-critical, enterprise-scale SaaS solutions for public health. STChealth's teams are fully qualified and



recognized for providing exceptional technical and account support in alignment with the latest SaaS industry and technology standards. We are committed to operational excellence, innovation, and continuous improvement, consistently meeting and exceeding industry expectations for reliability, performance, and client satisfaction.

STChealth: Statement of Technical Areas of Expertise

STChealth has built its reputation as a trusted leader in immunization information systems and public health data modernization through decades of innovation and collaboration. Our work spans the entire immunization ecosystem, from supporting state and federal agencies to connecting private-sector providers and empowering consumers. This breadth of experience positions us uniquely to deliver solutions that meet the highest standards of compliance, interoperability, and security while driving measurable improvements in vaccination coverage and public health outcomes.

At the heart of our expertise is a deep commitment to public health, STChealth has partnered with the CDC and state immunization programs to develop, manage and analyze large-scale immunization data systems for decades. During critical public health events such as the COVID-19 pandemic, we rapidly adapted to evolving requirements, implementing automated solutions for deduplication, data matching, and quality assurance to ensure accurate and timely reporting. Our systems have consistently delivered jurisdictional data to the CDC. Most recently through Privacy-Preserving Record Linkage (PPRL) and API-based reporting we've met stringent federal standards and supported expanded reporting for influenza, RSV, and routine vaccines. Beyond compliance, our Analytics division provides jurisdictions with advanced analytics, executive reporting, and modeling simulations, enabling data-driven decisions that strengthen immunization programs and improve health outcomes.

Interoperability is another cornerstone of STChealth's technical expertise. As an active participant in the CDC's Immunization Gateway initiative, we have successfully established more than 278 interjurisdictional connections, with additional connections underway. These efforts allow providers and jurisdictions to securely share vaccination data across state lines, improving record completeness and continuity of care. Our commitment to interoperability is demonstrated through our collaboration with the American Immunization Registry Association (AIRA), utilizing the Aggregate Analysis Reporting Tool (AART) to ensure compliance with national standards. Our recent initiatives, which include addressing gaps identified by AIRA and implementing HL7-aligned improvements, have enabled STChealth-supported jurisdictions to achieve full validation across all content areas. These accomplishments reflect our capability to provide solutions that adhere to stringent requirements and inspire confidence among public health partners.

STChealth's modernization strategy reflects the principles of the CDC's Data Modernization Initiative and NorthStar Architecture. Our platforms are designed for scalability, modularity, and distributed architecture, ensuring they can evolve alongside emerging public health needs. We maintain compliance with CDC IIS Functional Standards and HL7 Implementation Guides while supporting rapid onboarding of new vaccines and ACIP schedule changes within 45 days of publication. Today, we are actively engaged in modernization efforts across 15 state jurisdictions, helping them achieve CDC data quality benchmarks and operational best practices.

Our expertise extends beyond public health agencies to the private sector through ImmsLink®, a bi-directional connectivity solution that integrates IIS with pharmacy systems and EHR platforms. ImmsLink enables real-time immunization record exchange for more than 80,000 pharmacies and



healthcare providers nationwide, streamlining workflows and improving patient care. Complementing this is MyIR® Mobile, STChealth’s independent consumer-facing platform that empowers individuals to access and manage their immunization records securely. By connecting patients directly to state IIS, MyIR® Mobile enhances transparency, fosters trust, and supports informed health decisions for families and communities.

Underlying all these efforts is a team of nationally recognized experts in IIS design, security, and forecasting who actively contribute to industry standards and best practices through organizations such as CDC, AIRA, AIM, HL7 International, and APHA. Their leadership ensures that STChealth remains at the forefront of innovation, delivering solutions that not only meet today’s requirements but anticipate tomorrow’s challenges.

STChealth’s technical expertise encompasses every facet of immunization data management—from large-scale public health systems and national interoperability to private-sector integration and consumer engagement. Our proven track record, validated solutions, and collaborative approach make us a trusted partner for jurisdictions seeking to modernize their IIS infrastructure and advance public health outcomes.

Details of previous contractual experience

Project name – Client	Period of Performance	Synopsis of Work
Arizona State IIS (ASIIS) – Arizona Dept. of Health Services	1994-present	IIS assessment, deployment, modules; training; interoperability; reports, maintenance, support.
CDC Contract supporting the West Virginia IIS	1999-present	IIS deployment; data migration; modules; training; reports, maintenance, support, configuration, and modifications.
CDC Contract supporting the Louisiana IIS (LINKS)	2000-present	IIS modules for VOMS, PHC-Hub, HepB Perinatal Hepatitis B, modules; training; interoperability; reports, maintenance, support.
Wyoming Immunization Registry (WylR) – WY Dept. of Health	2001-present	IIS deployment; migration; modules; training, reports, maintenance, support.
Indiana IIS (CHIRP) – Indiana Department of Health	2003-present	IIS deployment; data migration; VOMS modules; training; interoperability; reports, maintenance, support.
Washington State IIS (WAIIS) – WA State Dept. of Health	2004-present	IIS deployment; migration; modules; training; reports, maintenance, support, interoperability.
Alaska IIS (VacTrAK) – Alaska Dept. of Health & Social Services	2009-present	IIS deployment; migration; modules; training; interoperability; reports, maintenance, support.



Project name – Client	Period of Performance	Synopsis of Work
Mississippi IIS (MIIX) – Mississippi State Dept. of Health	2009-present	IIS deployment; migration; modules; training; interoperability; reports, maintenance, support.
Montana IIS (imMTrax) – MT Dept. of Public Health & Human Svcs	2011 - present	IIS deployment; migration; modules; training; interoperability; reports, maintenance, support.
Tennessee IIS (TennIIS), Tennessee Department of Health	2014-present	IIS deployment; data migration; modules; training; reports, maintenance, support, configuration and modifications.
CDC Contract supporting the State of Ohio IIS	2015 - present	IIS deployment; data migration; VOMS modules; training; interoperability; reports, maintenance, support.
CDC Contract supporting the Puerto Rico IIS	2021 - present	IIS deployment; data migration; modules; training; reports, maintenance, support, configuration, and modifications.
District of Columbia IIS (DOCIIS) – DC Dept. of Health	2021 - present	IIS deployment; data migration; modules; training; reports, maintenance, support, configuration and modifications.
South Dakota IIS (SDIIS) – South Dakota Dept. of Health	2022 - present	IIS deployment; migration; modules; training; interoperability; reports, maintenance, support.
Virginia IIS (VIIS) – Virginia Department of Health	2024-present	IIS deployment; data migration; modules; training; interoperability; reports, maintenance, support.
Michigan IIS (MCIR) – Michigan Dept of Health & Human Svcs	2025-present	IIS deployment; data migration; modules; training; interoperability; reports, maintenance, support.

Custom WVSIIIS Functionality

Medical Exemption Management

As West Virginia’s current IIS vendor, STChealth provides Medical Exemption management services within the IWeb platform that are already implemented, operational, and in use by existing jurisdictions. These services support the secure recording, management, and visibility of medical immunization exemptions as part of routine IIS operations. This service is delivered using established, supported functionality, requiring configuration rather than new system development.



Certificates of Immunization and Compliance Logic

As the incumbent IIS vendor, STChealth has already implemented and operationalized West Virginia-specific Certificate of Immunization functionality within WVSIS, Certificate of Immunization (Green) and Provisional Certificate of Immunization (Yellow). These certificates are generated using state-configured compliance logic aligned with West Virginia statutes and CDC-endorsed CDSi standards, ensuring accurate evaluation of required doses, timing, spacing, and age appropriateness without the need for custom development or reconfiguration.

WVSIS incorporates established workflows for both temporary and permanent medical exemptions, which are securely recorded within the immunization record and directly integrated into certificate and compliance determinations. This exemption logic is fully configured, tested, and in production, ensuring consistent application of state policy across providers, schools, and public health users while preserving historical exemption data.

Because these certificate and exemption workflows are already embedded within WVSIS, the State avoids the operational risk, cost, and disruption associated with re-implementing compliance logic, re-validating dose evaluation rules, or retraining school and provider users under a new system. Continuity of the incumbent solution preserves historical certificate determinations, maintains uninterrupted school-entry verification processes, and ensures ongoing alignment with West Virginia-specific immunization requirements without transition risk.

RFP Certification Statement

By signing below, I certify that I have reviewed this Request for Proposal in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that, to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

STChealth, LLC

(Company)

(Signature of Authorized Representative)

Azure Spanier, Executive Vice President

(Representative Name, Title)

(480) 745-8500 / (602) 598-7712 fax

(Contact Phone/Fax Number)

March 20, 2026

(Date)



Designated Contact

Vendor appoints the individuals identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

(Printed Name and Title)	David Mora, Director of Contracts
(Address)	411 S. 1 st Street, Phoenix, AZ 85004
(Phone Number) / (Fax Number)	(480) 745-8552 / (602) 598-7712 fax
(Email Address)	rfpinfo@stchome.com

Certification and Signature

By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation/Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation/Contract for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; that I am authorized by the Vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on Vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

STChealth, LLC

(Company)

(Signature of Authorized Representative)

Azure Spanier, Executive Vice President

(Printed Name and Title of Authorized Representative) (Date)

(480) 745-8500 / (602) 598-7712 fax

(Phone Number) (Fax Number)

azure_spanier@stchome.com

(Email Address)



Technical Proposal

4.2 Project Goals & Proposed Approach

STChealth Meets State of West Virginia Requirements

STChealth has been the IIS contractor for the West Virginia Statewide Immunization Information System (WVSIS) since 1999 and continues to meet the State's goals and requirements as described in the project specifications. The STC|ONE® platform is a cloud-based solution that includes the required system functionality, as described in the section below. The system meets CDC current IIS Functional Standards, and STChealth works closely with the West Virginia Department of Health (WVDH) to address and meet their requirements. We believe the requirements of this RFP will provide an ideal framework to ensure this is the case going forward as well.

STChealth will continue to monitor and provide input into the requirements and standards the CDC and HHS Assistant Secretary for Technology Policy/Office of the National Coordinator for Health Information Technology (ASTP/ONC) and will work with WVDH when any new IIS requirements are released to mutually agree upon scope and timeline if additional work is needed to meet those requirements. STChealth currently works directly with the CDC on similar requirements and activities (such as the IZ Gateway).

STChealth will continue to provide access to two (2) environments – the WVSIS Production environment and a Test environment. Major implementations can be effectively managed between the Test and Production environments.

STChealth's solution meets all state and federal regulatory requirements. We provide timely quotes and documentation that assist the State in obtaining funding. All new patch/fix releases and/or version upgrades are included within the STC|ONE® package, and we provide the means to perform data extractions.

4.2.1 Approach & Methodology to CDC-Based Goals and Objectives

STChealth currently meets and maintains West Virginia's security, privacy, and CDC Functional Standards, including successful completion of state and federal security audits and implementation of HIPAA-compliant workflows tailored to West Virginia's needs. As the incumbent, we can maintain compliance without the delays, risks, or learning curve associated with onboarding a new vendor. Our security team is familiar with West Virginia's unique requirements and can proactively address new threats or regulatory changes.

To ensure a complete response, we will outline how we meet these requirements. The STC|ONE® platform is purpose-built to meet CDC IIS Functional Standards and provides a fully operational, scalable, secure, and interoperable immunization information system. Below is an overview of the STC|ONE® platform that addresses all the CDC-based goals and objectives.

Functionality Overview of the STC|ONE® Platform

The STC|ONE® IIS Essentials Package includes the following functionalities:

STC|ONE® Platform

STC|ONE® IIS
Essentials
Package

- STC|ONE® Registry
- STC|ONE® Inventory Management
- STC|ONE® Data Exchange
- STC|ONE® Consumer Access
- STC|ONE® Reporting

STC|ONE® Registry

The STC|ONE® Registry provides immunization resource management and administration tools to track patients and population demographics, as well as provide vaccination information with the ability to generate reports to monitor coverage rates and manage the population. CDSi forecasting is incorporated throughout the system to ensure accurate patient forecasting and coverage rate information. Additionally, patient observations, contraindications, serological results, and exemptions can be tracked in the system providing for a comprehensive approach to patient forecasting. The person/patient deduplication algorithm also ensures that accurate information is tied to appropriate records. Our algorithm has been tested and proven over years of successful operation, yet we continuously look to improve by incorporating the latest technologies.

This system is highlighted by its robust capacity and flexibility to be configured to meet the needs of all unique population sets. For example, if a State needs to adjust for changing State laws around Opt-In/Opt-Out or school-entry vaccine requirements, the platform can be updated with ease for these adjustments. In addition to the extensive configuration options the system offers, user permissions can also vary depending on need and role. This allows users to have adequate access to system areas essential to their role but limits areas that may be outside the scope of their need.

The STC|ONE® Registry is also the data hub that coordinates with integrated Inventory Management processes, coverage rate assessments, all data exchange operations, and specialized modules such as those that assist school nurses and childcare facility staff members.

Alerts and notifications can be found within STC|ONE® in several different workflows. These are configurable and often customizable to best enable timely information to be disseminated to all providers or certain provider types or groups as is appropriate for the situation. Types of alerts and notifications include:

- The ability to send messages to a selected group of Organizations/Facilities or system alerts for a set list of predefined reasons.
- STC|ONE® provides a “message of the day” feature which allows an administrative user to send messages to all users who log into the IIS.



STC|ONE® Consolidated Patient and Vaccination Management

STC|ONE® is a lifetime registry and public health solution, meaning that patients of all ages are supported. The result is a consolidated-complete immunization record for all people vaccinated within the jurisdiction. STC|ONE® allows data to be reported in multiple ways, however our deduplication algorithm and patient matching engines, which include the use of machine learning, work together to match the right records to the right person and consolidate all records regardless of the incoming source. STC|ONE® immunization resource management and administration tools can be used to track patients and population demographics, as well as provide vaccination information with the ability to generate reports to monitor coverage rates and manage the population.

The ability to import data from external systems such as Vital Records and Birthing Hospitals plays a critical role in getting newly born and immunized babies into the registry. The DTT and HL7 functionality available through STC|ONE® ensures all patients and their immunizations are included in the IIS which results in better data quality and more accurate immunization coverage assessments. Information from Vital Records, including birth and death data, and data from Birthing Hospitals can be imported into STC|ONE® using the DTT File Upload process, reported via HL7 or manually entered directly into the STC|ONE® user interface. Data reported via DTT or HL7 will be assessed by the system and will either update an existing record or create a new record.

Importing this valuable information is just the start. Making sure it is stored in the appropriate locations so that it can be used as intended is just as important. To provide flexibility, there are several state-configurable options available to help with DTT imports/upload that allows the State to require specific fields and even prevent overriding of certain information. For example, a Vital Records sending organization can be defined to not allow other sending organizations to overwrite data sent in from the Vital Records organization. This allows data elements such as legal names to only be recorded or updated by Vital Records. In addition, a Birthing Hospital can be configured so that any record sent in from that location within a set number of days will never be merged with another record. This is valuable as many birth records are submitted as “baby boy” or “baby girl.”

In STC|ONE®, the Patient Demographics page maintains complete demographic data for all recipients vaccinated in West Virginia. Patient Demographics contains CDC-endorsed and additional best practice data fields to capture all information needed for patient identification. These fields include, but are not limited to, basic demographic information, patient status, race, ethnicity, patient cohort information for associations such as employer, campaign, or tier as well as school, birth & death data and more. The birth and death information, typically supplied through a data exchange with Vital Records, can be saved on the record and include the birth file number, birth state and country and death file number.

Demographic fields can be configured so that they must be completed prior to saving the record. Required fields present in bold, red font. Additional configuration is available for ease of use, such as the configuration of field defaults. For example, the birth country can be configured to default to the U.S. Configuration also allows comments associated with the patient’s record to be saved as confidential data, meaning only users from the documenting organization can view those comments. To ensure a complete patient demographic history, multiple records can be stored for information such as the guardians/contacts, phone numbers and addresses.



STC|ONE® Patient Matching and Deduplication

The STC|ONE® Vaccination Deduplication algorithm identifies and resolves duplication and fragmented recipient data and offers both automated and manual functionality within several workflows for both incoming and existing patient data.

- Data Entry – Patient search utilizes matching logic to identify if a patient already exists prior to a user entering a new patient, when an exact match is found the user cannot enter in another patient record.
- HL7 or Batch Data – Incoming patient records are processed through the deduplication logic to identify exact patient matches and potential duplicates to previously submitted records. Potential duplicates will be placed into a queue for manual review. Exact matches are automatically processed into the system.
- Existing Patient Data
 - Nightly processes scan the database to identify duplicate patients which may be present since the last scan. Exact matches will be automatically merged.
 - A user may flag potential duplicate records through the User Interface. These records will then be reviewed by a jurisdictional staff member for processing.
 - An administrator may use Master Record Merge in the UI to automatically consolidate two or more duplicate patient records.
 - Records previously merged but now identified as “not a duplicate” may be separated by a jurisdictional user. These records will be flagged in the database to prevent re-merging unless it is identified by a user to be merged later.

For additional functionality, an administrative user may raise or lower the matching threshold in the STC|ONE® settings to refine the patient matching algorithm. A setting to merge based on the uniqueness of patient names is also available.

The STC|ONE® Vaccination Deduplication algorithm identifies incoming vaccination events as either new or as a duplicate to an existing event based on several criteria. A deduplication threshold may be set by the jurisdictional user which allows the matching logic to evaluate vaccines not given on the same date but within a date range as potential duplicates. Deduplication also evaluates by vaccine group as a potential duplicate may be recorded with a different vaccine type for the same period. Vaccination deduplication automatically selects the best and most complete vaccination event record. During manual review of patient deduplication, vaccinations for both the incoming and existing patient are displayed on the patient review screen to enable the user to see duplicate events between the two patients.

Maintaining accurate contact information for patients is essential to providing timely outreach and education. Contact information for patients can be updated manually through the user interface, via DTT upload or through electronic data exchange where required fields for data submission can be defined. STC|ONE® Patient Demographics includes required fields as designated by the State to ensure all pertinent contact information is captured for individuals with records in the IIS. These fields are highlighted in red and if left incomplete the user will receive specific guidance when they attempt to save the patient demographics. Multiple addresses, phone numbers and emails can be maintained in the patient record.

STC|ONE® captures data elements as part of the primary vaccination event record including, but not limited to, Facility Identifier Data Elements, healthcare Provider Data Elements, Vaccination Data Elements, and Patient Demographic Data Elements. In addition, STC|ONE® can store multiple

reported names for each patient to include: first name, middle name, last name, alias, and mother's name: maiden last.

Authorized users can view vaccination event and stored demographic data elements by searching for a patient record using the Patient Search/Add function using one or multiple user-defined parameters. Once the patient is selected, the user is directed to the Patient Demographics page, allowing them to view all information recorded for them. To view vaccination events the user would simply select View/Add from the vaccinations menu and will then be directed to the selected patient's Vaccinations page. Specific vaccinations can be selected to view Vaccination Detail and special considerations such as contraindication, and exemptions are also presented. This same information can be retrieved by providers with an HL7 connection.

Clinical Decision Support

The STC|ONE® Clinical Decision Support engine currently follows the ACIP (Advisory Committee on Immunization Practices) guidelines for child, adolescent, and adult immunization. Immunization schedules used by the engine are updated upon release of documentation materials from the CDC (Centers for Disease Control) Clinical Decision Support for Immunization (CDSi) project. The logic evaluates a patient's immunization, contraindication and immunity history and forecasts future doses for vaccination as needed.



The evaluation determines if the vaccines already administered meet the ACIP criteria for minimum or maximum age, intervals between immunizations, and vaccine type to satisfy a dose in series. Patients are automatically moved into catch-up schedules if needed. The forecast will display vaccine group, dose number, recommended date, minimum allowable date, and past due date. The status may be changed in registry settings to display Current, Due, or Past Due. The status will be highlighted so it is easily recognized by a provider.

The jurisdictional admin may customize the Clinical Decision Support settings to override the ACIP rules for specific vaccine doses to meet State and/or other advisory councils' policy. Separate settings specific to Schools Nurse functionality are also available for jurisdictional admin configuration. The customization may be set through the STC|ONE® UI Forecast Preferences and allows for setting a minimum allowable age, recommended age, and past due age for a specific vaccine group and dose number that varies from the ACIP recommendation. Specific vaccine groups may also be turned off from the forecast display if desired based on patient age or dose number. These settings will be applicable for all patients that meet the vaccine group, age and dose number criteria specified.

STC|ONE® Inventory Management

STC|ONE® Inventory Management allows for streamlined management of vaccine supplies (both public and private) for both manual entry and electronic health record (EHR) connected providers; and provides a convenient way to handle orders, transfers, returns, and wastage directly from within



the IIS. It is compliant with CDC's Vaccine Tracking System (VTrckS) standards. It provides an added benefit of having the ability to manage refrigerator and freezer temperature with manual entry and temperature log uploads.

As a part of the configuration, STChealth works with the administrator to define the workflows and numerous settings within the STC|ONE® Inventory Management component that allow a user to track vaccines by funding source, NDCs, monitoring wastage by cost of vaccine as well as contract details. The administrator will define and maintain the vaccine order sets, assign order sets to providers, and restrict vaccines or entire order sets based on available and other limitations.

For management convenience, the Inventory Management Dashboard provides a centralized location for providers to view aggregate information and action items regarding their vaccine inventory.

STC|ONE® Inventory Management supports additional activities such as the setup of prebooking orders with multiple prebooking categories and the management of State allocations.

STC|ONE® Inventory Management also supports:

- 1D barcodes (linear barcodes) - 14-digit GTINs
- 2D barcodes (GS1 data matrix barcodes) - GS1 standard for data matrix is supported. GTIN (product identifier maps to product settings table), lot number, and expiration data can be read.

STC|ONE® has configurable settings that are set up based on the specific WVDH inventory management policy. The application automatically conducts lot decrementing and reporting based on the lot number and funding source to ensure accurate reporting and provide a vehicle for improved data quality. This process happens for both vaccines submitted via the manual entry by logging into the application or through the messages submitted via HL7. Inventory can also be manually reconciled by selecting a valid reason to report waste and loss.

As a part of the configuration, the administrator works to define the workflows and numerous settings within STC|ONE® Inventory Management that allow a user to track vaccines by funding source, NDCs, monitoring wastage by cost of vaccine as well as contract details. In addition, the administrator will define and maintain the vaccine order sets, assign order sets to providers, and restrict vaccines or entire order sets based on available and other limitations.

STC|ONE® Data Exchange – Integration Center

STChealth is an industry leader in timely data exchange as it is our mission to ensure that each key stakeholder within the immunization ecosystem has the information they need when it is needed to help ensure high protection rates across the community.

STC|ONE® Data Exchange supports high-quality HL7 messaging and allows for the bidirectional transport of data in a clean and easy to administer format following multiple transport methods endorsed by the CDC including the Simple Object Access Protocol (SOAP) standard Interface, Web Services Definition Language (WSDL).



STChealth Data Network History

IIS to IIS 2003	National Provider Access 2012	Consumer Access 2013/ 2020
<p>2003: ID & WA first states 2005: Hurricane Katrina - national model for patient record look up released</p> <ul style="list-style-type: none"> • The STChealth network has the functionality to link every state (as proven during Katrina) • Supports IZ Gateway Connections 	<p>After H1N1 the need for a national data exchange network for national pharmacy and healthcare provider networks was needed</p> <ul style="list-style-type: none"> • The Affordable Care & HITECH Act compliant • Vaccine providers ability to submit and look up vaccine records • Decision support 	<p>2013 first time a consumer can get their IIS record 2020 launched the Consumer Access API the need to expand to other applications and workflows due to the pandemic</p> <ul style="list-style-type: none"> • Becomes a CDC functional standard in 2019 • 2020 The need to provide access to data more broadly while maintaining consent became critical

The primary purpose of STC|ONE® Data Exchange is to establish connections (interfaces) that deliver critical information and insights which help people achieve better health.

STC|ONE® Data Exchange allows jurisdictional administrators to configure rules governing data validation of incoming HL7 messages using Import Profiles to ensure that when information is recorded it is accurate and complete. Import Profiles are used to define the HL7 requirements for various facility types and allow jurisdictional admin to designate the desired response (warning, error...) for each provider. Data elements configured with a Warning response will not be rejected from the IIS. Every message submitted to the IIS is assessed in accordance with the Profile configured by the State. STC|ONE® ensures HL7 messages include all core data elements, in the CDC HL7 Implementation Guide for Immunization Messaging. These fields are specified in every Import Profile and can be configured in accordance with the HL7 Immunization Location Implementation Guide.

STC|ONE® Data Exchange supports high-quality HL7 messaging and allows for the bidirectional transport of data in a clean and easy to administer format following multiple transport methods endorsed by the CDC including the Simple Object Access Protocol (SOAP) standard Interface, Web Services Definition Language (WSDL). STC|ONE® supports Query by Parameter (QBP)/Response (RSP) and Unsolicited Vaccination Record Update (VXU)/Acknowledgement (ACK) messaging functionalities, allowing it to facilitate the real-time exchange of immunization records between other health systems. STC|ONE® currently supports the CDC standards HL7 versions 2.5.1, 2.3.1/2.4. Interface connections established through STC|ONE® Data Exchange are based on industry standards, recommended best practices, and connecting software to be a minimum of 2014 ONC certified.

STChealth is an active participant in FHIR ecosystem workgroups and has participated in several hack-a-thons regarding possible use cases for FHIR within IIS, including the work with AIRA on FHIR Bulk Query. Our network is FHIR-ready once there is a specific pilot or use case regarding use within IIS. Our team participates in SMART on FHIR collaborations for uses cases outside of IIS. Further details on our FHIR plans can be found under the title “Interoperability with FHIR Standards” in this document.

STC|ONE®’s Data Exchange Network supports CDC IZ Gateway connections and automated data reporting to the CDC.



Documentation Center

The STC|ONE® Document Center ensures that jurisdictional administrators and other end users have immediate access to valuable information from within WVSIS. WVDH can post documentation for global access as well as maintain facility-specific folders with restricted access.

As the incumbent IIS solution provider, STChealth anticipates no significant system changes due to the RFP. However, we are dedicated to ensuring a seamless transition with our new product releases and enhancements. Comprehensive documentation, standard operating procedures, and training will be provided to ensure users are proficient with the application, enabling its full potential. All user guides and training materials are conveniently available on the Client Hub, accessible 24/7 by State staff. Additionally, STChealth offers demos to showcase new functionalities and facilitates jurisdiction-specific ad hoc demos as needed.

Furthermore, STChealth continuously strives to improve our processes and delivery to ensure superb client satisfaction. Additionally, WVDH has access to a comprehensive library of training materials leveraged by both registry users and end providers.

End User Communication

System notifications can be enabled through automated notices sent externally through email as well as through pop-up notifications on the website when a user logs into the platform.

Service Level Agreement (SLA)

The STC|ONE® platform is engineered for high availability, security, and interoperability, supported by Service Level Agreements (SLAs) and rigorous data validation processes. We process between 20 to 30 million HL7 messages annually through WVSIS, enabling seamless data exchange with West Virginia providers and national registries. Our help desk operations follow strict SLAs for responsiveness and transparency, ensuring timely support during peak demand periods such as back-to-school season. More details are provided in the Maintenance and Support section, and STChealth's Service Level Agreement (SLA) has been included as an attachment to this proposal.

Vaccine Adverse Events

STC|ONE® allows authorized users to document vaccine specific information, such as reporting to VAERS, in the Vaccination Details comments field.

STC|ONE® Consumer Access

STC|ONE® Consumer Access includes a consumer access portal and API functionality allowing WVDOH several options for allowing consumers to access to their official immunization records.

- Provides consumer authentication and verification.
- Production of a PDF standard version of the immunization record - with what immunizations the person has and what they are due for.
- In application features include the patient's immunization gaps in care and general immunization information based on CDC, National Immunization Coalition, etc.
- As a bonus, users also gain access to PetMyIR®; making this truly a place to store immunization information for all the members of their family.



STC|ONE® Reporting

The STC|ONE® IIS Essentials Package contains an exceptionally robust reports library to view data, statuses, and message transaction information. As part of our ongoing modernization effort, STChealth is continuously adding flexibility to our system for end users, especially at the WVDH level, to be able to leverage data and report on it in self-determined and customizable formats.

The integrated Reminder Recall functionality within the STC|ONE® IIS platform allows users to generate reminder and recall data by age, vaccine, vaccine series, and reference date that is patient specific. The reminder can be defined based on user parameters such as patient age and access levels (i.e., for a single facility or organization) for a single vaccine, multiple vaccines, or a full vaccine series for those due, overdue, or upcoming. This can assist in the usage of vaccines about to expire, or address under vaccinated populations. A vaccine recall list can also be generated by selecting a specific vaccine, vaccination date or vaccine lot.

[Self-Service Reporting \(SSR\)](#) provides flexible patient data access options which will improve the capability for patient vaccine reporting. Parameters will be set and configurable, but the concept will be like what is typically described as Ad Hoc Reporting type functionality with data sets and fields continuing to grow in availability as time and development proceeds.

The functions within Self-Service Reporting will allow users to:

- Define, Edit and Delete a cohort
- Define, Edit and Delete a report output
- Generate the report

4.2.2 Approach & Methodology to WV Specific Goals and Objectives

STChealth Consortium

STChealth's Consortium model allows states to share costs of new enhancements and leverage new best practices across the STChealth client base. The Consortium model, alongside STChealth's product strategy, creates a robust framework for a reduction of cost for each Consortium member when additional capabilities and modules are created. Allowing states to share the cost, and for the full Consortium to benefit from enhancements to the core STC|ONE® platform, demonstrates the power of the Consortium working together.

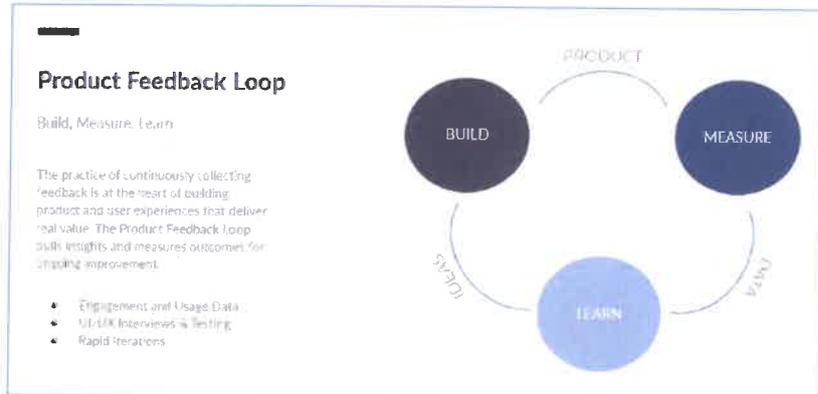
System Enhancements

New software changes are integral to maintaining an exceptional application that meets and exceeds the needs of its users and pushes the boundaries of the ecosystem it serves. STChealth and WVDH often collaborate on system enhancements at both the jurisdiction and Consortium level, following the below process.

The IIS Program and STChealth shall jointly identify enhancements to be developed and STChealth will provide written communication and estimates for the effort and work with the Client and Consortium regarding the feasibility and timing for implementing the new features.

As user, patient and market needs continuously change and evolve, so must products and the technology behind them. As such, a key cornerstone of STCHealth's product strategy and approach is the Product Feedback Loop. Understanding the voice of our clients, and the needs of the providers and patients served is critical to ensure continuous improvement and optimization of the STC|ONE® IIS platform.

STCHealth assesses new features and functionalities with a holistic view to ensure that development benefits the entire Consortium, determining what needs to be developed and when. Our development process emphasizes collaboration with all Consortium user groups and end users to ensure solutions meet business needs and deliver



value to registry users, end users and patients. Specific development efforts required by WVDH will be evaluated on a case-by-case basis, in close collaboration with the WVDH team.

The STCHealth Client Integrators team works closely with West Virginia and has assisted WVDH in navigating available system enhancements, such as helping to prepare for the launch of Provider Agreements that went live in December 2025, and the School Nurse Module launch in January 2026. We have been leading the WVDH team through trainings and will be available to support once the Oral Health Module will be launched in mid-2026. The Client Integrator team has worked very closely with WVDH all year on these three projects to be prepared and ready to fully utilize these tools. That team was also heavily involved in helping WVDH achieve validation in all 5 areas for AART.

These examples show how STCHealth is dedicated to ensuring the State is best utilizing the STC|ONE® platform, and to ensure any enhancements to the system are needed and cannot be achieved through settings or workflow improvements.

All potential options are explored and analyzed to meet functionality or requirements before initiating new development efforts. By doing so, we ensure optimal budget utilization, resorting to the Change Request process and its associated costs only when the desired functionality cannot be achieved through existing customizations.

Identify and Sort Rejected HL7 Messages

STC|ONE allows the admin user to review all HL7 messages. They can export and sort/filter by the State defined 'error' or 'warn' messages. Then they can generate reports to share back with the provider and/or vendor on the specific errors for correction and resubmission. This is an industry standard process that makes it easy for the State to hold providers/vendors accountable on data quality.

Updates and Synchronization of Code Sets with CVX, MVX, and NDC Tables

As a SaaS solution, STCHealth manages the CVX and MVX code set updates based on the CDC published code lists. The NDC codes are updated by the State admin users along with specific products or brand names.



Bulk Loading, Activating, and Deactivating Providers/Organizations, Facilities & Users

Organizations, Facilities and Users can be uploaded into the IIS using the STC|ONE DTT (Data Translation Tool). Bulk activation and deactivation can also be achieved with DTT. In addition, a State admin user can run reports to inactivate users by various parameters, such as, by the Organization or Facility.

Implementation Plan

As the incumbent IIS vendor for West Virginia since 1999, STChealth offers the unique and valuable advantage of continuity. Remaining on the STC|ONE® platform eliminates the need for costly and time-consuming system migration, ensuring uninterrupted service for WVDH staff and providers. This continuity would also enable WVDH to fully leverage its investments in modernization efforts. STChealth's project management approach is grounded in PMI principles, with a dedicated Client Partner assigned to West Virginia to oversee deliverables, facilitate communication, and ensure accountability.

While the advantages of incumbency are well established and STChealth has demonstrated consistent performance, we recognize that challenges have arisen over time and have been addressed collaboratively with the State. These experiences have reinforced a shared commitment to transparency, continuous improvement, and solution-oriented engagement. Our proposed management approach emphasizes structured governance, clear escalation pathways, and ongoing feedback mechanisms that incorporate stakeholder input throughout the project lifecycle. The requirements outlined in this RFP further establish a strong framework for effective collaboration. West Virginia's continued partnership with STChealth supports a resilient and scalable IIS environment, delivered by a team with deep knowledge of WVSIS and a demonstrated ability to address both existing needs and future enhancements.

Because no implementation would occur as the incumbent, there are no implementation milestones. We have included in our response below, details of current communication, SDLC, help desk, training, and documentation practices as ongoing management plan for WVDH.

STChealth Management Plan and Technology Approach

STChealth enters this project with an established foundation, eliminating the need for system migration, avoiding service disruption, and saving WVDH valuable time and resources. Our existing Systems Development Life Cycle (SDLC), DevOps infrastructure, and Agile methodology are already in place to support WVSIS and its users. The STC|ONE® platform is continuously monitored using modern operations technology, with a 24/7 on-call rotation and escalation protocols to ensure rapid response to any service issues.

While formal implementation requirements gathering is not necessary, we will conduct a comprehensive review of all deliverables at project kickoff to clarify scope and expectations. We would use this process as a "refresh" of our ongoing partnership, ensuring that we have transparent conversations regarding joint expectations and opportunities for future improvement. Ongoing enhancements will include stakeholder-driven requirements sessions and user testing to ensure new functionality aligns with WVDH's goals. STChealth's human-centered design process incorporates Net Promoter Score (NPS) and Client Satisfaction (CSAT) tracking to ensure both product performance and user experience are prioritized.



Our continued partnership will focus on optimizing existing workflows, deploying modern features, and expanding modular capabilities. WVDH will be invited to participate in collaborative work sessions to shape outcomes and maximize the value of its prior investments in modernization. With STChealth, WVDH can expect seamless continuity and a proactive, accountable project team from day one.

STC's Ability to Adapt to Evolving Federal Requirements

STChealth conducts regular maintenance to ensure compliance with CDC requirements and AIRA recommendations, maintaining its leadership in IIS solutions. For example, our platform is fully AART compliant. During the COVID-19 pandemic, STChealth demonstrated the resilience of its infrastructure and its ability to adapt quickly to evolving CDC directives, facilitating coordination between the State and pharmacy partners, collaborating with the Consortium to address broad and jurisdiction-specific needs, and deploying updates rapidly while preserving code integrity through rigorous manual and automated QA processes.

STChealth also has staff that participate in industry steering committees and has direct communication with federal entities. Not only have we shown our proven ability to adapt to rapidly evolving federal requirements, STChealth is also a part of the conversations that impact those changing requirements.

We communicate any necessary system outages in advance, scheduling maintenance windows after hours to minimize user impact. Our teams work closely with WVDH, providing consultative support from our Support, Client Integrators, Analytics, and Product teams to ensure optimal system use and outcomes.

Following ACIP forecasting guidelines, our STChealth forecasting tool offers updates within 30 days and supports custom settings to meet WVDH-specific requirements. STChealth actively participates in AIRA MIROW, contributing to and implementing best practices in the IIS ecosystem, showcasing our extensive industry knowledge and commitment to excellence.

- STChealth releases new forecasts for antigen changes within 30 days of the recommendation being published in the Morbidity and Mortality Weekly Report (MMWR) or through a published VFC Resolution.
- When forecasting issues or possible discrepancies arise for covered immunization groups in production (where the guidance may be unclear, an incorrect test case, or other issue with the CDSi publication), STChealth will work with CDC to confirm the needed changes and once confirmation of the change is received from the CDC's ACIP advisory group, STChealth will implement the changes within 45 days of receipt of the final confirmation.
- All update intervals in reference to the STC|ONE® Essentials SLA do not include any CDSi logic version updates, STChealth will work to implement new CDSi logic changes as they are made available. STChealth's Service Level Agreement (SLA) has been included as an attachment to this proposal.

Application Monitoring

STChealth continuously monitors all client production instances, including memory, disk space, processing, and network performance, and receives automatic alerts when issues arise. Our team prioritizes resolving problems without impacting users; however, if remediation steps could affect service, our Operations team coordinates with the State through the Support team to explain the



issue, outline the resolution plan, obtain approval, and recommend strategies to reduce future operational risks.

Documentation/Artifact Management

As the incumbent IIS vendor, STChealth anticipates no major system changes resulting from this RFP, allowing WVDH to avoid costly transitions and service disruptions. To support a seamless continuation and enhancement of WVSIIIS, STChealth provides comprehensive documentation and training resources, all accessible 24/7 via the Client Hub. These include user guides, training materials, and a robust LMS library used by both registry and provider end users. STChealth also offers Consortium-level demos to showcase new functionality and jurisdiction-specific ad hoc sessions as needed. Our commitment to continuous improvement ensures that documentation and artifacts are regularly updated and delivered in agreed formats, with quality checks and timely corrections when required. This approach supports WVDH in maximizing its existing investments while maintaining operational excellence.

Infrastructure Management

STChealth confirms that it will maintain the infrastructure architecture and toolset for all applicable non-production and production users, ensuring robust and reliable operations across all environments. Additionally, we commit to supporting both current and forecasted licensure in non-production and production environments, ensuring that all necessary licenses are managed and up to date to facilitate seamless operations. Furthermore, STChealth guarantees that all necessary licensure agreements will be maintained with applicable parties, ensuring compliance with all licensure requirements and sustaining operational integrity.

Training

STChealth is dedicated to providing ongoing education that comprehensively covers all new product functionalities and workflows. This commitment guarantees that all registry users are equipped to utilize STChealth solutions to their fullest potential. Please see section on Organizational Change Management for more details.

Data Pulling Services Supporting Report Generation

STChealth has introduced the latest functionality in IIS, Self Service Reporting, which supports data extraction from the registry database without requiring SQL or other database languages. Through Self Service Reporting, users can select desired data values via a user-friendly interface and generate the required reports. These reports can be exported in Excel, CSV, and PDF formats. Also, users can save selected parameters for easy report regeneration later if desired. STChealth will continue to improve upon and showcase Self Service Reporting to aid in hands on learning to deep dive and create reports to meet their needs.

Incident Management

STChealth manages all incidents through the agile tool, providing 24/7 access to information for all registered State users. Through this system, WVDH users can track incidents and receive push notifications on any updates. All data presented in the tracking system is live and real-time. Additionally, WVDH and STChealth hold monthly meetings to discuss reported incidents, with ad hoc calls scheduled as necessary.



Clients using STC|ONE® benefit from a comprehensive self-help and issue tracking system via the STChealth Service Desk. This system empowers client users to:

- Submit issues or improvement suggestions.
- View issues submitted by other STC|ONE® clients and STChealth teams.

The Service Desk addresses critical and non-critical issues and queries as they arise and facilitates monthly Consortium-level calls to prioritize tickets. Clients, such as WVDH, can select the severity of incidents from critical to non-critical, with STChealth collaborating closely to manage and adjust severity levels throughout the resolution process.

Additionally, individual jurisdiction calls are scheduled on monthly basis to provide an update on status of each opened incident. Ad-hoc calls can be scheduled for specific issues, if required. STChealth ensures thorough due diligence for application-related issues to assess potential unintended impacts on the IIS business operations. See further details in the Maintenance and Support section.

STChealth Project Management Plan

As the incumbent IIS vendor for West Virginia, there will be no need for an implementation project plan. Remaining on the STC|ONE® platform eliminates the need for costly and time-consuming system migration, ensuring uninterrupted service for WVDH staff and providers. STChealth will ensure the seamless continuation and improvement of current services.

STChealth has continued to work to keep STC|ONE® at the forefront of IIS functionality since our founding in 1988. We initiated a Consortium model in 2003 as part of this ongoing effort. The Consortium is a partnership between STChealth and its clients who use a common IIS software platform and tools and come together to share ideas, leverage funding, and work together to meet the goals of the IIS Strategic Plan and other State and federal initiatives. STChealth is engaged in continuous evaluations with the Consortium to ensure programmatic goals are met and we employ Human-Centered Design principles to ensure usability and purpose-built functionality. We will continue to leverage the Consortium as we develop and employ data modernization processes and achieve solutions enhanced by the efforts of cost-sharing opportunities across the Consortium and funding directly from the CDC.

Human Centered Design

Human-Centered-Design (HCD) follows the following guiding principles, where people are at the heart of the design process:

- **People-Centric vs. Organization-Centric:** HCD starts with empathy by understanding the core pain points and moments of friction experienced by individuals. While it is important to understand the needs and objectives of the customer organization, we start by designing products for the people and roles using them most.
- **Outside In vs. Inside Out:** HCD ensures every product and feature is designed through the lens of those we serve – first, by validating the core problems to solve and outcomes desired. Moving into ideation and design stages, STChealth utilizes experiment methodologies to test assumptions and hypotheses through customer interviews, usability testing and prototype testing. All to validate designs and solutions to the uncovered problems to solve before products are built and launched. This ensures all features offer value and drive usability and engagement.

- **Iterations and Cycles vs. Linear and Rigid:** User needs are not static, and as such, neither are products. Traditional development services often take a linear path – define, develop, launch, maintain. Product development using HCD embraces iteration and ongoing optimization. This dynamic, discovery-based approach ensures product roadmaps are insights-driven, thus, continually delivering better outcomes.

Human Centered Design Flow



Individual clients and the Consortium play a key role in HCD phases, including Clarify, Ideate, and Implementation. Stakeholders participate in workgroups where STCHealth can assess end-user and stakeholder needs and is heavily involved in requirements gathering and user testing for new functionality. Placing our clients at the center of why we build software means consistent feedback throughout the client journey, which is essential to success. STCHealth tracks Net Promotor Scores (NPS) and Client Satisfaction scores (CSAT) strategically and consistently through the human-centered design process. This ensures that we are not only meeting the needs of our clients with the functionality of the product, but we are also considering the client experience throughout.

Our development team follows an Agile sprint lifecycle to drive the predictability of delivery. This includes regular demos with key stakeholders regarding changes for rapid feedback. STCHealth also applies best practice UX/UI as part of our modern development and design practices. After Ideation and Development conclude, the workgroup is brought back together for new functionality demos to ensure any development meets the needs of the Consortium and the end-user.

Additionally, once product functionality has been implemented, we track the outcomes of its use so that we continue to ensure the client’s needs have been met. Product usage data serves as another feedback loop into our product design. Knowing the end-user's behavior using the data to identify explicit and latent pain points allows us to generate insights to create a problem statement from the users' perspectives.

When factoring UI and UX considerations, it's essential to follow the human-centered design approach. This involves understanding the core pain points and moments of friction for each person and role, validating solutions to ensure they meet the needs of those served, and continually optimizing and improving quality through iterations and cycles.

STC’s Human-centered design (HCD) is a creative approach to problem-solving that starts with understanding the needs of the people you're designing for and ends with solutions that are tailored to suit their needs. Here are some best practices for HCD that STCHealth is currently utilizing:

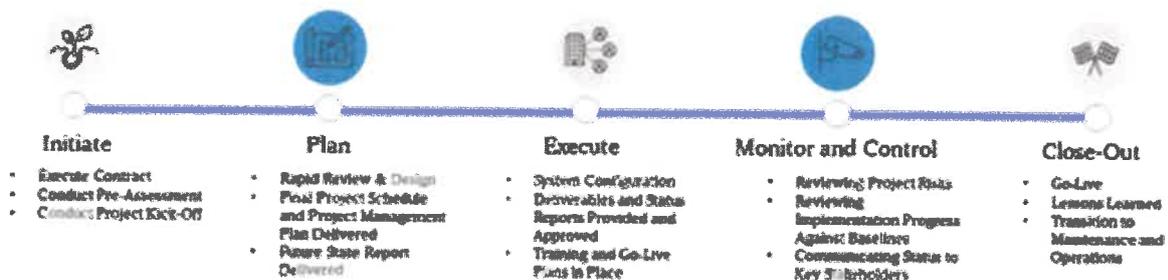
- **Empathize with Users:** Develop a deep understanding of the users' needs, challenges, and aspirations. This can be achieved through interviews, observations, and engaging with users to gather insights.
- **Define the Problem:** Clearly articulate the users' needs and problems based on the insights gathered. This helps in creating a human-centered statement that guides the design process.
- **Ideate:** Generate a wide range of ideas and solutions through brainstorming sessions, workshops, and other ideation techniques. Encourage creativity and free thinking without constraints.
- **Prototype:** Create scaled-down versions of the product or features to investigate the ideas generated. Prototyping allows you to understand the strengths and weaknesses of each idea before full-scale implementation.
- **Test:** Rigorously test the prototypes with real users to gather feedback. This iterative process helps refine and improve the solution.
- **Implement:** Develop the solution that best solves the users' problems, based on the feedback from testing. Ensure that the solution is sustainable and scalable.
- **Continuous Feedback Loop:** Establish a product feedback loop to continuously collect feedback and measure outcomes for ongoing improvement. This includes engagement and usage data, UI/UX interviews and testing, and rapid iterations.
- **Accessibility and Inclusion:** Design solutions that are accessible to all users, including those with disabilities. This ensures inclusivity and broadens the impact of your design.
- **Collaboration:** Work collaboratively with a diverse team of designers, developers, stakeholders, and users. This ensures a variety of perspectives are considered and increases the likelihood of success.
- **Measure Impact:** Evaluate the success of the design based on its impact on the users and the problem it was intended to solve. Use data and user feedback to assess effectiveness.

These best practices are not exhaustive but provide a solid foundation for how STChealth is implementing human-centered design into our product process. STC's goal is to create products and experiences that truly resonate with users and address their needs effectively.

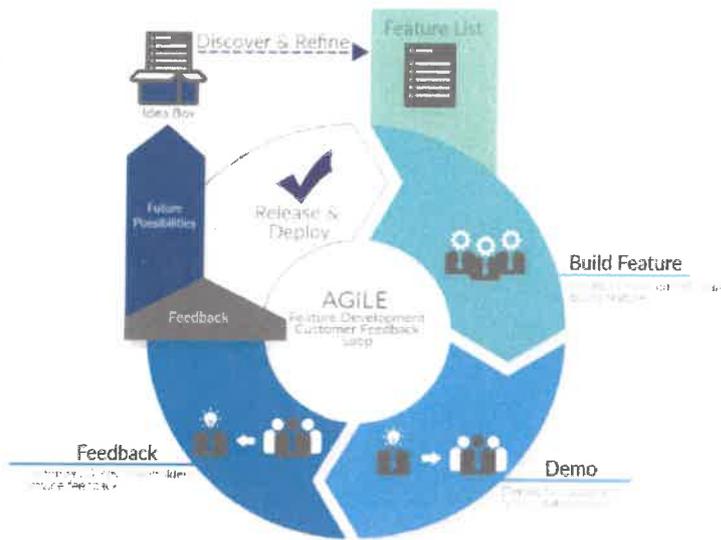
System Development Life Cycle

A key component of the system development life cycle is software development. STChealth uses a modern software development approach that includes User-Centric Design, Automated Testing Dev-Ops, and Agile Methodology.

System Development Life Cycle



Our development team follows an Agile sprint lifecycle to drive predictability of delivery. This includes regular demos with key stakeholders regarding changes for rapid feedback and to lower risks. The software development cycle leverages Scrum for rapid development release cycles. In this process, key features, bugs, and enhancements are identified by our product management team and prioritized by the value and impact they deliver to our customers. STChealth also applies best-practice UX process as part of our modern development and design practices.



Security review and best practices are part of this process and cycle. These items are documented and placed into a product backlog for each of our mission-focused teams. Our development teams then clarify and estimate each of these items and their sub-tasks to complete them biweekly. These tasks are formed into a “sprint” which defines the changes to occur in the system in the next two- week period. Once committed, our cross-functional development teams document test cases, produce the desired behavior, and review the changes against the test cases and the product managers.

Automated regression testing is performed nightly across the system to ensure no degradation of the system has occurred due to any introduced changes. At the conclusion of a sprint, a version number is assigned following Semantic Versioning Standards and release notes are generated. The release is announced to our customers and release notes sent for review and acceptance.

As a SaaS provider, STChealth will manage all upgrades of each environment. Once a request for an upgrade has been received, our operations team follows the Kanban processes and coordinates with our support team for the next available maintenance window. STChealth utilizes best-in-class containerization tools and as we continue to modernize, we are taking a services-based approach. Our operations team will include any additional OS and network-level patches scheduled for the maintenance window.

Organizational Change Management

As the incumbent, STChealth will not be implementing a new IIS solution for WVDH but we will employ our Change Management process for any large-impact system updates or modernization rollouts to maximize the value and continuous use of the WWSIIS. STChealth integrates standard project management methodology and organizational change management to ensure the accurate, complete, and timely delivery of the new large-scale system changes or functionality releases. These methodologies are intertwined and highly controlled through a project manager, technical lead, and client success manager.

We have learned that while Change Management is critical in implementing a new IIS, it is also critical to help manage new system changes. Many of our Consortium states including West Virginia



underwent an upgrade from legacy VOMS 1.0 to VOMS 2.0 (also known as STC|ONE® Inventory Management). While the upgrade was necessary and valuable to improve end-user workflow, there were lessons learned in the implementation process. Since these lessons learned, we have implemented a Change Management process detailed below, which includes the 3 key dedicated staff above to ensure a smooth rollout for all.

We understand implementing new platform abilities impact thousands of individuals from business owners to providers, and ultimately patients. We use the Standard for Change Management® and the READY Framework to focus on organizational and individual change as a road for successful implementation. If individuals do not adopt change, successful organization change cannot be achieved.

Organizational Change Management reduces the disruptive effects inherent to change:

- Increasing clarity and benefit realization of change
- Results in a greater adoption of change
- Provides a way to measure the effectiveness of the change

Should STChealth be selected to continue partnering with WVDH, we will employ these Change Management strategies for Modernization roll-out and other large-scale impact projects.

Risk Management

STChealth's Risk and Issue Management Plan, embedded within our Project Management Plan, establishes clear procedures for risk identification, evaluation, and escalation. It ensures that potential risks are monitored and mitigated, and that issues are tracked and resolved through a structured governance and communication framework.

STChealth utilizes an Oversight Team comprised of STChealth executives and subject matter experts who can leverage the full suite of capabilities and resources to ensure project success and alignment. STChealth also leverages the Technical Lead, who is an expert in IIS utilization and actively finding solutions for programmatic gaps.

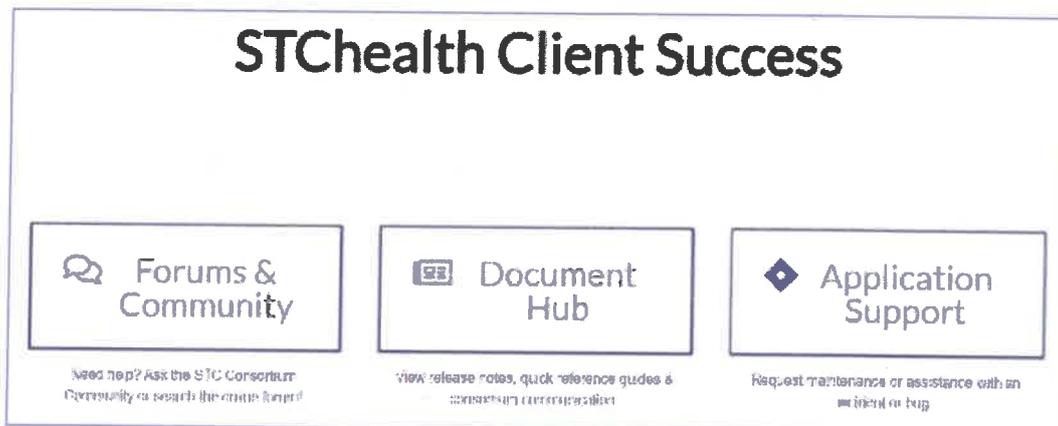
Monthly Reports

Collaborative work between STChealth and Consortium Members moves rapidly. We heard from our States there is a need to capture all work completed and any work pending, including key metrics for work accomplished, to be able to share back with IIS stakeholders and leadership quickly. STChealth developed Monthly Reports, which have become a standard resource in our Maintenance and Operations to close these gaps. These reports are shared with all our jurisdictions monthly. The reports aim to provide essential details about contract specifics and contract health, deliverables, service statuses, and our shared success objectives. Additionally, there is an overview of our Help Desk metrics, upcoming activities, new functionalities, and the latest on our modernization efforts. By providing this information in a consolidated resource on a consistent basis, we hope that our Consortium can rely on one location for any information they require and allow for collaboration on critical work.

Since the inception and release of the monthly reports, we have worked closely with Consortium members on applying any feedback for improvements. We learned there was a need to adjust how the information is displayed and formatted, add in more Help Desk ticket details, and incorporate additional metrics for the States to pull and share with leadership or other stakeholders easily. We continue to work and listen to recipients of the monthly reports to ensure it best meets their needs.

Documentation

STC|ONE® documentation is available for contextual information within the product and within the **STC|Client Hub**, both of which are online and available to specific user types.



STC|Client Hub

Within the **STC|Client Hub** the State will find all documentation needed to fully understand STC|ONE® functionality. This includes documentation on the current platform as well as information on our modernized platform. The Consortium Communication section will allow the State to access all Consortium documentation including release notes and IZ Gateway reports.

STC|ONE® Thought Leadership Consortium (TLC)



The STC|ONE® Thought Leadership Consortium is one of the most valuable resources that we can provide to our clients. This group, which consists of IIS and Vaccine Program staff from all states that utilize the STC|ONE® platform, provides opportunities for group purchasing, collaboration, access to expertise, shared resources and more. All these stakeholders come together once a year, at an event hosted by STChealth called the Thought Leadership Consortium (TLC). This is an opportunity for State staff to connect, collaborate and learn from each other and with STChealth.

STChealth Consortium Model

STCHEALTH CONSORTIUM CALLS



Virtual and in-person Consortium leadership meetings bring together state leadership to discuss topics relevant to the IIS and public health, make Consortium-level decisions, and receive information about system version releases, upgrades, and enhancements. Consortium calls specific to Product Support also occur on a regular basis. Mission-specific workgroups exist to focus on operational solutions around activities such as product discovery, training and onboarding.

Project Delays

At STChealth, we take a proactive and transparent approach to managing project timelines and mitigating risks. Should a delay occur, we immediately communicate with WVDH to share the cause, assess the impact, and present a clear recovery plan with specific corrective actions and revised milestones.

Our Risk/Issue Management Plan is designed to proactively identify, assess, and resolve risks and issues swiftly to minimize their impact. As the incumbent, costly implementation-related risks will not be present; however, we remain vigilant in managing risks associated with ongoing maintenance and feature requests.

STChealth ensures that sufficient resources and knowledgeable, experienced staff are always available to meet project schedules. Our team is cross trained across key functions, allowing for flexible resource allocation. Project managers continuously monitor progress, identify potential risks early, and adjust staffing or technical resources as needed to maintain momentum.

Additionally, STChealth employs a RACI Matrix to clearly define roles and responsibilities across all stakeholders including STChealth, the State, and any third party, ensuring mutual understanding and accountability. This structured approach supports timely delivery, budget adherence, and high-quality outcomes across all phases of the project.

Vaccine Exemption Functionality

We understand that there may be a statewide policy change to enable religious exemptions within K-12 public, private, and parochial schools, as well as state-regulated childcare centers.



STChealth would handle religious exemptions in the same manner as medical exemptions within the system. Specifically, religious exemptions would require approval by a State Approver account and would appear in the same exemption list as medical exemptions. Additionally, within the patient vaccination view/add screen, providers would have the ability to request a religious exemption in the same way they currently request a medical exemption.

We are currently reviewing the feature request that would allow flexibility for jurisdiction-specific exemption workflows and review processes. Given the public-record nature of this solicitation, detailed discovery materials are not included here but can be provided to the State upon request during evaluation or post award.

Coverage Reporting and Population Definition

STChealth has heard the feedback WVDH provided around existing Coverage Rate report functionality to generate an accurate Coverage Rate report. We have discussed this with WVDH and are providing additional training to help clarify the correct parameters needed to produce an accurate report.

Additionally, new Coverage Rates reports will be available in the modernized platform with Message Insights in 2026. STChealth will provide training on these also, to ensure WVDH has several options to produce Coverage Rate reports with confidence.

Scalable Data Exchange and Reporting via Read Replica Integration

STChealth understands that West Virginia's goal is to report IIS data into the WV Data Lake. Following meetings with WV, we provided a Statement of Work (SOW) for a read replica that detailed the needs specified in the RFP (the SOW can be provided separately, if needed, to protect STChealth IP). This is included in the Cost Proposal, as an optional item.

Database Schema and Data Dictionary

STChealth can provide documentation on Database Schema separately, if needed, to protect STChealth IP within this open RFP.

Oral Health Module

The Oral Health Module and the School Nurse Module have been in discussion between STChealth and WVDH. The School Nurse Module is a pre-requisite for the Oral Health Module, seeing as most of the workflows are completed by school nurses. WVDOE working with WVDH and STChealth, now have a data sharing agreement in place and WVDH received the first school roster in 2025.

Since receiving the school roster, we have been working with WVDH to implement the School Nurse Module. That was recently successfully accomplished in January 2026. The current plan in place is to roll out the Oral Health Module in the summer of 2026. A pilot program is planned, and once that pilot is successful, then the module will be rolled out statewide to school nurses. The final phase will be to train and onboard dental health professionals to the IIS so they can directly utilize the Oral Health Module.

It took a lot of work and effort on the part of the WVDH to achieve the data sharing agreement. The time and effort invested into the current roll out has been incredibly well spent, and we are looking



forward to getting positive feedback from school nurses. The School Nurse Module is used by many States and has a track record of saving school nurses a lot of time. The future onboarding of dental health professionals will be the first of its kind in the industry and goes to show the partnership between WVDH and STChealth remains innovative and groundbreaking.

Additionally, there would be extra unseen costs to switch vendors during these rollouts. The current training for school nurses and future training for dental health professionals would have to be re-done with a different system. This is also precious time and effort on the provider side that would be saved if staying with the incumbent system.

Interoperability with FHIR Standards

STChealth recognizes Fast Healthcare Interoperability Resources (FHIR) as the next evolution of HL7 standards and continues to actively monitor and participate in national interoperability discussions. Currently, STChealth has not observed clearly defined immunization use cases that cannot be effectively supported through existing HL7 v2.5.1 messaging. Additionally, STChealth has not seen any discovery of broad, coordinated initiatives to transition immunization providers from HL7 v2.5.1 to FHIR for routine IIS reporting. As a result, STChealth's approach to FHIR is deliberate and jurisdiction-driven, prioritizing stability of current exchange models while preparing for future adoption where value will be clearly demonstrated. STChealth's modernization roadmap includes the development of FHIR capabilities, with a target timeline of having FHIR interfaces available in 2027, contingent upon jurisdictions identifying value-based use cases. This phased strategy ensures that any transition to FHIR is purposeful, financially sustainable, and aligned with jurisdictional readiness, while continuing to support proven HL7 v2.5.1 workflows that meet current immunization reporting needs.

4.2.3 Approach & Methodology to Compliance with Mandatory Project Reqs IIS Baseline Requirements RTM

The STC|ONE® platform is purpose-built to meet CDC IIS Functional Standards and provides a fully operational, scalable, secure, and interoperable immunization information system. At the time of this submission, STC|ONE® meets most of the Essential requirements except for the following:

- 8% are 'Yes with Customization', requiring additional configuration or development.
- 2 out of the 548 Essential requirements are not currently met. Based on STChealth's 38 years of experience implementing and supporting IIS solutions across 16 U.S. jurisdictions, some of these items are not recommended as best practice. Alternative approaches or further discussion with the State will be necessary to ensure alignment with proven standards and operational efficiency.

For each of the Essential items that are not met with our solution, we provide the requirement reference, current status, and a summary of our proposed resolution. This approach demonstrates our commitment to full compliance and provides the Agency with a clear roadmap for addressing these items.

System Compatibility Requirements

STChealth confirms that the STC|ONE® platform meets all the requirements under 4.2.3.2 System Compatibility Requirements.

Service Level Agreement (SLA)

The STC|ONE® platform is engineered for high availability, security, and interoperability, supported by our Service Level Agreement (STC|ONE® / IWEB Service Level Agreement (SLA) Essentials attached).

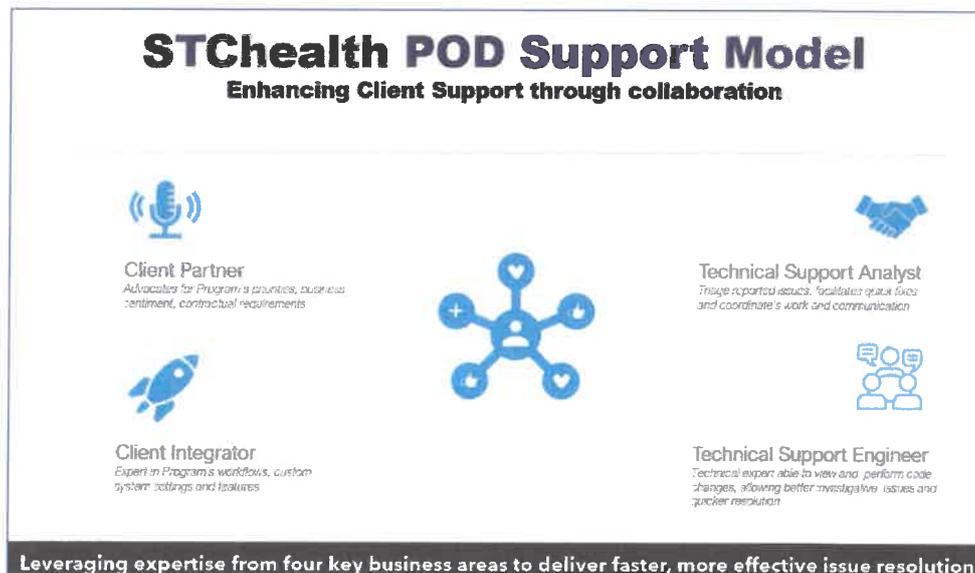
Maintenance and Support

STChealth POD Support Model: Enhancing Client Support through Specialized Collaboration

The Product Support issue workflow encompasses ticket prioritization, research, and resolution processes. Beginning with ticket intake and prioritization, support analysts troubleshoot and update tickets with necessary information and adhere to the STC|ONE® Essentials SLA. Research conducted can lead to the creation of development tickets, guiding engineering teams in their efforts. Ticket prioritization ensures urgent issues receive immediate attention, with defined processes for varying priorities. The closing process involves updating ticket statuses, the application versions where the fix will be applied, and providing release notes or updates to clients before transitioning tickets for acceptance. Throughout the workflow, adherence to the STC|ONE® Essentials SLA and effective communication with clients are essential for efficient issue resolution.

Additionally, STChealth’s Consortium model allows states to share costs of new enhancements and leverage new best practices across the STChealth client base. The Consortium model, alongside STChealth’s product strategy, creates a robust framework for a reduction of cost for each Consortium member when additional capabilities and modules are created. Allowing states to share the cost, and for the full Consortium to benefit from enhancements to the core STC|ONE® platform, demonstrates the power of the Consortium working together.

STChealth is committed to continuously improving the support experience we provide for our clients. Discussions with our clients over recent months and assessment of internal processes have led to changes to our approach to Support designed to ensure maximum responsiveness. As part of this commitment, we have implemented a support model called POD (*Power of Delivery*), a dedicated, cross-functional team designed to deliver more efficient, responsive, and strategic support.





It's important to note that while we've optimized our internal support structure, the manner in which WVDH engages with STChealth for reporting and tracking issues remains unchanged.

Each POD is composed of four specialized roles, working in close coordination to ensure every aspect of our clients' needs is understood and addressed with precision:

- **Client Partner:** Your strategic advocate within STChealth, the Client Partner brings deep understanding of your organization's priorities, long-term goals, contractual details, and overall business sentiment. They serve as your voice within STChealth, ensuring alignment between the State's expectations and our services.
- **Client Integrator:** An expert in your jurisdiction's system configuration, workflows, and operational processes. The Client Integrator ensures we fully understand how your environment is set up and helps identify opportunities for optimization or improvement.
- **Technical Support Analyst:** This team member is responsible for triaging reported issues, facilitating quick fixes, and escalating work to other STChealth teams, as needed. They ensure that requests are accurately assessed and resolved efficiently.
- **Technical Support Engineer:** Our technical expert with direct access to the codebase. This role allows us to investigate complex issues, implement code-level fixes, and ensure faster technical resolutions when needed.

Each POD is aligned with the Client Partner's portfolio, meaning your POD team is consistently focused on supporting the same jurisdictions, leading to stronger familiarity, more context-aware decisions, and better prioritization of support efforts.

You will continue to use the same support channels, follow the same processes, and receive the same responsive communication you've come to expect. The POD structure works behind the scenes to enhance our internal coordination and accelerate outcomes, without adding complexity to your experience.

By combining expertise from across the organization, the POD model allows us to:

- Improve first response quality
- Increase ticket resolution velocity
- Proactively identify and escalate critical issues
- Provide more coordinated and transparent support experience

We believe this model strengthens our partnership with the State and positions us to support your program goals more effectively than ever before.

STChealth maintains continuous communication with customers to ensure that any changes to software and general architecture are known in advance, and their impact is well understood. Several of the communication channels we use include the Client Hub which maintains all Consortium Communication such as Release notes and technical information for the Current Platform and more. Clients are included in conversations prior to changes occurring and are always notified via email of any upcoming changes. In addition to written documentation, requirement discussions, demos, and feedback sessions happen regularly to ensure real time communication.

To ensure our Consortium has access to the latest environments and application improvements, STChealth publishes a release every 2 weeks. The release notes will become available a week prior to the available upgrade for jurisdictional review. Release notes include any jurisdiction-specific and

Consortium-wide improvements, paid enhancements, bug fixes, and database changes. Once the release notes are published, the State has the opportunity to upgrade to the most current version; there is no obligation to do so, and the State may choose to upgrade their Test or Production environments at a time that best fits the needs of their program, in line with relevant maintenance windows. Our recommendation is to stay within the latest 3 releases to ensure the State remains up to date with issue resolutions and enhancements. The State is then able to test upgrades in the Test environment and provide feedback directly to our Help Desk on any questions or issues uncovered through State testing.

Quality Assurance and Quality Control

Although we won't have the typical steps of QA and QC as there will be no implementation, STChealth remains committed to maintaining quality of our systems and has extensive experience working with large-scale data systems.

The following quality best practices and principles are deployed from the ground up in design to encompass a systematic and thorough process aimed at ensuring quality and reliability in software products:

- **Early Testing:** Start testing activities as early as possible in the software development lifecycle (SDLC) to identify defects and usability improvements early.
- **Define Clear Objectives:** Clearly outline the goals of manual and automation testing. Determine what aspects of the application or system will be automated and why automation is beneficial.
- **Test Automation Strategy:** Using a prioritization strategy that defines which tests to automate (e.g., smoke tests, regression tests) and how to maintain a balance between automated and manual testing, prioritizing tests based on criticality and frequency of execution. Automated Testing operates at three levels; Unit Tests, Integration Tests, and End-to-End Tests.
- **Design Maintainable Tests:** Automation scripts are designed and created in modular, reusable, and maintainable format - using design patterns to separate test code from application-specific code for enhancement.
- **Version Control:** Version control systems (e.g., Git) are used to manage automation scripts and ensure collaboration among team members. This helps in tracking changes, reverting to previous versions, and managing concurrent updates.
- **Continuous Integration:** Automation tests are put into a Continuous Integration (CI) pipeline that runs tests automatically whenever new code is committed. This helps to ensure early detection of defects and provides fast feedback to developers so they can produce more quality code from the offset.
- **Defect Management:** Management of defects through a process for reporting, prioritizing, tracking, and resolving defects using defect management tools. Defect management includes ensuring defects are properly documented with clear steps to reproduce and fix them.
- **Monitor and Analyze Results:** Implementation of reporting mechanisms to monitor test execution results and analyze trends over time. Use of metrics such as test coverage, pass/fail rates, and execution time to assess the effectiveness of automation efforts.
- **Regular Maintenance and Updates:** Maintain automation scripts regularly to keep pace with changes in the application under test. Update scripts for new features, changes in UI, or modifications in business logic.



- **Collaborate and Communicate:** Foster collaboration between support teams, testers, developers, and other stakeholders throughout the automation testing process. Communicate test results, issues, and improvements to ensure transparency and alignment.

By following these best practices, our teams can streamline their automation testing efforts, improve test coverage, enhance software quality, and accelerate the delivery of reliable software products.

STChealth's testing automation strategy uses a prioritization strategy that defines which tests to automate (e.g., smoke tests, regression tests) and how to maintain a balance between automated and manual testing, prioritizing tests based on criticality and frequency of execution. Automated testing operates and three levels: Unit Tests, Integration Tests, and End-to-End Tests.

Disaster Recovery, Data Ownership and Storage

Details of our technology approach, as required by this RFP, are included in our Disaster Recovery (DR) Plan as an attachment (STChealth Business Continuity and Disaster Recovery Plan).

Project Kickoff

STChealth will initiate a project kickoff call, as required by this RFP. This initial planning session with the State will be held within 30 days after project start date. While formal implementation requirements gathering is not necessary, we will conduct a comprehensive review of all deliverables at project kickoff to clarify scope and expectations. We would use this process as a "refresh" of our ongoing partnership, ensuring that we have transparent conversations regarding joint expectations and opportunities for future improvement.

Implementation Staffing and Training

As the incumbent IIS vendor for West Virginia, there will be no need for an implementation staffing and training plan. Remaining on the STC|ONE® platform eliminates the need for costly and time-consuming system migration, ensuring uninterrupted service for WVDH staff and providers. STChealth will ensure the seamless continuation and improvement of current services, as described in previous sections of this document.

Further details on STChealth Organization structure and staff can be found in the below sections.

4.3 Qualifications and Experience

4.3.1 Qualifications and Experience Information

4.3.1.1 Business

STChealth, LLC is a Phoenix-based public health technology company founded in 1988, specializing in the design, implementation, and operation of enterprise-scale Immunization Information Systems (IIS) for government health agencies. With more than 38 years of experience in public health informatics, STChealth currently supports 15 jurisdictions with secure, SaaS-based IIS solutions delivered through the STC|ONE® platform. Our work includes statewide registry operations, high-volume interoperability, analytics and reporting, provider support services, and consumer access tools that connect individuals to their official immunization records. Long-standing partnerships with states such as Arizona, West Virginia, Indiana, and Louisiana demonstrate



STChealth's proven ability to deliver compliant, scalable IT solutions that support public health and human services programs nationwide.

4.3.1.2 Corporate Identity

STChealth, LLC is the legal entity responding to this RFP and our information is below. STChealth is part of the Harris Operating Group of Constellation Software Inc.

STChealth, LLC maintains its registration in SAM with a UEI# QMGLAR89LLX3, and TIN# 86-0605013. Our CAGE code is 1GHE8, and our DUNS number is 198675084.

4.3.1.3 Organization and Structure

STChealth is organized to deliver and support enterprise-scale Immunization Information Systems (IIS) through a client-aligned, cross-functional operating model that integrates product development, operations, security, analytics, and client services. This structure ensures clear accountability, efficient communication, and rapid response to the operational and regulatory needs of government health agencies such as the West Virginia Department of Health (WVDH).

At the executive level, STChealth provides strategic oversight, financial governance, compliance, and corporate risk management. Reporting into executive leadership are the core business units that directly support this proposal and WWSIIS operations. The Product & Engineering organization is responsible for the STC|ONE® platform, including core registry functionality, interoperability services, reporting tools, and modular enhancements. This team manages the product roadmap, software development lifecycle, quality assurance, and release management, ensuring alignment with CDC IIS Functional Standards and evolving federal and state requirements.

The Client Services & Operations organization serves as the primary interface with WVDH and oversees day-to-day system operations. This includes dedicated Client Partners and Client Integrators who understand West Virginia-specific workflows, configuration, and program priorities; Help Desk and technical support teams operating under defined SLAs; and project and change management resources that coordinate enhancements, configuration updates, and Consortium-based initiatives. This unit ensures continuity of operations, responsiveness during peak periods, and transparent communication with State stakeholders.

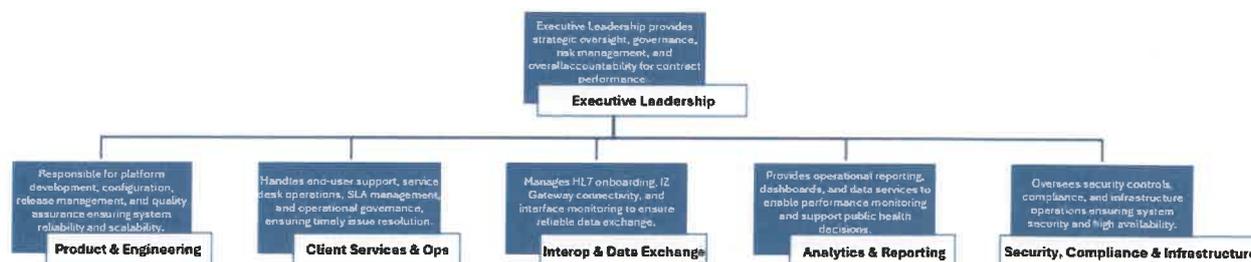
STChealth's Interoperability & Data Exchange function supports high-volume HL7 messaging, onboarding of providers and trading partners, IZ Gateway participation, and standards-based data exchange. This team works closely with Product & Engineering and Client Services to maintain data quality, resolve message errors, and support cross-jurisdictional data sharing critical to WWSIIS.

The Analytics & Reporting unit provides advanced reporting, executive dashboards, and data services that support public health decision-making, CDC reporting, and performance monitoring. This team collaborates with WVDH to deliver routine and ad hoc analytics while ensuring data governance and accuracy.

Finally, Security, Compliance, and Infrastructure Operations provide enterprise security oversight, privacy controls, monitoring, and disaster recovery capabilities. This group ensures that STC|ONE® environments supporting WWSIIS meet applicable state and federal security requirements and are operated with high availability and resiliency.



Our business units work together under a client-focused governance structure with clear roles, escalation procedures, and communication processes. The organizational chart below shows reporting lines and functional connections, highlighting the support model for West Virginia under this proposal.



4.3.1.4 Locations

STChealth is headquartered in Phoenix, Arizona, and supports this contract through a U.S.-based, distributed workforce. All WWSIIS hosting, system operations, backups, and disaster recovery are managed within the United States, and no data is stored, processed, or accessed outside the U.S.

4.3.1.5 References

Reference 1	<p>Valentin Sostaric, Immunization Data Systems Chief Arizona Department of Health Services Bureau of Immunization Services 150 N 18th Ave, Suite 310A, Phoenix, AZ 85007 Email: valentin.sostaric@azdhs.gov</p> <p>The Arizona State Immunization Information System (ASIIS) has served as a foundational component of Arizona’s public health infrastructure since its initial implementation in 1994. As STChealth’s first Immunization Information System (IIS), ASIIS was originally established to collect and manage childhood immunization data and has since expanded to support comprehensive, life span immunization tracking.</p> <p>For more than three decades, STChealth has maintained a consistent partnership with the Arizona Department of Health Services, delivering reliable service and advancing innovative public health solutions that support the evolving needs of Arizona’s communities. ASIIS is hosted on STC One, STChealth’s secure, state of the art Software as a Service (SaaS) platform designed specifically to support Immunization Information System operations. The platform provides robust tools for immunization resource management, including patient record tracking; demographic and vaccination data entry; electronic data exchange; reporting and analytics; and the secure, confidential storage of sensitive health information.</p> <p>STC ONE® is fully compliant with CDC/NCIRD IIS Functional Standards v4.1, ensuring alignment with national public health requirements. ASIIS</p>
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continues to be a critical resource for public health professionals, healthcare providers, and community stakeholders across the state. Its scale and operational impact are demonstrated by the following system metrics:

- 12,323,013 patient records
- 143,274,416 vaccinations documented
- 13,929 active system users
- 2,946 participating organizations
- 57,867,144 HL7 messages processed in calendar year 2025

In addition to maintaining and supporting the ASIIS registry, STChealth provides a comprehensive range of professional services and product support to further strengthen Arizona’s immunization ecosystem. These services enhance the State’s capacity to effectively serve patients, providers, and public health partners. Among these offerings is MyIR® Mobile, a secure consumer facing application that enables individuals to access their official immunization records and receive vaccination forecasts based on Advisory Committee on Immunization Practices (ACIP) recommendations and CDSi test case compliance. As of February 2026, more than 313,285 Arizona residents have registered for MyIR®, with approximately 19 percent of records representing immunizations for minors.

STChealth also delivers dedicated Provider Support services to assist healthcare providers, local health departments, schools, and other authorized users. This support function triages inquiries, resolves system issues, and ensures users are able to interact with ASIIS effectively and efficiently. On average, the Provider Support team manages approximately 655 inquiries per month from Arizona providers, maintaining a 100 percent resolution rate.

Additionally, STChealth participates in a multi-state consortium that meets regularly to coordinate work efforts, promote collaboration, and ensure alignment among stakeholders on active initiatives and open projects. This governance model supports transparency, consistency, and continuous system improvement. Should you require additional information or wish to discuss this partnership further, we would welcome the opportunity to do so.

Reference 2

Dave McCormick, Director
Indiana Department of Health
Local Health Services Division
2 North Meridien Street, Indianapolis, IN 46204
Email: dmccormick@health.in.gov



I am writing to provide a recommendation for STChealth, a vendor that has been a valued partner for the Indiana Immunization Division since the inception of the Indiana Immunization Information System in 2002.

We have been using the STC|ONE platform to collect, analyze, and report immunization data, along with a suite of complementary modules and services - including the Hepatitis B Case Management Module, School Nurse Module, STC|U, PHC Hub, and Tier 1 Provider Helpdesk and Complete Interoperability and Onboarding services - to provide comprehensive support to our IIS. As the platform continues to evolve, we regularly add new modules to expand functionality and better meet the needs of our end users.

I have worked with STChealth since becoming the Director of the Indiana Immunization Division in 2012, and during that time, we have completed numerous projects. STChealth has always been transparent on the cost and timeframe for each project, and if there was any need for adjustments, there was always an open conversation to find a mutually agreeable solution.

One of the strengths of the teams at STChealth is their clear communication and strong project management skills. We have had weekly touchpoints to ensure that all parties are informed and on track with what needs to be completed in a timely manner. STChealth has also been flexible and adaptable, and there has always been a conversation on deviations from the original scope.

I firmly believe that the STC|ONE platform is the best immunization information system available. Indiana recently completed a new IIS procurement process in which STChealth was awarded the contract for the next 5 years. We are excited to continue our working relationship with STChealth until 2030. The STC|ONE platform has been built to meet the requirements of operating a publicly funded vaccine program, such as the Vaccines for Children (VFC) or Adult Immunization programs, and Indiana is able to meet all the functional standards of an IIS system by using the STC product. STChealth also offers a learning management system that complements the IIS, allowing providers to utilize state-developed education modules and track provider utilization and education requirements.

STChealth's commitment to our partnership and excellence is reflected in the following statistics, support by STC|ONE and the STChealth Data Network:

- 1,021,990 Patients
- 11,649,356 Vaccinations
- 1,220 Active Users
- 40 Organizations



- 86 Pharmacies Connected
- 65,438,791 Real-Time 2025 HL7 Transactions

In summary, STChealth has been an invaluable partner to the Indiana Immunization Division, and I highly recommend their services. Their clear communication, strong project management skills, and ability to adapt to unexpected situations make them an ideal vendor for any organization.

Reference 3

Quan Le, Immunization Program Data Unit Manager
 Louisiana Department of Health
 Immunization Program
 1450 Poydras Street, Suite 1938, New Orleans, LA 70112
 Email: quan.le@la.gov

Since 2000, Louisiana Department of Health-Office of Public Health Immunization Program (LDH-OPH IP) and STChealth have built a strong, collaborative partnership centered on delivering reliable, high-quality public health technology and services, strengthened by our role as a trusted provider of critical products and solutions. Over the past 25 years, STChealth has consistently provided tailored solutions designed to meet the unique operational, programmatic, and data driven needs of LDH-OPH IP.

At the core of STChealth offering is a state-of-the-art SaaS platform STC|ONE, meticulously designed to manage comprehensive Immunization Information Systems that achieve current programmatic outcomes, while being fully compliant with CDC/NCIRD IIS Functional standards v5.2, ensuring that Louisiana can meet all immunization program requirements effectively. This package includes core modules and systems custom-designed for Louisiana, enabling the program to achieve critical public health objectives and desired outcomes related to immunization.

Through the implementation and support of the LINKS system, STChealth’s commitment to public health excellence in Louisiana is demonstrated in the following key statistics:

- 6,702,181 Patients
- 95,922,248 Vaccinations
- 11,168 Active Users
- 2,481 Organizations
- 679 Pharmacies Connected
- 56,499,405 Real-Time HL7 Transactions (2025)

The strength of our collaboration has been especially evident during pivotal events such as Hurricane Katrina and the COVID 19 pandemic, where the LINKS system remained a dependable and mission-critical resource.

In addition to maintaining and enhancing the core LINKS platform, STChealth continues to provide a broad range of services and offerings that expand LDH-OPH IP's capacity to serve providers and patients across the immunization ecosystem. These services include:

- MyIR® Mobile allows Louisianans to access their immunization records and complete vaccination forecast based on the ACIP recommendations and CDSi compliant schedules.
 - As of 2026, over 332,029 users have registered for MyIR in Louisiana. Approximately 29% of these records capture immunizations for minors.
- The STC|ONE School Nurse Module provides school health staff with the tools they need to safeguard student health by easily monitoring/reporting immunization compliance, identify students at elevated risk, and take timely action during outbreak situations. The module has become a critical component of LDH-OPH IP's school health strategy, enabling school nurses to efficiently access, review, and act on immunization information for their student populations.
 - The school nurse module is a critical component to LDH-OPH IP's public health infrastructure, supporting mandatory school reporting and supplying reliable data for targeted assessments, including kindergarten and sixth grade evaluations. The school and parish level vaccination data ensure that school nurses and LDH-OPH IP staff have timely, actionable insights for operational and compliance decision-making.
 - As of 2026, the School Nurse Module supports:
 - ♣ 2,825 active users
 - ♣ 2,012 active schools across Louisiana
 - These usage levels demonstrate the widespread adoption of the module as part of routine school health operations statewide. In addition, LDH-OPH IP has been able to leverage the School Nurse Module as a data source for one of its internal immunization dashboards, further extending the value of the platform by supporting enhanced program visibility, data-driven planning, and improved public health responsiveness.

Actively collaborating with the Immunization Communications team to draft, publish, and promote important vaccination campaigns to increase coverage and prevent vaccine preventable diseases in the state of Louisiana.

4.3.2 Mandatory Qualification/Experience Requirements



4.3.1.1 References

STChealth meets, and exceeds, the mandatory requirements by demonstrating sustained organizational experience operating and supporting Immunization Information Systems (IIS) and enterprise-scale public health data systems within the last five (5) years, as evidenced by our ongoing statewide IIS partnerships in Arizona, Indiana, and Louisiana.

In Arizona, STChealth has supported the Arizona State Immunization Information System (ASIS) on the STC|ONE® SaaS platform and, in calendar year 2025 alone, processed 57,867,144 HL7 messages, supporting 12,323,013 patient records, 143,274,416 documented vaccinations, 13,929 active users, and 2,946 participating organizations; STChealth also provides provider support services averaging ~655 inquiries per month and supports consumer access through MyIR® Mobile, with 313,285+ registered users as of February 2026.

In Indiana, STChealth has supported the Indiana Immunization Information System since 2002 using STC|ONE® and a suite of modules and services while processing 65,438,791 real-time HL7 transactions in 2025 and supporting 1,021,990 patients, 11,649,356 vaccinations, 1,220 active users, 40 organizations, and 86 connected pharmacies; Indiana further validates STChealth's qualifications through its recent procurement outcome awarding STChealth the next five-year contract term.

In Louisiana, STChealth has partnered with the Louisiana Department of Health–Office of Public Health Immunization Program (LDH–OPH IP) since 2000 to operate and enhance the LINKS IIS on STC|ONE®, including during high-impact events such as Hurricane Katrina and the COVID-19 pandemic, with 56,499,405 real-time HL7 transactions in 2025 and statewide scale of 6,702,181 patients, 95,922,248 vaccinations, 11,168 active users, 2,481 organizations, and 679 connected pharmacies; Louisiana also highlights expanded ecosystem support through MyIR® Mobile (332,029+ users as of 2026) and broad adoption of the School Nurse Module (2,825 active users across 2,012 active schools), demonstrating STChealth's ability to deliver secure, compliant, high-volume IIS operations and stakeholder-facing services in enterprise public health environments. Collectively, these references substantiate

STChealth's recent and ongoing experience meeting federal and state regulatory expectations while operating complex IIS ecosystems that include high-volume HL7 interoperability, statewide user communities, provider support operations, and consumer access capabilities—thereby fully satisfies this mandatory qualification requirement.



Attachments

- STC|ONE® / IWEB Service Level Agreement (SLA) Essentials
- STChealth Business Continuity and Disaster Recovery Plan



STC|ONE® / IWEB
Service Level Agreement (SLA) Essentials

CO-SLA-0001
Version 4.0
November 2024



Annual Review / Version Control

Version	Date	Change	By
3.1	3-13-2020	STC ONE® Public Health IIS Essentials Package added additional sections, additional clarity on service descriptions based on client feedback	Kristina Crane and Tiffany Dent
3.2	7-22-2020	Updated to reflect update to CDC/NCIRD IIS Functional Standards v4.1	Dave Mora and Tiffany Dent
3.3	4-13-2023	Updated the Customer Support section to reflect updated consortium collaboration on priority tickets.	Dave Mora and Asad Tufail
3.4	8-10-2023	Added High Availability as an Additional SLA Package Option (Only Available as an upgrade)	Kristina Crane
3.5	07-2024	Updated quality language, revised examples.	Kristina Crane, Douglas Michaelson
4.0	11-2024	Updated format, updated materials.	Douglas Michaelson



STC|ONE® / IWEB Service Level Agreement (SLA) Essentials

STChealth will use all reasonable efforts to maximize the availability of STChealth STC|ONE® (“STC|ONE® / IWEB”) and provide performance standards as detailed below. This Service Level Agreement (“SLA”) applies to STC|ONE® / IWEB, Production Instance, deployments at level Essentials that have been transitioned to Development Operations for a minimum of 24 hours and does not apply to any other product offered by STChealth. We will provide at least 30 days’ advance notice for adverse changes to this SLA.

Definitions

- “Month” as used herein refers to a calendar month.
- "Applicable Monthly Service Fees" means the total fees paid by you for a given STC|ONE® / IWEB cluster during the month in which Downtime occurred.
- “Production Instance” means the application instances used to support day to day operations and user activities ensuring real-time patient and immunization data access.
- “Non-Production Instance”: means the application instances other than Production. These instances are commonly called, Test, Dev / Development, UAT, or Training.
- “Planned Maintenance” means periods of routine maintenance and updates (including ETL processing). This includes the regularly scheduled agreed upon maintenance windows and agreed upon extended windows as needed.
- "Downtime" is calculated per STC|ONE® / IWEB cluster on a monthly basis and is the total number of minutes during the month that the entire cluster was unavailable. A minute is considered unavailable if all your continuous attempts to establish a connection to the STC|ONE® / IWEB cluster within the minute fail. Downtime does not include partial minutes of unavailability or scheduled downtime for maintenance and upgrades.
- “Critical Issue” (incident or defect) that require an immediate effort for resolution. Any planned work is halted until the resolution of the issue has been achieved. While there are no guaranteed time frames for resolution, there is a guarantee of immediate effort to resolve. The following are some characteristics of a critical (P1) issue:
 - Complete or modular loss of function in business-critical production systems.
 - No workarounds are available to allow the business to continue.
 - The potential for data corruption or complete loss of service is time sensitive, and any delay could result in catastrophic failure.
 - STChealth reserves the right to move or change the priority of a ticket based on the above definitions.
- “Non-Critical Issue definition” A problem with the system instance that causes an operational change to service. This results in a workaround or requires an intervention to gain normal operations
- “Resolution” of an issue is defined as being resolved once a work-around, a mutually agreed upon “mitigation plan”, or updated release of the software is made available to the client.
- “Availability Measurement” means the STChealth Production Service instance as reported through the STChealth Managed Monitoring Applications. A dashboard will be provided to allow continuous client monitoring of availability.
- "Monthly Uptime Percentage" is calculated per STC|ONE® / IWEB cluster on a monthly basis and is calculated as below. Any STC|ONE® / IWEB cluster deployed for only part of the month is assumed to be 100% available for the portion of the month that it is not deployed.



$$\left(\frac{\text{Total - Unplanned Outage - Planned Maintenance}}{\text{Total - Planned Maintenance}} \right) \times 100 \geq 99\%$$

Limitations

Downtime does not include, and you will not be eligible for a relief for, any performance or availability issue that results from:

- Factors outside of our reasonable control, such as natural disaster, war, acts of terrorism, riots, government action, or a network or device failure at your site or between your site and STChealth's Enterprise Cloud; or
- Loss of your password or equipment to access our network; or
- Your or any third party's (a) improper use, scaling, or configuration of STC|ONE® / IWEB cluster, or (b) failure to follow appropriate security practices; or
- All monitoring activities and baseline for any relief, will be based on STChealth's Enterprise monitoring; or
- STChealth's Alpha Offerings; or
- STChealth's Beta Offerings; or
- STChealth's Demo Offerings; or
- STChealth's Non-Production Offerings.

Documents Incorporated via Attachment:

- CO-PRO-00001 - Process for Application Related Issues or Questions
- CO-POL-00002 - Product Releases - Product Updates



CO-PRO-00001 - Process for Application Related Issues or Questions

STChealth Client Operation / Client Support Standard	
Client Operation / Client Support Standard : Process for Application Related Issues or Questions	Updated: 10-2024
	Issued By: Client Operation / Client Support Owner: Client Operation / Client Support

Document is generally incorporated as an attachment to one of STChealth’s Service Level Agreements (SLAs). Though, produced as an attachment for clarity.

Process for Application Related Issues or Questions

Clients who have an active subscription to STC|ONE® will have access to a self-help and issue tracking system through the STC Service Desk. This access will allow client-level users to submit issues or suggested improvements and view submitted issues by other STC|ONE® clients. The Service Desk will assess critical issues immediately, and non-critical issues and questions as they come and will provide monthly consortium level calls to help with prioritization of tickets. Ad-hoc calls can be scheduled regarding a specific ticket or issue.

Regarding application related issues, STC will perform due diligence to assess for unintended impacts of an application change upon the business of the IIS.

Our support staff are available to address any platform-related questions or concerns **five days a week, Monday to Friday, from 8:30 A.M. to 5:00 P.M ET.**

You can submit your questions or feedback to our [STC Service Desk](#).

- <https://stchome.atlassian.net/servicedesk/customer/portals>
- <https://stcsupport.com/>

General Definitions

- **Defects** : Defect is defined as a function within the software that is not operating as designed.
- **Incident** : A problem with the system instance that causes an unplanned interruption to service. This results in a work around or a solution by an operational fix
- **Ticket Classification or reclassification**: STC reserves the right to reclassify tickets as appropriate after initial discovery has been completed and the root cause established. For example, a defect may be reclassified as an incident if appropriate. As part of reclassification reasoning will be provided
- **Production Instance**: means the application instances used to support day to day operations and user activities ensuring real-time patient and immunization data access.
- **Non-Production Instance**: means the application instances other than Production. These instances are commonly called, Test, Staging, Dev / Development, UAT, or Training.



Severity Definitions:

Critical Issue definition: Issues (incident or defect) that require an immediate effort for resolution. Any planned work is halted until the resolution of the issue has been achieved. While there are no guaranteed time frames for resolution, there is a guarantee of immediate effort to resolve. The following are some characteristics of a critical (P1) issue:

- Complete or modular loss of function in business-critical production systems.
- No workarounds are available to allow the business to continue.
- The potential for data corruption or complete loss of service is time sensitive, and any delay could result in catastrophic failure.

Core System Examples of Critical Issues Include:

- Providers are unable to submit vaccine orders.
- HL7 message Exchange is down for multiple providers.
- System users cannot log in or navigate the system.
- Vaccine information cannot be entered into the system.

Non-Critical Issue definition: A problem with the system instance that causes an operational change to service. This results in a workaround or requires a modification to gain normal operations

- **The resolution:** of an issue is defined as being resolved once a work-around, a mutually agreed upon mitigation plan / resolution action plan, or updated release of the software is made available to the client.
- **Ticket Classification or reclassification:** STC reserves the right to move or change the severity of a ticket based on the above definitions.

Response Times and Process

Production Instance Support

STC Operations provides 24 hours per day, seven days per week, incident response for critical issues with the production instance. If a production automated system alert occurs for a critical issue, STC will take action within 15 minutes of the alert being triggered to begin to triage the issue and work towards system restore.

Critical Incidents or Defects: STC will provide the Client Program with a written summary of work done and work planned, in the STC Service Desk ticket The action plan will be initiated within 1 hour with ongoing updates at least every 2 hours until the issue has been identified with a detailed action plan produced. Client will be notified for acceptance of mutually agreed upon resolution action plan.

Non - Production Instance Support

- Non-production instance issues will be reviewed during normal STC business hours.

DATE ISSUED/DATE REVIEWED

Date Issued:	10/2024
Date Reviewed:	10/2024



CO-POL-0002 - Product Releases / Product Updates

STChealth	
Client Operation / Client Support Standard	
Client Operation / Client Support Standard : Product Releases / Product Updates	Updated: 10-2024
	Issued By: Client Operation / Client Support Owner: Client Operation / Client Support

Document is generally incorporated as an attachment to one of STChealth’s Service Level Agreements (SLAs). Document is also for incorporation relative to STChealth’s STC|ONE®/IWeb application. Though, produced as an attachment for clarity.

Product Releases

- STC will make updates to its applications on a periodic basis, these include updates to address issues, overall enhancements and other events that necessitate an update to the application.
- Product-driven backlog
- Published roadmap for consumption that will be kept current.
- The visibility of helpdesk tickets logged by other consortium members will be made available.
- For releases with major enhancements, the following schedule will apply.
- STC uses semantic versioning. Semantic Versioning is a 3-component number in the format of X.Y.Z, where: X stands for a major version. Y stands for a minor version. Z stands for a revision patch (issues only).

Forecasting Updates

- STChealth releases new forecasting antigen changes 45 days after publication of supporting data from CDC’s Clinical Decision Support for Immunization (CDSi) group which is based on ACIP and CDC modifications to Immunization guidelines
- When forecasting issues or possible discrepancies arise for covered immunization groups (where the guidance may be unclear, an incorrect test case, or other issue with the CDSi publication), STC will work with CDC to confirm the needed changes and once confirmation of the change is received from the CDC’s ACIP advisory group, STC will implement the changes within 45 days of receipt of the final confirmation.
- All update intervals in reference to the SLA do not include any CDSi logic version updates, STC will work to implement new CDSi logic changes as they are made available.

Branding and Home Page Updates

The following branding and homepage updates are available through the STC|ONE® Essentials Package:

- IIS Logo or program department of health logo
- URL with the program IIS name (if available) using .org or .com
- Home page updates will follow the response times outlined. Generally, the edits are completed within 48 business hours.
 - For faster home page update responses customers can purchase additional



packages

- Home page updates may include
 - Wording changes to STC’s standard Home Page set-up
- Updates to document links that are accessible through the home page
- Exclusions:
 - All other product branding customizations including color changes
 - Branding in the footer or header or wrappers
 - Update links to the login page
 - Not anything explicitly outlined

DATE ISSUED/DATE REVIEWED

Date Issued:	10/2024
Date Reviewed:	10/2024



Business Continuity and Disaster Recovery Plan

CS-PP-0003
Version 1.7
June 2022



Revision No.	Revision Date	Summary of Changes	Author
1.0	October 2013	Initial plan	
1.1	May 2015	First Revision 1. Updated personnel list and Business Continuity team graphic Made minor changes to wording, grammar, and spelling	
1.2	November 2015	1. Added clarification on client notifications. Updated contact information for employees, vendors, clients and other stakeholders.	
1.3	Aug. 2018	Revision of Nov. 2015 version	J. Calovini
1.4	29 May 2019	Annual Review: Minor updates and addition of contact information	J. Calovini
1.5	July 2020	Annual review: Minor updates; additional pandemic detail and updated links.	B. Altstadter
1.6	July 2021	Annual Review	J. Calovini
1.7	June 2022	Annual Review	D. Michaelson
	May 2022	Annual Review	D.Michaelson
	May 2023	Annual Review	D.Michaelson
	May 2024	Annual Review – Minor Grammer Revision.	D.Michaelson

Approvals:	
Authorizing Official: Azure Spanier, July, 2018	



1. Overview

STChealth's (STC) mission is to "Build a Healthier Future" by transforming how our customers do business by designing, developing and delivering innovative technology solutions. To accomplish this mission, STC must ensure its operations are performed efficiently with minimal disruption, especially during an emergency. In the event of a disaster that interferes with STC's ability to conduct business from its 411 S 1st Street, Phoenix, Arizona office, this plan will be used by the pre-assigned individuals to coordinate the recovery of business functions. This document provides planning and program guidance for implementing STC's Business Continuity and Disaster Recovery Plan and programs to ensure the organization can conduct its essential missions and functions under all threats and conditions.

1.1 Scope

The Business Continuity Plan (BCP) scope is recovery and business continuance from a serious disruption due to non-availability of the 411 S 1st Street facility. For Additional information relative to client or internal backup, reconstitution, and recovery please see the Contingency Planning Policy. The BCP includes procedures for all phases of recovery. This plan includes Disaster Recovery Planning (DR) which includes recovery of technology facilities, platforms such as critical applications, databases, servers and other required infrastructure. Unless otherwise modified, this plan does not address temporary interruptions of durations less than the time frames determined to be critical to business operations.

The scope of the plan focuses on localized disasters. It is not intended to cover major regional or national disasters such as war or nuclear attack.

1.2 Planning Assumptions

This Continuity Plan is based on the following assumptions:

1. That a viable and tested IT Disaster Recovery Plan exists and will be put into operation to restore critical information systems.
2. That this plan has been properly maintained and updated as required.
3. That home-sourced operations will be the primary alternate location to support the continuation of STC's essential functions.
4. Once the Continuity Plan is activated, available communications and information systems will be available in accordance with Section 6 of this document.
5. The level of detail is based on the premise that sufficient, knowledgeable STC personnel will not be incapacitated by the interrupting event and can execute the Business Continuity Plan.
6. That equipment and supplies can be readily obtained from current vendors.
7. That corporate credit cards and existing accounts will be used for the procurement of necessary equipment and supplies.

1.3 Objectives

The objective of the BCP is to coordinate recovery of critical business functions in the event of a disruption or disaster at the 411 S 1st Street office. This can include short- or long-term disasters



or disruptions such as fires, floods, earthquakes, power outages, rail accidents, explosions, terrorism, hazardous chemical spills, pandemics and other natural or man-made disasters.

STC priorities in a disaster are to:

1. Ensure the safety of all employees and visitors in the office building – Emergency Response team (ERT) responsibility.
2. Mitigate threats or limit damage caused by the threat if possible – ERT responsibility.
3. Declare the event and begin implementation of documented plans and procedures to restore operations in a quick and effective manner.

The STC objectives of this plan are to:

1. Reduce or mitigate disruptions to operations.
2. Ensure STC has backup facilities that can perform essential functions, as appropriate.
3. Protect essential equipment, data, and other assets, in the event of a disruption.
4. Achieve STC’s timely and orderly recovery and reconstitution from an emergency.

2. Roles and Responsibilities

The Business Continuity Planning and Execution team consists of the following key roles:

Role	Planning Responsibilities	Response Responsibilities
Executive Leadership	<ul style="list-style-type: none"> ● Review and approve Business Continuity Plan ● Provide funding to ensure continuity measures are in place ● Establish expenditure authorization limits for Business Continuity Coordinator 	<ul style="list-style-type: none"> ● Provide interaction with public and stakeholders as required
Business Continuity Coordinator (BCC)	<ul style="list-style-type: none"> ● Direct the development of the Business Continuity Plan ● Assess the impact of technological or organizational changes on the Business Continuity Plan and coordinate any revisions ● Coordinate routine updates to detailed information supporting the plan ● Manage electronic and hard copy access and distribution of the plan ● Ensure all personnel with specific Business Continuity responsibilities are prepared and trained to fulfill their duties ● Ensure that the plan is tested at least annually 	<ul style="list-style-type: none"> ● Ensure the safety of the staff ● Activate the plan, declare the disaster ● Notify executive leadership that a disaster has been declared ● Monitor the progress of all Business Continuity and Disaster Recovery teams ● Present daily status briefings ● Authorize expenditures and allocations of funds per pre-established guidelines ● Provide on-call support for any emergency ● Serve as a liaison between senior management and the Business Continuity team ● Coordinate emergency response



Role	Planning Responsibilities	Response Responsibilities
	<ul style="list-style-type: none"> ● Conduct evacuation drills ● Develop procedures for securing premises 	<p>efforts between all teams Develop a damage report and present it to management</p>
<p>Information Technology Team Lead</p>	<ul style="list-style-type: none"> ● Ensure routine maintenance schedule is in place ● Lead technological risk assessments ● Maintain a list of vendor phone numbers and record in DR Plan online for accessibility ● Ensure necessary redundancy and/or backups are in place and functioning for all critical infrastructure 	<ul style="list-style-type: none"> ● First point of contact for IT for the BCC ● Inspect facility upon notification of facility habitability ● Activate IT Technology recovery Plan/DR plan ● Evaluate damaged assets ● Secure assets ● Work with investigators/local responders to determine cause of incident, if needed ● Deliver usable hardware to employees, if needed ● Work with Finance team to arrange deliveries to alternate site as needed ● Recall backup tapes and vital records ● Recover network and applications/systems ● Return IT environment to operational state ● Maintain information security operations to prevent compromise or loss of data
<p>Development/Operations Team Lead</p>	<ul style="list-style-type: none"> ● Maintain a list of vendor phone numbers and record in DR Plan online for accessibility ● Ensure necessary redundancy and/or backups are in place and functioning for all critical applications 	<ul style="list-style-type: none"> ● First point of contact for Customer Applications for the BCC



Role	Planning Responsibilities	Response Responsibilities
Customer Support Team Lead	<ul style="list-style-type: none"> • Ensure procedures are in place to transfer necessary functions • Maintain a list of vendor phone numbers and record in DR Plan online for accessibility • Maintain charged battery and test mobile hotspot monthly 	<ul style="list-style-type: none"> • Perform transfer procedures • Update voicemail with status, if necessary/appropriate • Coordinate staffing schedule changes, if necessary • Implement collaborative work tools, WebEx, Google video chat, etc.
Communications Team Lead	<ul style="list-style-type: none"> • Develop and maintain call list for customers and record in DR Plan online for accessibility 	<ul style="list-style-type: none"> • Coordinate all customer communication efforts related to the event • Communicate with vendors/contracts as necessary • Coordinate with the BCC regarding employee communications • Perform community outreach to victims • Work with local news media to release statement post disaster • Provide media with status updates as authorized by management • Ensure corporate website is updated to reflect any operational changes
Human Resources Team Lead	<ul style="list-style-type: none"> • Develop Evacuation and Emergency Response training materials • Assist the BCC with training and tracking of employees with continuity roles • Conduct training classes to ensure all staff are trained 	<ul style="list-style-type: none"> • Communicate status and plans to employees and families • Assist employees with worker compensation claims • Assist employees with insurance benefits • Reach out to injured persons and families of victims • Work with management to develop community outreach programs
Finance Team Lead	<ul style="list-style-type: none"> • Assist business units with financial assessment of potential business impact • Ensure procedures are in place to provide necessary functions if not at office • Maintain a financial institution information list and record in DR Plan online for accessibility 	<ul style="list-style-type: none"> • Assist in procurement and ordering of new materials and supplies • Ensure that payroll continues • Work with insurance claims representatives • Ensure that accounts payable/receivable continue • Forward mail (in the event of long-term limited access to the primary facility)



Role	Planning Responsibilities	Response Responsibilities
Team Member (all teams)	<ul style="list-style-type: none"> Assist Team Lead in planning and preparing 	<ul style="list-style-type: none"> Follow the direction of the Team Lead to assist with appropriate business continuity efforts

3. Activation, Notifications and Relocation

3.1 Activation

Based on the type and severity of the emergency, STC’s Continuity Plan may be activated by:

1. STC Business Continuity Coordinator or a designated successor may initiate the Continuity Plan activation for the entire organization, based on an emergency or threat directed at the organization.

Continuity Plan activation and relocation are scenario-driven processes that allow flexible and scalable responses to the full spectrum of all-hazards or threats that could disrupt operations with or without warning and during work or non-work hours. Continuity Plan activation will not be required for all emergencies or disruptions, since other actions may be more appropriate.

As the decision authority, the BCC will be kept informed of the threat environment using all available means, including STC’s Emergency Response team, regional notification systems, local operations, and State and local reporting channels and news media. The BCC will evaluate all available information relating to:

1. Direction and guidance from higher authorities.
2. The health and safety of personnel.
3. The ability to execute essential functions.
4. Changes in threat advisories.
5. The potential or actual effects on communication systems, information systems, office facilities, and other vital equipment.
6. The expected duration of the emergency.

3.2 Alert and Notification Procedures

STC maintains plans and procedures for communicating and coordinating activities with personnel before, during, and after a continuity event.

Before an event, personnel at STC will monitor advisory information. In the event normal operations are interrupted or an incident appears to be imminent, STC will take the following steps to communicate the organization’s operating status with all staff:

1. The BCC or designated successor will notify the ERT of the emergency requiring Continuity Plan activation

Upon the decision to activate the Continuity Plan, STC will notify all STC personnel, as well as affected and interdependent entities, with information regarding continuity activation and relocation status, operational and communications status, and the anticipated duration of relocation. These entities include:

- Continuity facilities and on-site support teams with information regarding continuity activation, relocation status, and the anticipated duration of relocation
- All STC employees with instructions and guidance regarding the continuity activation and relocation
- Clients, including providing detailed information on how continuity of services and support will be maintained

3.3 Relocation Process

Once the Continuity Plan is activated and personnel are notified, STC will relocate continuity personnel and vital records to the continuity facilities, employees' homes. STC continuity personnel will deploy/relocate to their homes to facilitate communication and operations by performing STC's essential functions and other continuity-related tasks.

Emergency procedures during work hours with or without a warning will be implemented as follows:

- Continuity personnel, including advance team personnel, if applicable, will depart to the designated continuity facilities, employee's homes, from the primary operating facility or current location using privately owned vehicles.
- Non-continuity personnel present at the primary operating facility or another location will receive instructions from the ERT. In most scenarios, non-continuity personnel will be directed to wait for further guidance.
- At the time of notification, if available, information will be provided regarding safety precautions and routes to use when leaving the primary operating facility.

Emergency procedures during non-working hours with or without a warning will be implemented as follows:

- Advance team members, if applicable, will remain at the designated continuity facilities, employee's homes, unless deployment to the primary office location is necessary for evaluation.
- Continuity personnel will remain at home unless requested to depart to the primary facility from their current location using privately owned vehicles.
- Non-continuity personnel will remain at their residences to wait for further instructions.

Non-continuity personnel may be required to replace or augment continuity personnel during activation. These activities will be coordinated by the ERT with the replacement staff on a case-



by-case basis. Non-continuity personnel will remain available to replace or augment continuity personnel, as required.

The ERT will direct STC's non-continuity personnel to remain at home until further notice.

In the event of an activation of the Continuity Plan, STC may need to procure necessary personnel, equipment, and supplies that are not already in place for continuity operations on an emergency basis. The BCC maintains the authority for emergency procurement.

4. Business Continuity Team

4.1 Contact Lists

This section contains the contact lists for the leadership members of the Business Continuity team as well as the members of the response teams. This list is maintained on SharePoint for continuity purposes.

4.1.1 Business Continuity Planning and Response Team Contact List This list is maintained on the SharePoint for continuity purposes:

https://stchealth.sharepoint.com/:x:/s/STCHealthLLC/EX_ucJJn2qxOtpn5-DSqHJoBJO59y3Os9ngWEt57sQskBA?e=CLtQzc

4.1.2 Communications Team Contact List

This list is maintained on the SharePoint for continuity purposes:

https://stchealth.sharepoint.com/:x:/s/STCHealthLLC/EX_ucJJn2qxOtpn5-DSqHJoBJO59y3Os9ngWEt57sQskBA?e=CLtQzc

4.1.3 Infrastructure Team Contact List

This list is maintained on the Sharepoint for continuity purposes:

https://stchealth.sharepoint.com/:x:/s/STCHealthLLC/EX_ucJJn2qxOtpn5-DSqHJoBJO59y3Os9ngWEt57sQskBA?e=CLtQzc

4.1.4 Finance/Accounting Team Contact List

This list is maintained on the Sharepoint for continuity purposes:

https://stchealth.sharepoint.com/:x:/s/STCHealthLLC/EX_ucJJn2qxOtpn5-DSqHJoBJO59y3Os9ngWEt57sQskBA?e=CLtQzc

4.1.5 Human Resources Team Contact List

This list is maintained on the Sharepoint for continuity purposes:

https://stchealth.sharepoint.com/:x:/s/STCHealthLLC/EX_ucJJn2qxOtpn5-DSqHJoBJO59y3Os9ngWEt57sQskBA?e=CLtQzc



5. Emergency Operations Center

In the event of a declared disaster affecting STC’s business offices, business operations will utilize home-sourced employees using the telework policy.

Contact information for STC teams is in Section 4 of this Business Continuity Plan.

5.1 Locations

EOC Location	Primary EOC Point of Contact	Primary POC Phone Number	Alternate EOC Point of Contact	Alternate POC Phone Number
Phoenix Office, Main Conference Room 411 S 1 st Street, Phoenix, AZ 85004	Diane Stava	Office: 480.745.8516 Cell: 480.737.2165	Sandy Vasseur	Office: 480.745.8500 Cell:
Home Offices Via Teams meeting	Diane Stava	Office: 480.745.8516 Cell: 480.737.2165	Sandy Vasseur	Office: 480.745.8516 Call:

6. Business Impact Analysis

Function	Criticality	Maximum Downtime	Required Resources	Potential Impact
Accounts Payable	Medium	8 Hours	# Employees: 2 Equipment: Desktop/Laptop, Printer, Telephone Supplies: Bills, Accounting files Technology: QuickBooks, Corporate file share, internet banking, email Interdependencies: IT	Inability to pay suppliers may cause disruption of services
Accounts Receivable	Medium	4 Hours	# Employees: 2 Equipment: Desktop/Laptop, Printer, Telephone Supplies: Customer Payments, Accounting files Technology: QuickBooks, Corporate file share, internet banking, email Interdependencies: IT	Disruption of cash flow
Payroll	Medium	4 hours on payroll weeks	# Employees: 3 Equipment: Desktop, Laptop, Printer, Telephone Supplies:	Inability to pay employees in a timely fashion



Function	Criticality	Maximum Downtime	Required Resources	Potential Impact
			<p>Technology: QuickBooks, Corporate file share, internet banking, email</p> <p>Interdependencies: Payroll notes from HR, IT</p>	
Human Resources	Low	48 hours	<p># Employees: 2</p> <p>Equipment: Desktop/Laptop, Printer, Telephone</p> <p>Supplies:</p> <p>Technology: Internet (SaaS app-ADP WFN, Exact Hire), file share, email</p> <p>Interdependencies: Payroll notes to Finance</p>	Inability to support employees in the event of a crisis.
Customer Support	High	30 minutes	<p># Employees: 8</p> <p>Equipment: Desktop, Telephone-Telax</p> <p>Supplies: How-to procedures</p> <p>Technology: Internet (SaaS app-Jira, Zoho), email, chat (botco.ai)</p> <p>Interdependencies: Cloudnet for phone service</p>	Reduced client satisfaction/confidence; inability to track and resolve critical client issues; financial impact due to degradation of service
Development	Medium	8 hours	<p># Employees: 24</p> <p>Equipment: Desktop/laptop, telephone</p> <p>Supplies:</p> <p>Technology: Internet, remote access to cloud, Jenkins app, Maven</p> <p>Interdependencies: Amazon Web services and MS Azure</p>	Late product delivery and missed deadlines
Operations	High	15 minutes	<p># Employees: 4</p> <p>Equipment: Desktop/laptop, telephone</p> <p>Supplies:</p> <p>Technology: Internet, remote access to cloud, Jenkins app, Maven</p> <p>Interdependencies: Amazon Web services and MS Azure</p>	Inability to support client applications; reduced client satisfaction
			<p># Employees: 8</p> <p>Equipment: Desktop/laptop, telephone</p>	



Function	Criticality	Maximum Downtime	Required Resources	Potential Impact
Quality Assurance	Medium	8 hours	Supplies: Use cases, test plans Technology: Internet, remote access to cloud, Jenkins app, Maven Interdependencies: Amazon Web services and MS Azure	Late product delivery and missed deadlines
Marketing/ Sales	Medium	8 hours	# Employees: 9 Equipment: Laptop Supplies: Technology: Internet Interdependencies:	Inability to pursue new revenue opportunities
Customer Applications (Private)	High	15 minutes	# Employees: 5 Equipment: Servers/Network Infrastructure Supplies: Technology: Microsoft Azure Interdependencies: Development/Operations/QA	Disruption of client services
Customer Applications (Public)	High	15 minutes	# Employees: 5 Equipment: Servers/Network Infrastructure Supplies: Technology: AWS Interdependencies: Development/Operations/QA	Disruption of client services

7. Continuity and Reconstitution

7.1 Continuity Operations

This section describes the operational procedures for the continuation of essential functions.

Upon activation of the Continuity Plan, if possible, STC will continue to operate at its primary operating facility until ordered to cease operations by the BCC. At that time, essential functions



will transfer to the continuity facility. STC will ensure that the continuity plan can be operational within 30 minutes of plan activation.

A requirement of continuity personnel is to account for all STC personnel. STC will use the following processes to account for all personnel:

- Teams Communications
- Company-wide email
- Telephone tree
- Website updates

7.2 Reconstitution Operations

This section identifies and outlines a plan to return to normal operations once the BCC determines that plans for resuming normal business operations can be initiated.

Within 24 hours of an emergency relocation, the Business Continuity team will initiate and coordinate operations to salvage, restore, and recover STC's primary operating facility after receiving approval from the appropriate State and local law enforcement and emergency services.

- Business Continuity Coordinator will serve as the Reconstitution Manager for all phases of the reconstitution process
- Each business unit will designate a reconstitution point-of-contact (POC) to work with the Reconstitution team, update office personnel on developments regarding reconstitution, and provide names of reconstitution POCs to the Business Continuity Coordinator within 24 hours of the Continuity Plan activation

During continuity operations, the IT Manager must determine the status of the primary operating facility affected by the event by inspection and/or contact with local authorities. Upon obtaining the status of the facility, STC will determine how much time is needed to repair the primary operating facility and/or acquire a new facility. This determination is made in conjunction with the Executive Management team. Should STC decide to repair the facility, the IT Manager has the responsibility of supervising the repair process and must notify the Executive Management of the status of repairs, including estimates of when the repairs will be completed.

Reconstitution will commence when the BCC or other authorized person ascertains that the emergency has ended and is unlikely to reoccur. These reconstitution plans are viable regardless of the level of disruption that originally prompted implementation of the Continuity Plan. Once the appropriate STC authority has made this determination in coordination with other State, local and/or other applicable authorities, one or a combination of the following options may be implemented, depending on the situation:

- Continue to operate from the continuity facilities
- Reconstitute STC's primary operating facility and begin an orderly return to the facility
- Begin to establish a reconstituted STC in another facility or at another designated location

Before relocating to the primary operating facility or another facility, the IT Manager will conduct appropriate security, safety, and health assessments to determine building suitability; will verify that all systems, communications, and other required capabilities are available and operational;



and will confirm that STC is fully capable of accomplishing all essential functions and operations at the new or restored primary operating facility.

The Business Continuity Coordinator will provide information regarding continuity activation and relocation status; STC's continuity facility, operational and communication status; and anticipated duration of relocation.

- IT Manager will develop space allocation and facility requirements.
- The Human Resources Team Lead will notify all personnel that the emergency or threat of emergency has passed, and the actions required of personnel in the reconstitution process using a company-wide email.
- The CFO will coordinate office space for reconstitution, if the primary operating facility is uninhabitable.
- The Human Resources Team Lead will develop procedures, as necessary, for restructuring staff.
- Upon verification that the required capabilities are available and operational and that STC is fully capable of accomplishing all essential functions and operations at the new or restored facility, the IT Manager will begin supervising a return of personnel, equipment, and documents to the primary operating facility or a move to a temporary or new permanent primary operating facility. The phase-down and return of personnel, functions, and equipment will follow the priority-based plan and schedule outlined below and STC will develop return plans based on the incident and facility within 72 hours of plan activation.

The Business Continuity team will conduct an After-Action Review (AAR) once back in the primary operating facility or in a new primary operating facility. The Business Continuity Coordinator is responsible for initiating and completing the AAR; all offices within STC will have the opportunity to provide input to the report. The AAR will address the effectiveness of the continuity plans and procedures, identify areas for improvement, document these in a corrective action program (CAP), and then develop a remedial action plan as soon as possible after the reconstitution. The Business Continuity Coordinator is responsible for documenting areas for improvement in the CAP and developing a remedial action plan. In addition, the AAR will identify which, if any, records were affected by the incident and will work with the IT Manager to ensure an effective transition or recovery of vital records and databases and other records that had not been designated as vital records.

8. Resources and Equipment

8.1 Critical Software List

Authorized individuals will have access to our Critical Software List, which can be found at this link:

https://stchealth.sharepoint.com/:x/s/STCHealthLLC/EX_ucJn2qxOtpn5-DSqHJoBJO59y3Os9ngWEt57sQskBA?e=CLtQzc

9. Contact Details



9.1 Staff List

Authorized individuals will have access to our internal Staff List, which can be found at this link:

https://stchealth.sharepoint.com/:x:/s/STCHealthLLC/EX_ucJn2qxOtpn5-DSqHJoBJO59y3Os9ngWEt57sQskBA?e=CLtQzc

9.2 Government Sector Client List

Authorized individuals will have access to our Government Sector Client List, which can be found at this link:

https://stchealth.sharepoint.com/:x:/s/STCHealthLLC/EX_ucJn2qxOtpn5-DSqHJoBJO59y3Os9ngWEt57sQskBA?e=CLtQzc

9.3 Private Sector Client List

Authorized individuals will have access to our Private Sector Client List, which can be found at this link:

https://stchealth.sharepoint.com/:x:/s/STCHealthLLC/EX_ucJn2qxOtpn5-DSqHJoBJO59y3Os9ngWEt57sQskBA?e=CLtQzc

9.4 Vendor/Supplier List

Authorized individuals will have access to our Vendor/Supplier List, which can be found at this link:

https://stchealth.sharepoint.com/:x:/s/STCHealthLLC/EX_ucJn2qxOtpn5-DSqHJoBJO59y3Os9ngWEt57sQskBA?e=CLtQzc

9.5 Insurance Contact Information

Authorized individuals will have access to our Insurance and Financial Contact List, which can be found at this link:

https://stchealth.sharepoint.com/:x:/s/STCHealthLLC/EX_ucJn2qxOtpn5-DSqHJoBJO59y3Os9ngWEt57sQskBA?e=CLtQzc

10. Plan Training and Testing

This section contains information about how STC administers the Business Continuity Plan Awareness, Training and Testing programs.

10.1 Awareness and Training

Training and awareness completion records will be maintained in each employee's personnel file.



Awareness Activity	Frequency	Responsible	Required Materials	Comments
New Employee Orientation	Once	HR	PowerPoint	
Annual Employee Plan Review	Annual	HR	Email with key points highlighted	Include when Employee Handbook and/or NDAs are updated and requires re- review by employees
National Readiness Month	Annual – September	Communications	Manager blog, posters, etc.	Highlight readiness with blog posts, contests, etc.

10.2 Exercising/Testing the Business Continuity Plan

The Business Continuity Coordinator is responsible for conducting a minimum annual exercise of the BCP. Completion of the exercise/test will be documented by the BCC and maintained on file electronically and in hard copy with this plan. All unplanned implementation of the BCP will be included as a test and documented accordingly.

Exercise Type	Purpose	Participants	Frequency
Tabletop Exercise	Training/updating BCP	All BCP team Leads	Annual

11. Plan Maintenance, Revision History & Approvals

11.1 Business Continuity Plan Maintenance

The BCC is responsible for the maintenance of this document. When updates are required, the BCC shall establish a timetable for updates, ensure the required updates are completed, and distribute the updated plans to the distribution list noted at the beginning of this document.

The plan is updated as needed:

- In response to major changes to the organization such as office moves, telephone number changes, new personnel, changes to BCP teams, retirements, duty changes, new product lines, and additions or deletions of critical applications or product lines;
- In response to changes in business processes revealed during updates to the Business Impact

Analysis;

- After each tabletop exercise to reflect the recommendations resulting from the post-test wrap-up debriefings; and
- Based on annual plan reviews

As sections of the plan are updated, the revised sections are provided to BCP team members and any additional plan holders. All BCP participants and plan holders are notified of the changes and encouraged to review all changes and appropriately update their copy of the plan. Updates will generally be distributed electronically, and plan holders will print hard copies to insert into their plans. The plan will be stored electronically off premises from the 411 S 1st Street facility to ensure availability if the building is destroyed or becomes unreachable.

In addition, the plan will be updated in the event an actual disaster occurs. The plan will be reviewed and updated at a convenient point after the initial responses to the disaster have been completed.

11.2 Printing and Distribution Instructions

Hard copies will be kept at the homes of the individuals listed in Section 4.2.1. When printed, the Staff Contact list referenced in Section 9.2.1 should be included in the printing and should be replaced at least quarterly.

Additionally, all individuals mentioned in sections 4.2.1 to 4.2.5 will have online access to the Disaster Recovery Plan.



Appendix A: Risk Assessment and Treatment Matrix

Hazard	Asset or Operation Risk	Opportunities for Prevention or Mitigation	Probability (L, M, H)	Impacts with Existing Mitigation			Overall Rating
				People	Property	Operations	
Severe Thunderstorms / Flood	Personnel, Ability to continue operations at Phoenix office	Telephone and computer systems that allow teleworking.	M	L	L	M	M
Air Conditioning Failure	Personnel, Ability to continue operations at Phoenix office	Inspection of HVAC system ensure filters on A/C are changed regularly.	L	L	L	L	L
Pandemic/Annual Flu	Personnel health, ability to provide staff for operations	On-site vaccinations for staff, health conscious reminders. Ability to telework. Enhanced cleaning, social distancing guidelines.	L	M	L	M	L
Sabotage	Data	Access controls. Employee background checks.	L	L	L	M	L
Riot/Civil Disturbance	Personnel, ability to continue operations at Phoenix office	Telephone and computer systems that allow teleworking.	L	L	L	L	L
Theft/Vandalism	Property	Third-party off-site hosting for critical systems.	L	L	M	L	L
Terrorism	Personnel, Property, Ability to continue operations at Phoenix	Telephone and computer systems that allow teleworking.	L	L	L	L	L



Hazard	Asset or Operation Risk	Opportunities for Prevention or Mitigation	Probability (L, M, H)	Impacts with Existing Mitigation			Overall Rating
				People	Property	Operations	
	office						
Workplace Violence	Personnel	Policies for disabling accounts for terminated employees. Employee satisfaction programs and monitoring. Background checks. Physical building security.	L	H	L	L	L
Unauthorized Release of Confidential Information	Data	Information security policies and procedures. Access controls.	M	L	L	H	M
Fire	Personnel, Property	Sprinkler system.	L	L	H	L	L
Disgruntled Employee	Data	Policies for disabling accounts for terminated employees. Employee satisfaction programs and monitoring. Background checks.	M	L	L	M	M
Power Fluctuations/ Outages	Ability to continue operations at the Phoenix office	UPS. Off-site hosting of critical applications. Telework policy.	M	M	L	M	M
Equipment Failure	Ability to continue operations	Regular monitoring and maintenance of critical systems.	M	M	H	H	H



Hazard	Asset or Operation Risk	Opportunities for Prevention or Mitigation	Probability (L, M, H)	Impacts with Existing Mitigation			Overall Rating
				People	Property	Operations	
		Third party off-site hosting.					
Loss of Communications	Ability to continue operations	Maintain multiple methods of communication (e.g. phone, email)	M	M	L	M	M
Loss of Data	Ability to continue operations	Backup and recovery plans	M	L	L	M	M
Viruses, Malware, Hacker Attack	Property, Ability to continue operations	Apply regular patches. Regular monitoring and maintenance of critical systems.	M	M	M	M	M
Loss of Institutional Knowledge	Personnel, Ability to continue operations	Cross-training programs. Operational documentation.	M	M	L	M	M
Failure of third party hosting system	Ability to continue operations	Establish Service Level Agreements with vendors.	L	L	L	H	M
Rail Accidents / Hazardous Material Spills	Ability to continue operations at the Phoenix office.	Telephone and computer systems that allow teleworking.	L	M	M	M	

Policy #	Title:	Effective Date:
CS-POL-00 020 -	Contingency Planning Policy	05/2020



PURPOSE

To ensure that normal Information Technology (IT) resources and information systems are available during times of disruption of services. This is to provide additional guidance to the Business Continuity and Disaster Recovery Plan.

REFERENCE

National Institute of Standards and Technology (NIST) Special Publications (SP): NIST SP 800-53a – Contingency Planning (CP), NIST SP 800-16, NIST SP 800-34, NIST SP 800-50, NIST SP 800-84; NIST Federal Information Processing Standards (FIPS) 199

POLICY

This policy is applicable to all departments and users of IT resources and assets.

1. IT & Development Operations Department shall:

- a. Develop a contingency plan for the information system, in direct guidance and association with the information system owner, that:
 - i. Identifies essential missions and business functions and associated contingency requirements.
 - ii. Provides recovery objectives, restoration priorities, and metrics.
 - iii. Addresses contingency roles, responsibilities, assigned individuals with contact information.
 - iv. Addresses maintaining essential missions and business functions despite an information system disruption, compromise, or failure.
 - v. Addresses eventual, full information system restoration without deterioration of the security safeguards originally planned and implemented.
 - vi. Is reviewed and approved by Information Security, and information system's owner management on at least an annual basis.
- b. Distribute copies of contingency plans to key contingency personnel, identified by name and/or by business role.
- c. Coordinate contingency planning activities with incident handling activities.
- d. Update the contingency plan to address changes to the business owner's mission, information system, or environment of operation and problems encountered during contingency plan implementation, execution, or testing.
- e. Communicate contingency plan changes to key contingency personnel identified by name and/or by business role.
- f. Protect the contingency plan from unauthorized disclosure and modification.

2. CONTINGENCY TRAINING

IT & Development Operations Department shall:



- a. Provide contingency training to information system users consistent with assigned roles and responsibilities
- b. Ensure designated personnel receive contingency training at least biannually of assuming a contingency role or responsibility, and when required by information system changes.

3. CONTINGENCY PLAN TESTING

IT & Development Operations, along with information systems owners, shall:

- a. Test the contingency plan for the information system, as determined by the mission critical nature of the business system(s) no less than annually.
- b. Use strategic and tactical planning during testing to simulate a production information system to determine the effectiveness of the plan and the organizational readiness to execute the plan.
- c. Review the contingency plan test results.
- d. Initiate corrective actions, as needed.
- e. Coordinate contingency plan testing with organizational elements responsible for related plans; plans related to contingency plans for information systems include, for example, Business Continuity Plans, Disaster Recovery Plans, Continuity of Operations Plans, Crisis Communications Plans, Critical Infrastructure Plans, Cyber Incident Response Plans, and Occupant Emergency Plans.

4. ALTERNATE STORAGE SITE

IT & Development Operations, in direct guidance and association with the information system owner, shall:

- a. Establish an alternate storage site including necessary agreements to permit the storage and retrieval of information system backup information.
- b. Ensure that the alternate storage site provides information security safeguards equivalent to that of the primary site.
- c. Identify an alternate storage site that is separated from the primary storage site to reduce susceptibility to the same threats.
- d. Identify and document potential accessibility problems to the alternate storage site in the event of an area-wide disruption or disaster and outline explicit mitigation actions.
- e. Utilize different availability zones in the same region, if available and prudent.

5. ALTERNATE PROCESSING SITE

IT & Development Operations, in direct guidance and association with the information system owner, shall:

- a. Establish an alternate processing site including necessary agreements to permit the transfer and resumption of the information system operations for essential missions/business functions within the time period consistent with recovery time and recovery point objectives when the primary processing capabilities are unavailable.
- b. Ensure that equipment and supplies required to transfer and resume operations are available at the alternate processing site or contracts are in place to support delivery to the site within the agreed upon time period for transfer/resumption.
- c. Ensure that the alternate processing site provides information security safeguards equivalent to that of the primary site.



- d. Identify an alternate processing site that is separated from the primary processing site to reduce susceptibility to the same threats.
- e. Identify potential accessibility problems to the alternate processing site in the event of an area-wide disruption or disaster and outline explicit mitigation actions.
- f. Develop alternate processing site agreements that contain priority-of-service provisions in accordance with business objectives and availability requirements.
- g. Utilize different availability zones in the same region, if available and prudent.

6. TELECOMMUNICATIONS SERVICES

IT Department shall:

- a. Establish alternate telecommunications services including necessary agreements to permit the resumption of information system operations for essential missions and business functions within agreed upon recovery timeframes when the primary telecommunications capabilities are unavailable at either the primary or alternate processing or storage sites.
- b. Develop primary and alternate telecommunications service agreements that contain priority-of-service provisions in accordance with agreed upon recovery objectives and availability requirements.
- c. Request Telecommunications Service Priority for all telecommunications services used for national security emergency preparedness in the event that the primary and/or alternate telecommunications services are provided by a common carrier.

7. INFORMATION SYSTEM BACKUP

IT, in direct guidance and association with the information system owner, shall:

- a. Conduct backups of user-level information contained in the information system defined by frequency consistent with recovery time and recovery point objectives.
- b. Conduct backups of system-level information contained in the information system defined by frequency consistent with recovery time and recovery point objectives.
- c. Conduct backups of information system documentation including security-related documentation defined by frequency consistent with recovery time and recovery point objectives.
- d. Protect the confidentiality, integrity, and availability of backup information at storage locations.
- e. Test backup information to verify media reliability and information integrity.

8. INFORMATION SYSTEM RECOVERY AND RECONSTITUTION

IT, in direct guidance and association with the information system owner, shall:

- a. Provide for the recovery and reconstitution of the information system to a known state after a disruption, compromise, or failure.
- b. Provide that the information system implements transaction recovery for systems that are transaction-based.



COMPLIANCE

Employees who violate this policy may be subject to appropriate disciplinary action up to and including discharge as well as both civil and criminal penalties. Non-employees, including, without limitation, contractors, may be subject to termination of contractual agreements, denial of access to Information Technology (IT) resources, and other actions as well as both civil and criminal penalties.

POLICY EXCEPTIONS

Requests for exceptions to this policy shall be reviewed by the Chief Information Security Officer (CISO) and the Chief Information Officer (CIO). Departments requesting exceptions shall provide such requests to the CIO. The request should specifically state the scope of the exception along with justification for granting the exception, the potential impact or risk attendant upon granting the exception, risk mitigation measures to be undertaken by the IT Department, initiatives, actions and a time-frame for achieving the minimum compliance level with the policies set forth herein. The CISO shall review such requests; confer with the requesting department.

RESPONSIBLE DEPARTMENTS

Chief Information Office and Information System Owners DATE ISSUED/DATE REVIEWED

DATE ISSUED/DATE REVIEWED

Date Issued:	05/2020
Date Reviewed:	05/2024
Authorizing Official: Azure Spanier, May 2020	

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: MIS260000001

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input checked="" type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input checked="" type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input checked="" type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

STChealth, LLC

Company



Authorized Signature

March 20, 2026

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.

Revised 6/8/2012

Immunization Information System (IIS) Baseline Requirements Traceability Matrix (RTM)

Update Released July 2025

This requirements traceability matrix (RTM) contains draft baseline functional and non-functional requirements for an immunization information system (IIS). The requirements clarify minimum expectations for what IIS technology must do and how it must operate to support IIS Functional Standards and programmatic and immunization stakeholder needs. The functional requirements describe intended behaviors of an IIS to support business processes and tasks, by function and capability. The non-functional requirements convey technical requirements related to how a system must operate, by attribute and sub-characteristic. An embedded IIS Functional Model presents a visual depiction of the core functions, capabilities and attributes of IIS and serves as a companion to the requirements.

This RTM is intended to be used by immunization programs as a starting point for the procurement of an IIS platform, module or enhancement. The RTM should be used throughout the system development life cycle (SDLC) to ensure requirements are met in a final product or system. Immunization programs and IIS may also use the IIS Functional Model and the requirements within this RTM to help assess and identify gaps in current IIS functions, capabilities and technical quality and provide a roadmap for future development within or across jurisdictions.

Contents

Guidance: Using the RTM	Step-by-step guidance and helpful hints/notes for using the RTM as part of a procurement process.
Functional Model	Draft IIS Functional Model (FM), a visual depiction of IIS functions and capabilities and attributes.
FM Descriptions	Descriptions of the IIS Functional Model functions and capabilities and attributes; also provides an indication of total requirements by function/categ
RTM Format	Description of how the RTM is structured for presentation of the requirements.
Requirements by Function/Grouping:	
Admin System	Requirements related to the function: Administer System
Manage Orgs	Requirements related to the function: Manage Organizations and Facilities
Manage Users	Requirements related to the function: Manage Users
Interop	Requirements related to the function: Support Interoperability
Data Quality	Requirements related to the function: Ensure Data Quality
Eval Forecast	Requirements related to the function: Evaluate & Forecast
Manage Pt Iz Record	Requirements related to the function: Manage Patient & Immunization Records
Manage Vaccine Inventory	Requirements related to the function: Manage Vaccine Inventory
Data Access	Requirements related to the function: Provide Data Access
Non-functional	Technical requirements across key attributes
Glossary	List of terms used in requirements and their definitions
Crosswalk to FS	Compare the Functional Model to the IIS Functional Standards (FS)

This RTM was developed by the Public Health Informatics Institute, in partnership with AIRA and CDC and with financial support from CDC under Cooperative Agreement number 6 NH231P922664-01. Questions, comments and suggestions are welcomed at iis@phii.org.



Guidance for leveraging the RTM workbook in a procurement

Suggested steps and helpful hints for immunization programs and IIS when using the IIS Functional Model and requirements within this RTM as part of a procurement and system development life cycle.

1. Identify the scope of the procurement

- Are you looking to procure an IIS platform or a specific module or enhancement?
- Identify which functions and capabilities within the IIS Functional Model may relate to your project scope.
- What technologies/systems do you have access to within your jurisdiction that will fulfill certain functions/capabilities/requirements?
- What technologies/systems will need to be integrated with the procured solution?
- Use the RTM to identify the requirements in scope.

2. Identify stakeholders/representatives to be included in the requirements review and validation process (and will be included in user acceptance testing)

- Include people that do the work, i.e., staff from across the IIS and immunization program who will be using the system/module/enhancement being procured.
- Include representatives from IT, as appropriate, e.g., a jurisdictional IT security officer.
- Consider validating requirements with end users to ensure completeness and accuracy and to inform prioritization.
- Engage with the procurement office early in the process to fully understand jurisdictional requirements, policies, templates, approval processes, and timelines.

3. Gather existing business process documentation for reference

- Gather standard operating procedures, documented workflows, business process analysis documents, help desk and tickets.
- These materials will assist in the review and validation of the requirements within the RTM.

4. Kickoff the requirements review and validation process

- Identify reviewers for the functions and requirements within scope, considering individuals' subject matter expertise.
- Schedule and conduct a meeting with all stakeholders/representatives to discuss the requirement review and validation plan.
- Introduce the Functional Model functions, capabilities and/or attributes in scope.
- Orient the group to the RTM format and contents, including the glossary of terms.
- Review the project schedule and individual responsibilities.

5. Review and validate requirements

- Review the requirements by tab with the appropriate program staff and/or impacted stakeholders (consider daily facilitated review sessions). Review the requirements based on current issues, concerns, challenges to ensure/mitigate current issues, concerns, etc. (using documentation gathered in step 3).
- Discuss and define jurisdiction-specific needs and requirements. In particular, consider requirements that include 'as per jurisdictional policy,' those indicating 'user-defined parameters,' and non-functional requirements where jurisdiction-specific values should be entered.
- Validate the requirements in terms of their:
 - * Completeness and accuracy: add jurisdiction-specific requirements in a separate tab (included in the RTM workbook) or as additional rows in the appropriate existing tab.
 - * Clarity: offer clarifications as comments in the "Comments" column. CDC strongly recommends not altering the wording of the requirements in the RTM.
 - * Priority: CDC strongly recommends that values listed in the "Priority: E, O (essential, optional)" column remain as is unless jurisdictional law/policy says otherwise.

Guidance for leveraging the RTM workbook in a procurement

6. Approve the final set of requirements

- Gain approval of the final requirements from program and jurisdictional IT leadership, as appropriate.
- Use the "Req. #" column on each tab to assign a unique identifier, which will facilitate traceability throughout the development lifecycle.

7. Include the requirements in the solicitation to inform vendor selection.

- Conduct a final re-validation of the requirements: what has changed? Are the requirements still accurate and relevant? Have any priorities changed?
- Work with your procurement office to ensure your requirements are incorporated into your solicitation. Attach or otherwise incorporate the RTM or requirements listing based on jurisdictional policy.
- Provide instructions for solicitation respondents to comment on each requirement, using the "Vendor Response" and "Vendor Comments" columns.
- Review responses and conduct due diligence to determine a solution/vendor that best meets your needs.

8. Work with the selected vendor on configuration and specifications, as needed.

- Ensure that your essential requirements are met.
- Review vendor system documentation to determine potential gaps for future consideration.

9. Test the delivered solution to ensure requirements are met.

- Refer to the vendor documentation to control the quality and completeness of the procured solution in meeting the requirements within the RTM.
- Add columns to the RTM for further traceability of the requirements through the SDLC. For example, 'Script #' and 'Tester' columns can be included to ensure each requirement has a corresponding test and tester during user acceptance testing.
- Identify individuals who will be involved in user acceptance testing; ensure these staff are prepared for the testing process and know how to document testing results.

10. Update business processes & documentation, as needed

- Update standard operating procedures to reflect and refine staff interaction with the new technology.

- Be sure to train internal staff as well as external end-users.

Helpful Hints and Notes

- The RTM can be used in conjunction with requirements definition tools, such as task flow diagrams. (For more information on PHII's Collaborative Requirements Development
- On each tab, high-level requirements are shaded in blue; rows beneath each high level requirement provide further detail. jurisdiction name.
- Tabs can be added to the RTM to encompass business processes or business rules within the workbook.
- Columns can be added to the RTM for further traceability of the requirements through the design, build, test and release activities. For example, a 'Script #' column can be
- To be most effective in tracking a solution that meets program requirements, the RTM must be maintained throughout the system development life cycle. differentiate those required for Day 1 and those that could be delivered in future releases.

Guidance for leveraging the RTM workbook in a procurement

-- Consider using an additional priority designation of 'R' for 'Required by Law' to indicate requirements that stem from jurisdictional laws/administrative rules. Provide a reference



Immunization Information System (IIS) Functional Model

The IIS Functional Model presents a framework and terminology for conveying and communicating the core functions, capabilities and attributes of IIS. These systems, whether as a single integrated IIS or as a set of interoperable modules, support public health immunization programs in achieving the CDC IIS Functional Standards* and in providing trusted data and information to improve clinical immunization practice, increase vaccination and reduce vaccine-preventable disease.

The model also serves as a companion and index to the IIS Baseline Requirements Traceability Matrix (RTM), which provides detailed requirements across IIS functions, capabilities and attributes. The RTM and other requirements tools can be found at phils.org/iis-requirements.

IIS Core Functions and Capabilities

These functions and capabilities represent core functionality of IIS. Refer to the IIS Baseline RTM for descriptions and functional requirements associated with each.

Administer System	Manage Organizations & Facilities	Manage Users
<ul style="list-style-type: none"> Hierarchy configuration System configuration User roles & permissions System alerts 	<ul style="list-style-type: none"> Organization/facility search Add, edit, inactivate organization/facility VFC/vaccine program enrollment Organization/facility outreach 	<ul style="list-style-type: none"> User search Add, edit, inactivate user Authentication & authorization Password management
Support Interoperability	Ensure Data Quality	Evaluate & Forecast
<ul style="list-style-type: none"> Onboarding Interfaces Data exchange 	<ul style="list-style-type: none"> Patient matching & deduplication Vaccination event matching & deduplication 	<ul style="list-style-type: none"> Clinical decision support Reminder/recall Coverage reports
Manage Patient & Immunization Records	Manage Vaccine Inventory	Provide Data Access
<ul style="list-style-type: none"> Patient search Add, edit patient demographics Patient status Patient consent Add, edit patient immunization Print/export record Mass vaccination 	<ul style="list-style-type: none"> Vaccine inventory search Add, edit vaccine inventory Vaccine ordering Review/approve order Vaccine decrementing Vaccine inventory reconciliation Vaccine transfer Vaccine wastage Vaccine expiration 	<ul style="list-style-type: none"> Standard reports Print/export reports Ad hoc queries & reports Consumer access

IIS Attributes

These attributes represent the technical characteristics of an IIS necessary to support immunization programs and stakeholders. Refer to the IIS Baseline RTM for descriptions and non-functional requirements associated with each.

Performance Efficiency	Usability	Reliability	Security	Maintainability	Portability
<ul style="list-style-type: none"> Time behavior Resource utilization Capacity 	<ul style="list-style-type: none"> Operability User error protection Accessibility 	<ul style="list-style-type: none"> Availability Fault tolerance Recoverability 	<ul style="list-style-type: none"> Confidentiality Non-repudiation Accountability Authenticity 	<ul style="list-style-type: none"> Analyzability 	<ul style="list-style-type: none"> Adaptability Installability

* <https://www.cdc.gov/vaccines/imz/downloads/iis/functional.html>

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Tab Name	# of Reqs	Function	Function Description	Capability	Capability Description
Admin System	61	Administer System	Management of global system settings and alerts, including set up of user roles and permissions.	Hierarchy Configuration System Configuration User Roles and Permissions System Alerts	-- ability to create hierarchy that informs the association between geographical levels within the jurisdiction and among organizations, facilities, providers -- ability to define system-wide settings, such as management of code tables -- ability to define and manage user roles and use role permissions to perform a function, activity or task -- ability to broadcast communication to IIS users viewable upon logging into the system
Manage Orgs	83	Manage Organizations and Facilities	Management of organizations and facility accounts.	Organization/Facility Search Add, Edit, Inactivate VFC/Vaccine Program Organization/Facility User Search	-- ability to look up and retrieve an organization or facility account -- ability to add, edit or inactivate an organization or facility; ability for an organization to initiate enrollment and re-enrollment in the IIS -- ability to enroll and re-enroll a provider organization in VFC and/or other vaccine program(s) -- ability to communicate with organization/facility representatives
Manage Users	35	Manage Users	Management of user accounts.	Add, Edit, Inactivate User Authentication and Password Management	-- ability to add, edit or inactivate a user account -- ability to validate a user's identity, entity and system permissions -- ability to administer, change and reset user passwords
Interop	65	Support Interoperability	Manage interfaces to exchange data between the IIS and other systems.	Onboarding Interfaces Data Exchange	-- ability to establish/re-establish/modify an interface with another information system for the electronic exchange of demographic and/or immunization -- ability to facilitate electronic data exchange with other information systems, including EHRs, VTrckS, jurisdictional vital records, and the IZ Gateway -- ability to exchange data electronically and monitor and troubleshoot data exchange
Data Quality	32	Ensure Data Quality	Deduplication and consolidation of records.	Patient Matching and Vaccination Event Matching	-- ability to identify and manage duplicate and potential duplicate patient records -- ability to identify and manage duplicate and potential duplicate vaccination entries
Eval Forecast	64	Evaluate and Forecast	Determine the validity of past immunizations administered as a basis for determining	Clinical Decision Support Reminder/Recall Coverage Reports	-- ability to evaluate and forecast immunizations for a patient per ACIP guidelines and in alignment with CDSI specifications -- ability to identify and notify patients who are due for upcoming immunizations (reminder) and/or are past due (recall) -- ability to create reports to support immunization coverage assessment at the provider and geographic levels including reports for the CDC's VFC
Manage Pt Iz Record	83	Manage Patient and Immunization Records	Manage patient demographics and patient immunization record.	Patient Search Add, Edit Patient Patient Status Patient Consent Add, Edit Patient Print/Export Report Mass Vaccination	-- ability to look up and retrieve a patient record -- ability to add, edit or inactivate a patient record -- ability to manage the assignment of a specific patient to a provider organization or jurisdiction -- ability to manage patient agreement to participate in the IIS in accordance with jurisdictional policy -- ability to add, edit an immunization record -- ability to print or export either a patient or immunization record -- ability to capture a large volume of demographic and immunization data in emergency situations
Manage Vaccine Inv	87	Manage Vaccine Inventory	Order publicly-purchased vaccine and manage vaccine inventory.	Vaccine Inventory Search Add, Edit Vaccine Inventory Vaccine Ordering Review/Approve Order Vaccine Dose Decrementing Vaccine Inventory Vaccine Transfer Vaccine Wastage Vaccine Expiration	-- ability to look up and retrieve vaccine doses in inventory -- ability to manage vaccine inventory, including ordering, storing and handling, and reconciliation of vaccine doses -- ability to order publicly funded vaccines as authorized -- ability to review, edit, and authorize an organization's vaccine order for approval, submission and fulfillment -- ability to automatically decrement vaccine doses from inventory when matched vaccine doses are reported as administered -- ability to maintain an accurate count of vaccine doses available based on doses administered, wasted, transferred, and expired -- ability to transfer vaccine from one VFC provider organization to another in certain situations -- ability to manage nonviable vaccine reporting -- ability for notification and management of vaccine inventory expired and due to expire
Data Access	65	Provide Data Access	Provision of access to data and information.	Standard Reports Ad Hoc Queries and Reports Print/Export Report Consumer Access	-- ability to generate pre-configured reports available and accessible in the IIS -- ability to create, save and schedule data queries and customized reports on demand -- ability to generate data to print or use in other systems -- ability for authorized consumers to directly access IIS data for which they are authorized

Tab Name	# of Reqs	Attribute	Description	Sub-Characteristic	Description
Non-functional	99	Performance	Performance efficiency relative to the amount of resources used under stated conditions.	Time behavior Resource utilization Capacity	-- degree to which the response and processing times and throughput rates of a product or system, when performing its functions, meet requirements -- degree to which the amounts and types of resources used by a product or system, when performing its functions, meet requirements -- degree to which the maximum limits of a product or system parameter meet requirements
		Usability	Degree to which a product or system can be used by specified users to achieve specified goals	Operability User error protection	-- degree to which a product or system has attributes that make it easy to operate and control -- degree to which a system protects users against making errors
		Reliability	Degree to which a system, product or component performs specified functions under specified	Accessibility Availability Fault tolerance	-- degree to which a product or system can be used by people with the widest range of characteristics and capabilities to achieve a specified goal in a -- degree to which a system, product or component is operational and accessible when required for use -- degree to which a system, product or component operates as intended despite the presence of hardware or software faults
		Security	Degree to which a product or system protects information and	Recoverability Confidentiality Non-repudiation	-- degree to which, in the event of an interruption or a failure, a product or system can recover the data directly affected and re-establish the desired -- degree to which a product or system ensures that data are accessible only to those authorized to have access -- degree to which actions or events can be proven to have taken place so that the events or actions cannot be repudiated later

Tab Name	# of Reqs	Function	Function Description	Capability	Capability Description
			data so that persons or other products or systems have the	Accountability	-- degree to which the actions of an entity can be traced uniquely to the entity
		Maintainability	Degree of effectiveness and	Authenticity	-- degree to which the identity of a subject or resource can be proved to be the one claimed
		Portability	Degree of effectiveness and efficiency with which a system,	Analyzability	-- degree of effectiveness and efficiency with which it is possible to assess the impact on a product or system of an intended change to one or more of its
				Adaptability	-- degree to which a product or system can effectively and efficiently be adapted for different or evolving hardware, software or other operational or
				Installability	-- degree of effectiveness and efficiency with which a product or system can be successfully installed and/or uninstalled in a specified environment
	674				

Status	Req. #*	Capability/Attribute	***Requirement: The IIS must/should have...	Comments	Reviewer notes	Priority: E, O (essential, optional)**	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Updated from the previous version of the RTM or newly added.	{Req. ID}	{Capability/attribute name, e.g., "System Configuration"}	[high-level requirement]	--Suggested recommendations for the requirement. --Indication of relationship to a priority cross-functional need such as mass vaccination or school reports.	[Reviewer notes related to: -- Organization of the requirement (in terms of its associated capability and/or function) -- Wording of the requirement -- Misc thoughts]	[Draft priority designation, e.g. "E"]		
Updated from the previous version of the RTM or newly added.	{Req. ID}	{Capability/attribute name, e.g., 'System Configuration'}	[detailed requirement]	--Suggested recommendations for the requirement. --Indication of relationship to a priority cross-functional need such as mass vaccination or school reports.	[Reviewer notes related to: -- Organization of the requirement (in terms of its associated capability and/or function) -- Wording of the requirement -- Misc thoughts]	[Draft priority designation, e.g. "E"]		

*Numbering/identification of individual requirements will occur at the very end of the review and revision process, once requirements are final.

**Priority designations:

E: Essential: Baseline, critical requirement reflective of core functionality/attribute for a viable IIS as defined by CDC.

O: Optional: Not essential for all IIS as defined by CDC.

*** Rows highlighted in blue indicate a high-level requirement

Capability	Requirement: The IIS must/should...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Hierarchy Configuration	ability to establish the IIS hierarchy to associate and manage relationships between entities	E	Yes	STC ONE® allows for a hierarchy relationship between Organization Groups, Organizations, Facility Groups and Facilities. An organization can be created to have as many facilities associate with it as needed. This functions as a parent/child type relationship with user access available at both the organization or the facility level.
Hierarchy Configuration	ability to associate user(s) to a facility	E	Yes	STC ONE® allows for multiple users to be assigned to a single facility without limit. When a user is created, the system requires the admin to select a facility and organization in the user maintenance page.
Hierarchy Configuration	ability to associate clinician(s) to a facility	E	Yes	STC ONE® allows for multiple clinicians and other vaccinators to be assigned to a single facility without limit. Clinicians can be listed under contact details on the facility maintenance page, or they can be setup as a Physician/Vaccinator making them available from a drop down when entering administered vaccines.
Hierarchy Configuration	ability to associate facility/facilities to an organization	E	Yes	The STC ONE® allows for facilities to be assigned to an organization without limit. A facility is required to be associated to an organization in order to complete facility creation in the IIS.
Hierarchy Configuration	ability to establish geographic jurisdictional hierarchy	E	Yes	STC ONE® has the ability to establish geographic jurisdictional hierarchy by providing associations between organizations and facilities with districts, counties, or regions.
Hierarchy Configuration	ability to aggregate data across user-defined hierarchies	E	Yes	STC ONE® provides the ability to aggregate data across user-defined hierarchies by using the robust reports functionality. Reports can be run by user-defined criteria without limitation to a specific organization or facility.
System Configuration	ability to maintain inventory availability in IIS visible to authorized users	E	Yes	STC ONE® has the ability to maintain inventory availability in IIS visible to authorized users. Every Organization and/or Facility may maintain their own virtual inventory. Each may also manage both public and private inventory separately. Authorized users associated with a specific organization or facility can view the virtual inventory with the appropriate permissions. Inventory for any organization/facility is visible to system administrators.
System Configuration	ability for jurisdictional admin to maintain separate VFC supplied inventory in the IIS	E	Yes	STC ONE® Inventory Management has the ability to maintain a separate VFC-supplied inventory in the IIS for any organization or facility. Jurisdiction-defined compliance activities can be associated with VFC inventories.

Capability	Requirement: The IIS must/should...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
System Configuration	ability for jurisdictional admin to maintain separate jurisdiction supplied inventory	E	Yes	STC ONE allows for a single Public Inventory to be used for publicly-supplied vaccines. Since this can be federally funded or state funded, STC ONE tracks funding sources and allows for separate order sets which specify which publicly-funded vaccine program it belongs to such as VFC, Adult, State Flu, etc.
System Configuration	ability for jurisdictional admin to maintain separate private stock inventory	E	Yes	STC ONE® Inventory allow authorized users of organizations and facilities to maintain a separate private vaccine inventory for convenience.
System Configuration	ability for jurisdictional admin to manage code sets	E	Yes	STC ONE® allows for the jurisdictional admin to manage multiple code sets within the application, most commonly the product code set with the associated NDC codes. Managing the majority of code sets is largely unnecessary as this information is automatically loaded into STC ONE® and maintained in accordance with the CDC Code Sets eliminating the need for this requirement.
System Configuration	ability for jurisdictional admin to update NDC codes	E	Yes	STC ONE® allows jurisdictional admin to enter and inactivate NDC codes within the application in Product Settings.
System Configuration	ability for jurisdictional admin to update CVX codes	E	Yes	STC ONE as a SaaS solution allows for automated updates to maintain system uniformity and ensure up-to-date codes. CVX codes are updated after the CDC has released them and are based on the CDC Code set updates. Using the CDC Code sets brings the registry to a higher level of sustainability and accountability in alignment with CDC standards.
System Configuration	ability for jurisdictional admin to update MVX codes	E	Yes	STC ONE does not have the ability for jurisdictional admin to update MVX codes. As a SaaS solution, STC ONE® allows for automated updates to maintain system uniformity and ensure up-to-date codes, based on the CDC Code set updates. Using the CDC Code sets brings the registry to a higher level of sustainability and accountability in alignment with CDC standards.
System Configuration	ability to configure default values to minimize data input	E	Yes	STC ONE® allows for user defined defaults for a wide variety of fields within the system. These fields can be defined in Administration/Define Values by the jurisdictional admin. There are many fields that can be given defined values. Some examples include Contact Type, School Classification, Vaccine Return Reason, and Anatomical Site of immunization administration. In addition, where appropriate defaults are aligned with CDC standards for example, inventory reconciliation reasons, eligibility, etc.

Capability	Requirement: The IIS must/should...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
System Configuration	ability to display an error message in the user interface when minimum information required is not complete	E	Yes	STC ONE® will display an error message when a user selects Save or Submit and if required fields are not completed. STC ONE® has a standard configuration that requires specific fields prior to saving a change or submitting information; jurisdictions may request changes to this configuration. When a required field is not completed, the user will receive a warning at the top of the screen in Red that clearly specifies the field that is required.
System Configuration	ability to standardize addresses per US Postal conventions and codes	E	Yes	STC ONE® standardizes addresses through the integration of Smarty Streets in the application. This is included as standard part of STC ONE for as long as it is available through the AIRA program or other means.
System Configuration	ability to verify validity of addresses (as valid USPS addresses) in the IIS through electronic means (e.g., SmartyStreets)	E	Yes	STC ONE has the ability to verify addresses utilizing Smarty through the user interface. This ability pertains to all addresses, including patients and providers. Other methods and approaches to electronic address validation are anticipated to be included in our modernized platform.
System Configuration	ability to geocode addresses	E	Yes	STC ONE geocodes addresses returned through the Smarty integration. This is included as standard part of STC ONE for as long as it is available through the AIRA program or other means.
System Configuration	ability to validate accurate assignment of address to an individual through electronic means (e.g., LexisNexis)	O	No	STC ONE does not currently have the ability to validate accurate assignment of addresses to an individual through electronic means.
System Configuration	ability for jurisdictional admin to modify facility types according to immunization program descriptions and CDC VFC Program descriptions	E	Yes	STC ONE® allows jurisdictional admin to modify facility types according to immunization program descriptions and CDC VFC Program descriptions. This can be done in Administration Settings>Define Lookups and can be managed by the Agency.
System Configuration	ability for jurisdictional admin to configure rules governing data validation of incoming HL7 messages	E	Yes	STC ONE® Data Exchange allows jurisdictional admin to configure rules governing data validation of incoming HL7 messages through the use of Import Profiles. Import Profiles are used to define the HL7 requirements for various facility types and allows jurisdictional admin to designate the desired response (warning, error...) for each provider.

Capability	Requirement: The IIS must/should...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
System Configuration	ability to configure an authorization agreement as per jurisdictional policy	O	Yes	STC ONE® has the ability to configure an authorization agreement (IIS Agreement) as per jurisdictional policy. The provider enrollment feature allows the jurisdiction in collaboration with the admin to configure the specifics of the authorization agreement. Fields are standardized for VFC participants however any state legal language is customizable.
System Configuration	ability to configure a user agreement as per jurisdictional policy	O	Yes	STC ONE® has the ability to configure a User Agreement that must be accepted by a user upon first login and after any update. In STC ONE® the user agreement is referred to as Confidentiality Agreement. A Confidentiality Agreement may be setup for all IIS Users with a separate one available for School Nurse Module users. The text in these agreements can be fully defined by the Agency without Vendor support. In addition, the jurisdictional admin may require the agreement to be agreed to upon initial login.
System Configuration	ability to display age in year/month/day format in all age display fields (e.g., 2 years, 4 months, 3 days)	E	Yes	For patients under 7 years of age, STC ONE® will display the age as weeks, months, and years. All other patient age is displayed as MMDDYYYY based on usability testing with providers.
System Configuration	ability to provide optional calendar to select a date in a web client	O	Yes	STC ONE® provides a pick calendar for date fields.
System Configuration	ability to add patient priority group indicators	E	Yes	STC ONE® allows for user defined patient priority groups to be added by an administrator. A Registry Client user with the CRA Administration permissions to manage the tiers used for campaigns in the Mass Immunization module can add, edit, and delete tier groups.
System Configuration	ability to modify patient priority group indicators	E	Yes	STC ONE® allows jurisdictional admins to modify patient priority group tiers. A Registry Client user with the CRA Administration permissions to manage the tiers used for campaigns in the Mass Immunization module can add, edit, and delete tier groups.
System Configuration	ability for jurisdictional admin to manage business rules related to data quality	E	Yes	STC ONE® allows jurisdictional admins to manage business rules related to data quality associated with incoming HL7 messages. STC ONE® Data Exchange allows the jurisdictional admin to create an import profile for each provider or provider type that is used to define the reporting requirements. The system provides various reports to support data quality monitoring.
System Configuration	ability for jurisdictional admin to specify business rules for monitoring data quality	E	Yes	An administrator in STC ONE® is able to select from pre-defined options when configuring how data quality validation should occur in the IIS.

Capability	Requirement: The IIS must/should...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
System Configuration	ability for jurisdictional admin to modify business rules for monitoring data quality	E	Yes	An administrator in STC ONE® is able to modify previously selected, pre-defined options when configuring how data quality validation should occur in the IIS.
System Configuration	ability to configure the organization enrollment form	E	Yes with customization*	As part of our modernization initiative, we are streamlining the provider enrollment process to deliver a more intuitive, efficient experience for both providers and state administrators. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.
System Configuration	support rules-based logic to suggest approval or rejection of enrollment form based on review of completed fields	E	Yes with customization*	As part of our modernization initiative, we are streamlining the provider enrollment process to deliver a more intuitive, efficient experience for both providers and state administrators. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.
System Configuration	ability to manage rules-based logic for approval or rejection of enrollment form	E	Yes with customization*	As part of our modernization initiative, we are streamlining the provider enrollment process to deliver a more intuitive, efficient experience for both providers and state administrators. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.
System Configuration	ability for jurisdictional admin to create enrollment forms based on program requirements	E	Yes with customization*	As part of our modernization initiative, we are streamlining the provider enrollment process to deliver a more intuitive, efficient experience for both providers and state administrators. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.
System Configuration	ability for jurisdictional admin to modify an enrollment form	E	Yes with customization*	As part of our modernization initiative, we are streamlining the provider enrollment process to deliver a more intuitive, efficient experience for both providers and state administrators. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.

Capability	Requirement: The IIS must/should...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
System Configuration	ability to auto-populate existing user information in the IIS with the information on the enrollment form when creating a new facility in the IIS	O	Yes with customization*	As part of our modernization initiative, we are streamlining the provider enrollment process to deliver a more intuitive, efficient experience for both providers and state administrators. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.
System Configuration	ability to auto-populate the organization information in the IIS with information on the enrollment form when creating a new organization in the IIS	O	Yes with customization*	As part of our modernization initiative, we are streamlining the provider enrollment process to deliver a more intuitive, efficient experience for both providers and state administrators. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.
System Configuration	ability for jurisdictional admin to configure vaccine forecasting business rules	E	Yes	STC ONE® has the ability for jurisdictional admin to configure vaccine forecasting business rules for policy configuration such as school or other local vaccine schedule requirements. The STC ONE® forecast follows the CDC CDSi logic specifications.
System Configuration	ability to apply effective dates to vaccine rules	O	Yes	The STC ONE® forecasting algorithm has the ability to apply effective dates to vaccine rules.
System Configuration	ability to incorporate new vaccines per ACIP into the forecasting algorithm	E	Yes	STC ONE® has the ability to incorporate new vaccines per ACIP into the forecasting algorithm. STC ONE® is integrated with ACIP recommendations and receives the updated CDSi logic as it is published.
System Configuration	ability to support a record search algorithm to return "best matches"	E	Yes	STC ONE® has the ability to support a record search algorithm to return "best matches". The STC ONE® patient search algorithm provides an exact match workflow and a possible match workflow to provide the best matches.
System Configuration	ability for jurisdictional admin to configure the number of search results to be displayed per jurisdictional policy	E	Yes	STC ONE® has the ability for jurisdictional admin to configure the number of search results to be displayed per jurisdictional policy. An STC ONE® administrator can set the number of search results to display in the user interface, however only 250 results will display and will require a user to refine the search.
System Configuration	ability for jurisdictional admin to modify required parameters for patient searches	E	Yes	STC ONE® has the ability for jurisdictional admin to modify required parameters for patient searches. STC ONE® has patient search requirements for adding new patients and offers a simple search or advanced search option for manual data entry users. In addition, STC ONE® patient search requirements will change for a minor (under 18) vs an adult.

Capability	Requirement: The IIS must/should...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
System Configuration	ability to restrict certain data from being included in reports such as sensitive demographic information e.g., address, phone number, mother's maiden name, Medicaid ID	E	Yes	STC ONE® has specific rules to restrict certain data from being viewed by those that did not enter the data. In addition, the fields included in the reports can include only desired specific information. STC ONE displays data based off a public-private data model.
System Configuration	ability to open multiple screens simultaneously within the application	O	Yes	STC ONE® allows a user to open multiple tabs when using the online application.
User Roles and Permissions	ability for jurisdictional admin to manage user roles and permissions by task per jurisdictional policy	E	Yes	STC ONE® allows for jurisdictional admin to manage user roles by assigning a primary Access Level (e.g. School Nurse). Each access level can then be customized with various permissions that are primarily task based (e.g. Inactivate Lot Numbers).
User Roles and Permissions	ability for jurisdictional admin to add user roles with distinct permissions	E	Yes	STC ONE® has the ability for jurisdictional admin to add user roles with distinct permissions by assigning a primary Access Level (e.g. School Nurse). Each access level allows for a specific list of permissions based on the Access Level selected.
User Roles and Permissions	ability for jurisdictional admin to modify user roles with distinct permissions	E	Yes	STC ONE® has the ability for jurisdictional admin to modify user roles with distinct permissions by assigning a primary Access Level (e.g. School Nurse). Each access level allows for a specific list of permissions based on the Access Level selected.
User Roles and Permissions	ability for jurisdictional admin to inactivate user roles	E	Yes	STC ONE® allows for the inactivation of a single user, or a group of users. This functionality is in lieu of user role inactivation as a way to reduce the risk of unintentional inactivation of a large group of users.
User Roles and Permissions	ability for jurisdictional admin to modify permissions to IIS processes and data for specific user roles	E	Yes	STC ONE® allows for jurisdictional admin to modify permissions to IIS process and data for specific user roles. This can be done through use of Access Level and assigned permissions.
User Roles and Permissions	ability for jurisdictional admin to restrict system functionality by user role	E	Yes	STC ONE® allows for jurisdictional admin to restrict system functionality of user roles through the use of permission restrictions (e.g. Block Administered Vaccine Entry) or by simply not assigning a specific permission.
User Roles and Permissions	ability for jurisdictional admin to restrict authorized user access to data based on user role	E	Yes	STC ONE® allows for jurisdictional admin to restrict system functionality of user roles through the use of access level type (e.g. Facility Client).
User Roles and Permissions	ability for jurisdictional admin to enable access to standard reports based on user role	E	Yes	STC ONE® allows for jurisdictional admin to enable access to standard reports based on user role by assigning various permissions. One example of this is the permission "Management Reports."

Capability	Requirement: The IIS must/should...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
User Roles and Permissions	ability to automatically update all users assigned to a role based on changes made to the "master" role attributes	E	Yes	STC ONE® provides a set of permissions specific to each user role which then can be further customized for the individual user. Because it is common to have variation in permissions within a user role STC ONE® does not allow for automatic updates to a "master" role that would then be applied to all users with that role. This could result in unintentional assignment of permissions. STHealth can support the Agency if any global permission changes are required.
System Alerts	ability for jurisdictional admin to manage system alerts	E	Yes	STC ONE® has a variety of alert functionalities, some of which are automated and some that can be managed by jurisdictional admins. STC ONE® has the ability to send messages to a selected group of Organizations/Facilities, or it can send alerts for a set list of predefined reasons.
System Alerts	ability to view global messages upon logging into the application	E	Yes	STC ONE® has the ability to view global messages upon logging into the application. STC ONE® has a "Message of the Day" feature that is visible as a pop-up upon user login. Messages can be added, previewed, stored, and deleted. The option is only available to users with the Message of the Day Edit Access permission. In addition, the application home page can be customized by the vendor to meet the needs of the Agency.
System Alerts	ability for jurisdictional admin to add system alerts for specific IIS users to view when logging into application	O	Yes	STC ONE® has the ability for jurisdictional admin to add system alerts for specific IIS users to view when logging into the application. Alerts and notifications can be found within STC ONE® in several different workflows. These are configurable and often customizable to best enable timely information to be disseminated to all providers or certain provider types or groups as is appropriate for the situation. Also, electronic notifications can be sent when a user forgets their password.
System Alerts	ability for jurisdictional admin to add global messages	E	Yes	STC ONE® has the ability for jurisdictional admin to add global messages using the "Message of the Day" feature that is visible as a pop up upon user login. Messages can be added, previewed, stored, and deleted. The option is only available to users with the Message of the Day Edit Access permission.
System Alerts	ability for jurisdictional admin to edit global messages	E	Yes	STC ONE® has the ability for jurisdictional admin to edit global messages using the "Message of the Day" feature that is visible as a pop up upon user login. The option is only available to users with the Message of the Day Edit Access permission.

Capability	Requirement: The IIS must/should...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
System Alerts	ability for jurisdictional admin to inactivate global messages	E	Yes	STC ONE® has the ability for jurisdictional admin to modify global messages. Messages can be added, previewed, stored, and deleted. The option is only available to users with the Message of the Day Edit Access permission.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Organization/Facility Search	ability to search organization/facility information stored in the IIS	E	Yes	STC ONE® has the ability to search organization/facility information stored in the IIS by ID, name, city, zip, phone, district and/or pin. In addition, the Report Module can also be used to search organization/facility information.
Organization/Facility Search	ability for jurisdictional admin to search organizations/facilities by user-defined parameters	E	Yes	STC ONE® has the ability to search organization/facilities by user-defined parameters such as ID, name, city, zip, phone, district (county) and/or pin. In addition, the Report Module can also be used to search organization/facility information.
Organization/Facility Search	ability to clear and re-enter search criteria when searching for an organization/facility	E	Yes	STC ONE® has the ability to clear and re-enter search criteria when searching for an organization/facility through use of a "Reset" button.
Add, Edit, Inactivate Organization	ability for applicant from unauthorized (non-participating/enrolled) organization to enroll electronically for participation in the IIS	E	Yes	STC ONE® has the ability for an applicant from an unauthorized (non-participating/enrolled) organization to submit an IIS Registration (Enrollment) for participation in the IIS through use of a link on the IIS landing page which does not require system login.
Add, Edit, Inactivate Organization	ability for applicant from unauthorized organization to add IIS enrollment information online	E	Yes	STC ONE® has the ability for an applicant from an unauthorized (non-participating/enrolled) organization to submit an IIS Registration (Enrollment) for participation in the IIS through use of a link on the IIS landing page which does not require system login.
Add, Edit, Inactivate Organization	ability for applicant from unauthorized org to submit IIS enrollment information online	E	Yes with customization	As part of our modernization initiative, we are streamlining the provider enrollment process to deliver a more intuitive, efficient experience for both providers and state administrators. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.
Add, Edit, Inactivate Organization	ability for applicant from unauthorized org to save partially complete IIS enrollment information	O	Yes with customization	As part of our modernization initiative, we are streamlining the provider enrollment process to deliver a more intuitive, efficient experience for both providers and state administrators. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.
Add, Edit, Inactivate Organization	ability for applicant from unauthorized org to return to a partially complete IIS enrollment information	O	Yes with customization	As part of our modernization initiative, we are streamlining the provider enrollment process to deliver a more intuitive, efficient experience for both providers and state administrators. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Add, Edit, Inactivate Organization	ability to prevent submission of incomplete IIS enrollment information when required field(s) are missing	E	Yes with customization	As part of our modernization initiative, we are streamlining the provider enrollment process to deliver a more intuitive, efficient experience for both providers and state administrators. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.
Add, Edit, Inactivate Organization	ability to electronically notify the applicant of incomplete IIS enrollment information specifying the missing required fields	E	Yes with customization	As part of our modernization initiative, we are streamlining the provider enrollment process to deliver a more intuitive, efficient experience for both providers and state administrators. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.
Add, Edit, Inactivate Organization	ability to electronically notify applicant that IIS enrollment information has been submitted	E	Yes with customization	As part of our modernization initiative, we are streamlining the provider enrollment process to deliver a more intuitive, efficient experience for both providers and state administrators. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.
Add, Edit, Inactivate Organization	ability for applicant from unauthorized org to edit rejected IIS enrollment information	E	Yes with customization	As part of our modernization initiative, we are streamlining the provider enrollment process to deliver a more intuitive, efficient experience for both providers and state administrators. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.
Add, Edit, Inactivate Organization	ability for applicant from unauthorized org to resubmit a rejected IIS enrollment	E	Yes with customization	As part of our modernization initiative, we are streamlining the provider enrollment process to deliver a more intuitive, efficient experience for both providers and state administrators. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.
Add, Edit, Inactivate Organization	ability to capture electronic signature for enrollment, for an authorization agreement	O	Yes with customization	As part of our modernization initiative, we are streamlining the provider enrollment process to deliver a more intuitive, efficient experience for both providers and state administrators. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Add, Edit, Inactivate Organization	ability for jurisdictional admin to manage organization/facility IIS enrollment	E	Yes with customization	As part of our modernization initiative, we are streamlining the provider enrollment process to deliver a more intuitive, efficient experience for both providers and state administrators. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.
Add, Edit, Inactivate Organization	ability for jurisdictional admin to manage organization/facility IIS enrollment status	E	Yes with customization	As part of our modernization initiative, we are streamlining the provider enrollment process to deliver a more intuitive, efficient experience for both providers and state administrators. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.
Add, Edit, Inactivate Organization	ability for jurisdictional admin to deactivate an organization	E	Yes	STC ONE® has the ability for jurisdictional admin to deactivate an organization as needed. This is completed by checking the "Inactive" box in the Organization Maintenance [details] page.
Add, Edit, Inactivate Organization	ability for jurisdictional admin to reactivate an organization	E	Yes	STC ONE® has the ability for jurisdictional admin to reactivate an organization as needed. This is completed by unchecking the "Inactive" box in the Organization Maintenance [details] page.
Add, Edit, Inactivate Organization	ability to store IIS enrollment status for an organization/facility	E	Yes with customization	As part of our modernization initiative, we are streamlining the provider enrollment process to deliver a more intuitive, efficient experience for both providers and state administrators. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.
Add, Edit, Inactivate Organization	ability for jurisdictional admin to deactivate a facility	E	Yes	STC ONE® has the ability for jurisdictional admin to deactivate a facility as needed. This is completed by checking the "Inactive" box in the Facility Maintenance [details] page.
Add, Edit, Inactivate Organization	ability for jurisdictional admin to reactivate a facility	E	Yes	STC ONE® has the ability for jurisdictional admin to reactivate a facility as needed. This is completed by unchecking the "Inactive" box in the Facility Maintenance [details] page.
Add, Edit, Inactivate Organization	ability for jurisdictional admin to electronically approve IIS enrollment	E	Yes with customization	As part of our modernization initiative, we are streamlining the provider enrollment process to deliver a more intuitive, efficient experience for both providers and state administrators. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Add, Edit, Inactivate Organization	ability to include reason for rejecting IIS enrollment of an organization	E	Yes with customization	As part of our modernization initiative, we are streamlining the provider enrollment process to deliver a more intuitive, efficient experience for both providers and state administrators. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.
Add, Edit, Inactivate Organization	ability to electronically notify the organization that the submitted enrollment was rejected along with the reason	E	Yes with customization	As part of our modernization initiative, we are streamlining the provider enrollment process to deliver a more intuitive, efficient experience for both providers and state administrators. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.
Add, Edit, Inactivate Organization	ability for jurisdictional admin to manage organization and facility records within the IIS	E	Yes	STC ONE® has the ability for admins to manage Organizations and Facilities within the IIS to meet program needs. A variety of Organization and Facility information, activity, users, permissions, etc. can be managed within the IIS.
Add, Edit, Inactivate Organization	ability for jurisdictional admin to add an organization	E	Yes	STC ONE® has the ability for jurisdictional admin to add an organization. This can be done from a completed enrollment form or independently only after searching for an existing organization.
Add, Edit, Inactivate Organization	ability for jurisdictional admin to modify an organization record	E	Yes	STC ONE® has the ability for jurisdictional modify to add an organization. Organization information including contacts and vaccine management settings can be modified in the Organization Maintenance [Details] page.
Add, Edit, Inactivate Organization	ability for jurisdictional admin to add a facility	E	Yes	STC ONE® has the ability for jurisdictional admin to add a facility. This can be done from a completed enrollment form or independently only after searching for an existing organization and facility.
Add, Edit, Inactivate Organization	ability for jurisdictional admin to modify a facility record	E	Yes	STC ONE® has the ability for jurisdictional admin to modify facility. Facility information including contacts and vaccine management settings can be modified in the Facility Maintenance [Details] page.
Add, Edit, Inactivate Organization	ability to automatically generate unique facility IIS ID	E	Yes	STC ONE® has the ability to automatically generate unique facility IIS ID. When a new facility is created the system will automatically create a Facility ID.
Add, Edit, Inactivate Organization	ability for jurisdictional admin to associate a facility to an organization	E	Yes	STC ONE® has the ability for jurisdictional admin to associate a facility to an organization. Every facility is required to be associated to an organization in the Facility Maintenance [Details] page.
Add, Edit, Inactivate Organization	ability for jurisdictional admin to edit association between a facility an organization	E	Yes	STC ONE® has the ability for jurisdictional admin to edit association between a facility and organization. Facilities can be merged and moved under a different organization or facility hierarchy as needed.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Add, Edit, Inactivate Organization	ability to store multiple unique facility site IDs associated with a particular facility (to facilitate matching of facilities between the IIS and other data systems)	E	Yes	STC ONE® has the ability to store multiple unique facility site IDs associated with a particular facility (to facilitate matching of facilities between the IIS and other data systems). The IDs include the facility ID generated by the IIS as well as any IDs associated with Data Exchange, VFC Pin, etc.
Add, Edit, Inactivate Organization	ability to capture a facility's mailing address	E	Yes	STC ONE® has the ability to capture a facility's mailing address. This can be captured in the Facility Maintenance [Details] page under Provider Agreement.
Add, Edit, Inactivate Organization	ability to capture a facility's shipping address	E	Yes	STC ONE® has the ability to capture a facility's shipping address. This can be captured in the Facility Maintenance [Details] page under Provider Agreement. This is separate from the mailing address.
Add, Edit, Inactivate Organization	ability to enter contact information for the facility contact	E	Yes	STC ONE® has the ability to enter contact information for multiple contacts associated with a facility. These facility contact roles can be defined by the Agency.
Add, Edit, Inactivate Organization	ability to enter contact information for an optional contact	E	Yes	STC ONE® has the ability to enter contact information for multiple contacts associated with a facility. These facility contact roles can be defined by the Agency. The system will capture contact type, full name, phone number, fax and email.
Add, Edit, Inactivate Organization	ability to indicate if an organization/facility is a site where immunizations are administered	E	Yes	STC ONE® has the ability to indicate if an organization/facility is a site where immunizations are administered. This is achieved by selecting the appropriate options in the organization or facility maintenance page.
Add, Edit, Inactivate Organization	ability to indicate if an organization/facility is a site where vaccines are stored for redistribution	O	Yes	STC ONE® has the ability to indicate if an organization/facility is a site where vaccines are stored for redistribution. This is achieved by designating an organization as a depot which then allows for redistribution of vaccines to other sites.
Add, Edit, Inactivate Organization	ability to save documents (i.e., enrollment/onboarding documents, storage and handling, borrowing, temperature logs, wastage, etc.) to specific organization/facility file folder per policy	E	Yes with customization	The STC ONE® Document Center is accessible from within the application and allows jurisdictional admin to store documents for global access. As part of our modernization initiative, we are enhancing our ability to store document to deliver a more intuitive, efficient experience for jurisdictional administrators. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Add, Edit, Inactivate Organization	ability for jurisdictional admin to retrieve electronic files from provider file folder	E	Yes with customization	The STC ONE® Document Center is accessible from within the application and allows jurisdictional admin to store documents for global access. As part of our modernization initiative, we are enhancing our ability to store documents to deliver a more intuitive, efficient experience for jurisdictional administrators. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.
Add, Edit, Inactivate Organization	ability for jurisdictional admin to record notes related to a organization/facility	E	Yes	STC ONE® has the ability for jurisdictional admin to record notes related to a organization/facility in the organization or facility maintenance page.
Add, Edit, Inactivate Organization	ability to flag an organization as participating in VFC and/or other user-defined vaccine program(s)	E	Yes	STC ONE® has the ability to flag an organization as participating in VFC and/or other user-defined vaccine program(s). The Organization/Facility maintenance page allows for a VFC status drop down as well as the documentation of a VFC PIN.
Add, Edit, Inactivate Organization	ability to retrieve organization/facility information from scanned forms and automatically fill required data fields with retrieved information	O	No	With STC ONE® electronic online forms are provided, therefore, this functionality is obsolete and not recommended.
VFC/Vaccine Program Enrollment	ability for an organization to submit vaccine program enrollment information electronically	E	Yes	STC ONE® has the ability for an organization to submit vaccine program enrollment information electronically. This is done through the standard provider agreements or can be done through the Pandemic Agreement functionality.
VFC/Vaccine Program Enrollment	ability to capture electronic signature for vaccine program enrollment	E	Yes	STC ONE® has the ability to capture electronic signature for vaccine program enrollment. The eSignature process for VFC Provider Agreement (Enrollment) forms utilizes a third party plug in with Nintex AssureSign.
VFC/Vaccine Program Enrollment	ability to access the vaccine program agreement in a separate window from the vaccine program enrollment	E	Yes	STC ONE® has the ability to access the vaccine program agreement in a separate window from the vaccine program enrollment. When the agreement is opened it will generate in a separate tab in the browser.
VFC/Vaccine Program Enrollment	ability to provide link to the blank formatted vaccine program enrollment form	E	Yes	STC ONE® has the ability to provide a link to the blank formatted vaccine program enrollment form with or without login. The link can be added to the IIS home page, or after login into the document center or the Provider Agreement menu option.
VFC/Vaccine Program Enrollment	ability for the jurisdictional vaccine program admin to assign a VFC pin number to a newly enrolled VFC site	E	Yes	STC ONE® has the ability for the jurisdictional vaccine program admin to assign a VFC pin number to a newly enrolled VFC site. This can be manually added to the Facility Maintenance [Details] page along with VFC status.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
VFC/Vaccine Program Enrollment	ability to select the type of certified monitoring device being used to record temperatures	E	Yes	STC ONE® has the ability to select the type of certified monitoring device being used to record temperatures. Our Cold Storage feature requires that a thermometer type be designated for each storage unit created.
VFC/Vaccine Program Enrollment	ability for the jurisdictional vaccine program admin to document that a facility has a certificate of calibration for the temperature monitoring device	O	Yes	STC ONE® has the ability for the jurisdictional vaccine program admin to document that a facility has a certificate of calibration for the temperature monitoring device. Our Cold Storage feature requires the Date of Last Calibration for each thermometer associated with a storage unit. There is also a field for Calibration Expiration which will trigger alerts to the facility.
VFC/Vaccine Program Enrollment	ability for the jurisdictional vaccine program admin to approve a vaccine program enrollment	E	Yes	The State Approver in STC ONE® has the ability to approve provider agreements. The jurisdiction admin can designate an enrollment as Valid (default) Evaluated (default) Pending Review (default) IRMS Created (default) Invalid
VFC/Vaccine Program Enrollment	ability for the jurisdictional vaccine program admin to enter an expiration date for a vaccine program enrollment	E	Yes	The State Approver in STC ONE® has the ability to designate an expiration date for vaccine program enrollment. This is defaulted to a 12 month renewal date but during the approval step it can be manually changed.
VFC/Vaccine Program Enrollment	ability for the jurisdictional vaccine program admin to document that the vaccine program facility has a routine and emergency vaccine management plan	E	Yes	STC ONE® has the ability for the jurisdictional vaccine program admin to document that the vaccine program facility has a routine and emergency vaccine management plan by utilizing the comments section of the facility maintenance page or by adding a note in the Provider Agreement.
VFC/Vaccine Program Enrollment	ability for the jurisdictional vaccine program admin to document that a facility participating in VFC has a VFC Coordinator annual training certificate	E	Yes	STC ONE® has the ability for the jurisdictional vaccine program admin to document that a facility participating in VFC has a VFC Coordinator annual training certificate. For each contact listed on the Provider Agreement there are fields for "Completed Annual Training" (Yes/No), Type of Training Received, Completed Annual Training Requirements (date), and Method of Training Completion.
VFC/Vaccine Program Enrollment	ability for the jurisdictional vaccine program admin to document that a facility participating in VFC has a Backup Coordinator annual training certificate	E	Yes	STC ONE® has the ability for the jurisdictional vaccine program admin to document that a facility participating in VFC has a Backup Coordinator annual training certificate. For each contact listed on the Provider Agreement there are fields for "Completed Annual Training" (Yes/No), Type of Training Received, Completed Annual Training Requirements (date), and Method of Training Completion.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
VFC/Vaccine Program Enrollment	ability for the jurisdictional vaccine program admin to add comments during the vaccine program enrollment approval process	O	Yes	STC ONE® allows for jurisdictional vaccine program admin to add comments internally and externally during the enrollment approval process. While reviewing an enrollment form, the jurisdictional admin has a box for "Approver Comments" at the top of the Provider Agreement Add/Edit Screen. Additionally, this field is presented again on the Provider Agreement Approval Screen.
VFC/Vaccine Program Enrollment	ability to require the vaccine program facility to indicate the number of vaccine storage units being monitored	O	Yes	STC ONE® ability to require the vaccine program facility to indicate the number of vaccine storage units being monitored. Our Cold Storage feature allows for the documentation of information on multiple storage units during the enrollment process. The information captured includes unit information as well a thermometer information.
VFC/Vaccine Program Enrollment	ability to require the vaccine program facility to indicate the types of vaccine storage units being monitored	O	Yes	STC ONE® ability to require the vaccine program facility to indicate the types of vaccine storage units being monitored. Our Cold Storage feature allows for each unit type to be designated as a Fridge, Freezer or Ultra Cold Freezer during the enrollment process.
VFC/Vaccine Program Enrollment	ability to require the vaccine program facility to indicate whether they store Varicella and MMRV vaccine	E	Yes	STC ONE® has the ability to require the vaccine program facility or an organization to indicate whether they store Varicella and MMRV vaccine during the enrollment process.
VFC/Vaccine Program Enrollment	ability to enter contact information for the facility Primary Vaccine Coordinator	E	Yes	STC ONE® has the ability to enter contact information for the facility Primary Vaccine Coordinator during the enrollment process. This contact type can be added by jurisdictional admin for provider to select from when adding contacts.
VFC/Vaccine Program Enrollment	ability to enter contact information for the facility Backup Vaccine Coordinator	E	Yes	STC ONE® has the ability to enter contact information for the facility Backup Vaccine Coordinator during the enrollment process. This contact type can be added by jurisdictional admin for provider to select from when adding contacts.
VFC/Vaccine Program Enrollment	ability to enter contact information for the facility vaccine program Agreement Signatory	E	Yes	STC ONE® has the ability to enter contact information for the facility vaccine program Agreement Signatory during the enrollment process. Under Vaccine Management in the Facility Maintenance [Details] page the following fields are available: "Agreement Signatory Name" and Agreement Signatory Title."
VFC/Vaccine Program Enrollment	ability to capture the day of the week that a vaccine program facility may receive vaccine shipments	E	Yes	STC ONE® has the ability to capture the day of the week that a vaccine program facility may receive vaccine shipments for both organizations and facilities during and outside of the enrollment process such as during the vaccine order process.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
VFC/Vaccine Program Enrollment	ability to capture the time that a vaccine program facility may receive vaccine shipments	E	Yes	STC ONE® has the ability to capture the time that a vaccine program facility may receive vaccine shipments for each day of the week for both organizations and facilities during and outside of the enrollment process.
VFC/Vaccine Program Enrollment	ability to automatically turn off vaccine ordering capabilities for a facility that does not have an up-to-date vaccine program enrollment	E	Yes	STC ONE® has the ability to automatically turn off vaccine ordering capabilities for a facility that does not have an up-to-date vaccine enrollment. This is based on the enrollment expiration date.
VFC/Vaccine Program Enrollment	ability to capture required information for VFC clinician: last name, first name, title, medical license number, NPI number, still active with facility, are they a signatory, specialty (FP, Peds) during the enrollment process	E	Yes	STC ONE® has the ability to capture required information for VFC clinician: last name, first name, title, medical license number, NPI number, still active with facility, are they a signatory, specialty (FP, Peds) during the enrollment process. This information will be available in the facility maintenance page.
VFC/Vaccine Program Enrollment	ability to attach VFC documentation (in multiple formats) such as: VFC training certification, certificate of calibration, medical license, floor design diagram and other documents	E	Yes with customization	The STC ONE® Document Center is accessible from within the application and allows jurisdictional admin to store documents for global access. As part of our modernization initiative, we are enhancing our ability to store documents to deliver a more intuitive, efficient experience for jurisdictional administrators. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.
VFC/Vaccine Program Enrollment	ability for IIS staff to retrieve electronic files from organization/facility file folder	O	No	The STC ONE® Document Center is accessible from within the application and allows jurisdictional admin to store documents for global access.
VFC/Vaccine Program Enrollment	ability to automatically validate clinician license number against Professional Licensing Agency record database	O	No	Clinicians with the valid need to administer/view immunization information can include a variety of medical professionals from nurses and dentists to family practitioner; all that have different licensing boards which would require multiple integrations that are not currently in place.
VFC/Vaccine Program Enrollment	ability to submit vaccine program re-enrollment data electronically	E	Yes	STC ONE® has the ability to submit vaccine program re-enrollment data electronically. The jurisdictional admin can trigger the need for a new enrollment agreement which displays as an alert. The provider can then go in and submit any update information.
VFC/Vaccine Program Enrollment	ability to electronically notify a facility VFC/vaccine program coordinator of an upcoming need for VFC/vaccine program re-enrollment	O	Yes	STC ONE® has the ability to electronically notify a facility VFC/vaccine program coordinator of an upcoming need for VFC/vaccine program re-enrollment. Based on the expiration date of the previous enrollment or manually by the jurisdictional admin, an alert will present on the Vaccine Dashboard indicating re-enrollment is required. In addition, an email can be manually pushed using the message functionality.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
VFC/Vaccine Program Enrollment	ability for the jurisdictional vaccine program admin to modify the date for online renewal electronic notifications for each vaccine program facility	E	Yes	STC ONE® has the ability for the jurisdictional vaccine program admin to modify the date for online renewal electronic notifications for each vaccine program facility. The enrollment expiration date (renewal date) can be added in the previous enrollment approval page.
VFC/Vaccine Program Enrollment	ability to suspend ordering capabilities for a facility pending approval of vaccine program enrollment	E	Yes	STC ONE® has the ability to suspend ordering capabilities for a facility pending approval of vaccine program enrollment. This is based on the expiration of a valid enrollment.
VFC/Vaccine Program Enrollment	ability to re-activate ordering capabilities for a facility when a vaccine program enrollment is approved	E	Yes	STC ONE® has the ability to re-activate ordering capabilities for a facility when a vaccine program enrollment is approved. This can be manually completed in the Facility maintenance page.
Organization/Facility Outreach	ability to send electronic communications to organization/facility contacts	E	Yes	STC ONE® has the ability to send electronic communications to organization/facility contacts using messaging or alerts. The messaging function allows jurisdictional admin to create a message by selecting one or multiple organization/facilities.
Organization/Facility Outreach	ability to send a final electronic notification reminder, re: renewal, to all VFC facilities that have not completed the renewal by their expiration date	E	Yes	STC ONE® has the ability to send a final electronic notification reminder, re: renewal, to all VFC facilities that have not completed the renewal by their expiration date using the messaging or alerts functionality.
Organization/Facility Outreach	ability to send electronic communications directly from the IIS	O	Yes	STC ONE® ability to send electronic communications directly from the IIS using the messaging or alerts functionality. The messaging function allows jurisdictional admin to create a message by selecting one or multiple organization/facilities.
Organization/Facility Outreach	ability to send electronic communications directly from the IIS to multiple recipients	O	Yes	STC ONE® has the ability to send electronic communications directly from the IIS to multiple recipients using the messaging or alerts functionality. The messaging function allows jurisdictional admin to create a message by selecting one or multiple organization/facilities.
Organization/Facility Outreach	ability to notify more than one user at a participating vaccine program facility of any vaccine program notification	O	Yes	STC ONE® has the ability to notify more than one user at a participating vaccine program facility of any vaccine program notification using the messaging or alerts functionality. The messaging function allows jurisdictional admin to create a message by selecting one or multiple organization/facilities.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Organization/Facility Outreach	ability for the jurisdictional vaccine program admin to customize vaccine program enrollment alerts to participating vaccine program facilities when needed	O	Yes	STC ONE® has the ability for the jurisdictional vaccine program admin to display vaccine program enrollment alerts for participating vaccine program facilities for Provider Agreements, Wastage and Calibration Expiration. The messaging functionality may be used send customized messages to a facility regarding vaccine enrollment that can be either an email or a message within the IIS.
Organization/Facility Outreach	ability for the jurisdictional vaccine program admin to modify the date for online renewal electronic notifications for each participating vaccine program facility	O	Yes	STC ONE® has the ability for the jurisdictional vaccine program admin to modify the date for online renewal electronic notifications for each participating vaccine program facility by changing the days prior to expiration of the enrollment.
Organization/Facility Outreach	ability to electronically notify the jurisdictional vaccine program admin of vaccine program follow-up activities for a new vaccine program facility enrolled for 6 months	O	No	STC ONE® has the ability to enable a custom message can be sent to one or multiple organization/facility regarding follow-up activities.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
User Search	ability for jurisdictional admin to search for user accounts by user-defined criteria	E	Yes	STC ONE® has the ability for jurisdictional admin to search for user accounts through use of a variety of user-defined criteria. Admins can search for users by User Name, Last Name, Organization, Facility, PIN, or no criteria.
User Search	ability for jurisdictional admin to view all user accounts	E	Yes	STC ONE® ability for jurisdictional admin to view all user accounts using a no limit search in Search/Add User or by running the User Reports which allows you to designate what information you want included in the report.
User Search	ability for organization admin to search all user accounts associated with their organization	E	Yes	STC ONE® has the ability for organization admin to search all user accounts associated with their organization. Organization admins can have access to User Management allowing them to run the same reports as a jurisdictional admin just limited to the specified organization.
User Search	ability for organization admin to view all user accounts associated with their organization	E	Yes	STC ONE® has the ability for organization admin to view all user accounts associated with their organization. Organization admins can have access to User Management allowing them to run the same reports as a jurisdictional admin just limited to the specified organization.
User Search	ability to sort users by user defined-criteria	O	Yes	STC ONE® has the ability to sort users by Username, First Name, Last Name, Organization, Facility, Access Level, Active Status. The results of the User Search can be filtered by User Name, First Name, Last Name, Organization, Facility, Access Level and Inactive Status. The User Report is exportable and can then be filtered by any criteria selected to be included in the report.
Add, Edit, Inactivate User	ability for admin to manage user accounts	E	Yes	STC ONE® has the ability for admin to manage user accounts as needed. Admin will manage user accounts in User Management. The User Maintenance pages allows for all information about a user to be captured and is also where access level and permissions are assigned.
Add, Edit, Inactivate User	ability to track the progress of a new user registration	O	Yes with customization	As part of our modernization initiative, we are streamlining the user registration process to deliver a more intuitive, efficient experience for both providers and state administrators. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.
Add, Edit, Inactivate User	ability for admin to add new users	E	Yes	STC ONE® has the ability for admin to add new users as needed. An Admin would add a new user by doing a search, if no existing user is matched the "Add" button will appear which takes the admin to a new User Maintenance page.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Add, Edit, Inactivate User	ability for admin to modify user accounts	E	Yes	STC ONE® has the ability for admin to modify user accounts as needed in the User Maintenance page. Once modified, the User Last Updated Date and User Last Updated By information is updated to reflect the person making the modification.
Add, Edit, Inactivate User	ability for admin to inactivate user accounts	E	Yes	STC ONE® has the ability for admin to inactivate user accounts as needed. This is permission based and takes place by clicking the "inactive" box on the specific users User Maintenance page.
Add, Edit, Inactivate User	ability for jurisdictional admin to inactivate multiple accounts in one transaction	O	Yes	STC ONE® has the ability for jurisdictional admin to inactivate multiple accounts in one transaction. This can be achieved by using the "Inactivate Multiple Users and/or Physicians & Vaccinators functionality under Administration Settings.
Add, Edit, Inactivate User	ability for organization admin to inactivate user accounts associated with their organization	E	Yes	STC ONE® has the ability for organization admin to inactivate user accounts associated with their organization. This requires the appropriate permissions to be assigned to the admin. The admin would use the "Inactivate Multiple Users and/or Physicians & Vaccinators" functionality.
Add, Edit, Inactivate User	ability to store reason for inactivation of user account	E	Yes	STC ONE® has the ability to store reason for inactivation of user account through use of the comment field in the user maintenance page.
Add, Edit, Inactivate User	ability for jurisdictional admin to reactivate an inactivated account	E	Yes	STC ONE® has the ability for jurisdictional admin to reactivate an inactivated account. This is completed by unchecking the "Inactive" box on the User Maintenance page.
Add, Edit, Inactivate User	ability to electronically notify a user that their account is locked (inaccessible) as per jurisdictional security policy	O	No	STC ONE® has the ability to electronically notify a user that their account is locked (inaccessible) upon an attempt to login, if the user account is inactive the user receives the following message "Account is disabled, contact your administrator."
Add, Edit, Inactivate User	ability to electronically notify a user that their account is inactive	O	No	Upon an attempt to login, if the user account is inactive the user receives the following message "Account is disabled, contact your administrator." In addition the Message functionality may be used.
Add, Edit, Inactivate User	capture clinician activity status (out of state, loss of certification, change of practice status, other)	O	No	STC ONE® allows for admin to capture clinician activity status (out of state, loss of certification, change of practice status, other) using the comments field in the user maintenance page or in comments if the user is inactivated.
Add, Edit, Inactivate User	ability for jurisdictional admin to assign a role to authorized users	E	Yes	STC ONE® has the ability for jurisdictional admin to assign a role to authorized users by assigning an Access Level (e.g. School Nurse) which then determines which permissions are available for selection.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Add, Edit, Inactivate User	ability for organization admin to assign a role to authorized users within their organization	E	Yes	STC ONE® has the ability for organization admin to assign a role to authorized users within their organization by assigning an Access Level (e.g. School Nurse). The admin would need to be assigned the appropriate permissions.
Authentication & Authorization	ability to authenticate user	E	Yes	STC ONE® has the ability to authenticate users via email and through the use of SSO Keycloak. In addition, the system requires a username and password to log into the application.
Authentication & Authorization	ability to access the system through an authorized username and password	E	Yes	STC ONE® has the ability to access the system through an authorized username and password. This is a requirement of STC ONE®. Once a user is created the username is generated. The admin can set the password and then require it to be changed upon initial login.
Authentication & Authorization	ability to support access via single-sign in for jurisdictional users	O	Yes with customization	STC ONE® has the ability to support access via single-sign in for jurisdictional users. STC ONE® uses Keycloak which is an Open Source Identity and Access Management Server, and OAuth2 and OpenID Connect(OIDC) protocol compliant. STC ONE® has also integrated with other SSO products based on jurisdictional need. This would be completed at an additional cost that can be determined upon scope determination. Timeline is also dependent upon scope determination.
Authentication & Authorization	ability to switch between multiple organizations	O	Yes	STC ONE® has the ability to switch between multiple organizations. This ability is restricted to a specific access level such as jurisdictional admin (Registry client).
Authentication & Authorization	ability to view jurisdictional policy agreements	E	Yes	STC ONE® has the ability to view jurisdictional policy agreements. STC ONE® allows for customized confidentiality agreements which need to be accepted by a user upon first login and after any update. The policy agreements can be configured in this agreement field. In addition, the Document Center can be used to store jurisdictional policy documents as needed for reference by all IIS users.
Authentication & Authorization	support multi-factor authentication per jurisdictional policy	O	Yes with customization	STC ONE® has a number of security technologies in place to safeguard patient data. This is something that would be available through a jurisdiction SSO implementation. However if no jurisdictional SSO implementation is anticipated then as part of our modernization efforts, we're enhancing the password management process to ensure it's easy, efficient, and intuitive for both providers and state administrators. To be complete by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: indicate the anticipated cost and timeline for development and release.
Password Management	ability to generate electronic notification to authorized user of account credentials	E	Yes with customization	As part of our modernization efforts, we're enhancing the password management process to ensure it's easy, efficient, and intuitive for both providers and state administrators. To be complete by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.
Password Management	ability to electronically notify authorized users of their username	E	Yes with customization	As part of our modernization efforts, we're enhancing the password management process to ensure it's easy, efficient, and intuitive for both providers and state administrators. To be complete by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.
Password Management	ability to electronically notify authorized users of their temporary password in a separate notification	E	Yes	STC ONE® has the ability to send a reset password link in place of a temporary password as sending a temporary password is not considered a best practice among password security. In addition, if the user selected the "Forgot Password" link they will be emailed information on how to create a new password.
Password Management	ability to generate electronic notification at periodic intervals to authorized users of their pending account password expiration	E	Yes with customization	As part of our modernization initiative, we are updating the password management process to deliver a more intuitive, efficient experience for both providers and state administrators. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.
Password Management	ability for jurisdictional admin to configure the periodic intervals for generation of notifications to authorized users of their pending account password expiration	O	No	STC ONE® allows jurisdictional admin to set rules around password expiration. When the rule is applied, users will enter the password that was set prior to the password expiry and then be prompted to change the password. There is no email notification sent to users in advance. The Agency may post a message on the homepage when conducting a global reset.
Password Management	ability to support temporary password which will be required to change during initial log in	E	Yes	STC ONE® has the ability to send a reset password link in place of a temporary password as sending a temporary password is not considered a best practice among password security. The user will be required to create a new password immediately upon login. In addition, if the user selected the "Forgot Password" link they will be emailed information on how to create a new password.
Password Management	ability to support temporary password which will expire in X number of days determined by policy	E	Yes	STC ONE® exceeds this requirement by providing the password reset link which expires within 24 hours.
Password Management	ability for users to change their own passwords per program/jurisdiction security policy	E	Yes	STC ONE® has the ability for users to change their own passwords per program/jurisdiction security policy. A user may access their own User Maintenance page and reset their password.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Password Management	ability for users to reset their password per program/jurisdiction security policy	E	Yes	STC ONE® has the ability for users to reset their password using the Forgot Password functionality. STC ONE® will then send an email to the user with instructions on how to reset their password.
Password Management	ability to prompt users to change their password at time intervals per program/jurisdiction security policy	E	Yes	STC ONE® has the ability to prompt users to change their password at time intervals per program/jurisdiction security policy. This is done through the Password Rules which allows the jurisdictional admin to designate expiration of passwords after a certain number of days. The users will receive an email prompting them to reset their passwords prior to expiration.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Onboarding	ability to onboard organizations/facilities to facilitate electronic data exchange	E	Yes	STC ONE* onboarding functionality is handled by an integrated robust data exchange and onboarding functionality within our platform coupled with STCHealth's optional professional health services can expand current EHR, pharmacy system, and new to the market vaccine capture system integrations using HL7 2.5.1 standards.
Onboarding	ability to track an organization's/facility's progress through the onboarding process	O	Yes	STC ONE* provides onboarding status tracking is provided in the built-in data exchange module. STC ONE* Data Exchange has a project tracker feature that allows for the identification of project stages.
Onboarding	ability to capture EHR system specification details	E	Yes	STC ONE* has the ability to capture EHR system specification details. This is done in STC ONE* Data Exchange when the onboarding project is setup. There are fields to capture vendor, system name and more.
Onboarding	ability to create a unique username to assign to the organizations/facilities during the test phase	E	Yes	STC ONE* has the ability to ability to create a unique username to assign to the organizations/facilities during the test phase. Usernames are automatically created by the system for all users.
Onboarding	ability to create a unique password to assign to the organizations/facilities during the test phase	E	Yes	STC ONE* has the ability to ability to create a unique password to assign to the organizations/facilities during the test phase. When the user is created the admin may create a temporary password. This password can then be sent to the user or set to expire immediately upon initial login.
Onboarding	ability to electronically alert the vendor/organization when the certificate for transport is going to expire in X time period	E	Yes	STCHealth manages the certificates outside the application and is considered as part of the SAAS platform.
Onboarding	ability to store digital certificate information	E	Yes	STC ONE* has the ability to store digital certificate information. DevOps can manage and apply certs for each jurisdiction during their maintenance windows. STCHealth manages the certificates outside the application and is considered as part of the SAAS platform.
Onboarding	ability to validate that the transport layer between the test site and IIS is functional	E	Yes	STC ONE* Data Exchange allows you to view the incoming messages to validate the connection.
Onboarding	ability to validate system connectivity prior to the submission of test data	E	Yes	STC ONE* Data Exchange allows you to validate connections.
Onboarding	ability to identify data formatting errors during testing	E	Yes	STC ONE* Data Exchange provides filters that can error, warn or reject incoming EHR data to ensure data quality and correct formatting.
Onboarding	ability to provide test message submission summary report to the EHR vendor	E	Yes	STC ONE* Data Exchange has the ability to provide test message submission summary report to the EHR vendor. This report is referred to as the Provider Detail Error Report which can be sent ad hoc or scheduled for reoccurring delivery.
Onboarding	ability for EHR vendor to view details regarding the processing of test data in terms of errors and warnings in the messages	E	Yes	STC ONE* Data Exchange generates the Provider Detail Error Report (PDER) which provides the ability for EHR vendor to view details regarding the processing of test data in terms of errors and warnings in the messages. The PDER details errors and warnings in an email to understand format. Additionally, errors and warnings are populated in the ACK message.
Onboarding	ability for IIS authorized staff to review and approve onboarding forms	E	Yes with customization	As part of our modernization initiative, we are including a provider onboarding process to deliver a more intuitive, efficient experience for both providers and state administrators. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.
Onboarding	ability for IIS staff to review and reject onboarding forms	E	Yes with customization	As part of our modernization initiative, we are including a provider onboarding process to deliver a more intuitive, efficient experience for both providers and state administrators. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.
Onboarding	ability for applicant to edit a rejected onboarding application	E	Yes with customization	As part of our modernization initiative, we are including a provider onboarding process to deliver a more intuitive, efficient experience for both providers and state administrators. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.
Onboarding	ability for applicant to save a rejected onboarding application	E	Yes with customization	As part of our modernization initiative, we are including a provider onboarding process to deliver a more intuitive, efficient experience for both providers and state administrators. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.
Onboarding	ability for applicant to resubmit a rejected onboarding application	E	Yes with customization	As part of our modernization initiative, we are including a provider onboarding process to deliver a more intuitive, efficient experience for both providers and state administrators. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.
Onboarding	ability to compare onboarding application information to current records to determine most current data	E	Yes with customization	As part of our modernization initiative, we are including a provider onboarding process to deliver a more intuitive, efficient experience for both providers and state administrators. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) <i>If Yes with customization: indicate the anticipated start and time for development and release.</i>
Interfaces	ability to interface with other systems to facilitate electronic data sharing/exchange per jurisdictional policy		Yes	STC ONE® has the ability to facilitate electronic data exchange per jurisdictional policy with system integrations using HL7 2.5.1 standards. STC ONE® has integrated with Medicaid Management Information Systems, School Administration Systems, Vital Records and more.
Interfaces	ability to interface with electronic health record systems	E	Yes	STC ONE® has the ability to interface with electronic health record systems using HL7 2.5.1. STC ONE® has established quality interfaces with thousands of EHR systems to ensure seamless reporting.
Interfaces	ability to interface with the Immunization Gateway	E	Yes	STC ONE® has the ability to interface with other IIS and providers through the Immunization Gateway. STC currently has 229 connections that are LIVE.
Interfaces	ability to interface with an application that facilitates patient scheduling	E	Yes with customization	Only 1 other state has requested this interface but did not proceed with the functionality. This is not a part of our platform but STC is happy to discuss this with WV during negotiations.
Interfaces	ability to exchange data with CDC Vaccine Tracking System (VTrckS) based on most current CDC ExIS Specifications	E	Yes	STC ONE® has the ability to exchange data with CDC Vaccine Tracking System (VTrckS) based on most current CDC ExIS Specifications. STC ONE® will generate VTrckS file base on the ExIS Specification Document and allow them to be downloaded to import in to the VTrckS application. We are in the process of expanding the VTrckS API that has been built in conjunction with the CDC to all jurisdictions.
Interfaces	ability to order vaccine via electronic interface with VTrckS	E	Yes	STC ONE® has the ability to order vaccine via electronic interface with VTrckS. STC ONE® will generate VTrckS files base on the ExIS Specification Document and allow them to be downloaded to import in to the VTrckS application. We continuing to work with the CDC to enhance and build out the VTrckS API based upon the CDC's readiness.
Interfaces	ability to receive vaccine inventory/shipping information	E	Yes	STC ONE® has the ability to receive vaccine inventory/shipping information. In accordance with ExIS specifications, vaccine shipping files that are exported from VTrckS can be imported into STC ONE® Inventory Management which will then populate information for the corresponding orders.
Interfaces	ability to batch export vaccine inventory for submission to VTrckS	E	Yes	STC ONE® has the ability to batch export vaccine inventory for submission to VTrckS in accordance with ExIS specifications. When approved orders are exported from STC ONE® the system generates VTrckS Provider Data Files this include the order inventory, order and master profile information.
Interfaces	ability to batch export vaccine ordering information for submission to VTrckS	E	Yes	STC ONE® has the ability to batch export vaccine ordering information for submission to VTrckS in accordance with ExIS specifications. When approved orders are exported from STC ONE® the system generates VTrckS Provider Data Files this include the order inventory, order and master profile information.
Interfaces	ability to batch export facility information	E	Yes	STC ONE® has the ability to batch export facility information in accordance with ExIS specifications. When approved orders are exported from STC ONE® the system generates VTrckS Provider Data Files that includes the master profile which contains information on the facility.
Interfaces	ability to export vaccine return and wastage data to VTrckS	E	Yes	STC ONE® has the ability to export vaccine return and wastage data to VTrckS in accordance with ExIS specifications. The Wastage screen provides a list of all vaccines eligible for return to the vaccine distribution center after they reconciled from the inventory using a valid waste reason. The wastage file can be exported and then imported into VTrckS.
Interfaces	ability to use the VTrckS-API for file exchange between the IIS and VTrckS based on CDC requirements and API file specifications	O	Yes	STC ONE® is working with CDC to roll out the VTrckS API across all three phases. WV is part of the pilot group.
Interfaces	ability to receive data through an interface with jurisdictional vital records system	E	Yes	STC ONE® has the ability to receive data through an interface with jurisdictional vital records system. This can be achieved through HL7 or flat file import.
Interfaces	ability to update IIS data from Vital Records for birth events	E	Yes	STC ONE® has the ability to update IIS data from Vital Records for birth events. This can be achieved through HL7 or flat file import.
Interfaces	ability to update IIS data from Vital Records for death events	E	Yes	STC ONE® has the ability to update IIS data from Vital Records for death events. This can be achieved through HL7 or flat file import.
Interfaces	ability to update IIS data from Vital Records for adoption events	E	Yes	STC ONE® has the ability to update IIS data from Vital Records for adoption events. This Adopt Patient feature is used to enter adopted patients and their historical vaccinations into the Registry. During this process, the current record for the patient (pre-adoption) is deleted from the database and a new record (with the adopted name and address) is created based on the provided information. The patient's vaccinations are recreated as historical immunizations associated with the chosen Org/Facility and the newly created patient record.
Interfaces	ability to update IIS data from Vital Records for name change events	E	Yes	STC ONE® has the ability to update IIS data from Vital Records for name change events. This can be achieved through HL7 or flat file import.
Interfaces	ability to detect if a newborn record is a potential duplicate in the IIS	E	Yes	The STC ONE® deduplication algorithm has the ability to detect if a newborn record is a potential duplicate in the IIS.
Interfaces	ability to use new Vital Record data for matched records to update patient demographic data	E	Yes	The STC ONE® deduplication algorithm has the ability to use new Vital Record data for matched records to update patient demographic data. Vital Records data is flagged. To ensure key fields are not overwritten, there are business rules in place.
Interfaces	ability to update the IIS with date of death from Vital Records data	E	Yes	STC ONE® has the ability to update the IIS with date of death from Vital Records data. Once the data is transmitted and a patient match is located the patient Maintenance page will be updated.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Interfaces	ability to prevent updates to IIS records	O	Yes	STC ONE® has the ability to prevent updates to IIS records in regard to Vital Records data. This data is flagged and there are business rules around Vital Records data to ensure key fields don't get overwritten by other provider data. In addition, interfaces can be established that are query only to prevent updates to the IIS.
Data Exchange	ability to support real-time data exchange per the CDC HL7 implementation guide	E	Yes	STC ONE® has the ability to support real-time data exchange per the CDC HL7 implementation guide. The system current accepts HL7 2.5.1, 2.4, or 2.3.1
Data Exchange	ability to process an HL7 message	E	Yes	STC ONE® has the ability to process an HL7 message. This is done through STC ONE® Data Exchange which processes messages in accordance with the agency-defined import profile.
Data Exchange	ability to respond to an HL7 message	E	Yes	STC ONE® has the ability to respond to an HL7 message. STC ONE® sends a unique response for every message sent.
Data Exchange	ability to create an HL7 message	E	Yes	STC ONE® has the ability to create an HL7 Message using the Message Constructor in STC ONE® Data Exchange.
Data Exchange	ability to capture IIS Core Data Elements	E	Yes	STC ONE® has the ability to capture IIS Core Data Elements.
Data Exchange	ability to store IIS Core Data Elements	E	Yes	STC ONE® has the ability to store IIS Core Data Elements.
Data Exchange	ability to accept last prior version of HL7 messages	E	Yes	STC ONE® has the ability to accept last prior version of HL7 messages. STC ONE® follows HL7 2.5.1 based on CDC recommendation however can also accept HL7 2.3.1.
Data Exchange	ability to manually correct a submitted record and resubmit for processing	O	Yes	STC ONE® has the ability to manually correct a submitted record and resubmit for processing. This can be done in STC ONE® Data exchange by importing the Data for resubmission.
Data Exchange	ability to support data exchange in non-HL7 format	E	Yes	STC ONE® has the ability to support data exchange in non-HL7 format. STC ONE® also supports flat file uploads.
Data Exchange	ability to import bulk patient demographic information into IIS	E	Yes	STC ONE® has the ability to import bulk patient demographic information into IIS. This can be done using our DTT upload functionality or is done with new customers during the data migration process.
Data Exchange	ability to import bulk immunization information into IIS	E	Yes	STC ONE® has the ability to import bulk immunization information into IIS. This can be done using our DTT upload functionality or is done with new customers during the data migration process.
Data Exchange	ability to export routine, seasonal, and emergency vaccination files (aggregate and de-identified)	E	Yes	STC ONE® generates the PPRL files for the jurisdictions and submits to CDC based on the appropriate DUAs in place.
Data Exchange	ability to export routine, seasonal, and emergency vaccination files (aggregate and de-identified) automatically via CDC approved system	O	Yes	STC ONE® generates the PPRL files for the jurisdictions and submits to CDC based on the appropriate DUAs in place.
Data Exchange	ability to monitor and troubleshoot data exchange	E	Yes	STC ONE® Data Exchange has the ability to monitor and troubleshoot data exchange. STC ONE® Data Exchange receives inbound HL7 messages, extracts and validates the data, translates coded values, and updates the host system's database with patient and immunization data. In addition to supporting the standard inbound unsolicited HL7 message transaction, PHC Hub also supports a reciprocal batch interface where new patient immunization activity that may be unknown to the provider is returned using the original inbound connection. STC ONE® Data Exchange supports HL7 inbound query requests for patient immunization history. Both HL7 versions, 2.3.1, 2.4, and 2.5.1, are supported. STC ONE® Data Exchange supports quality reporting and extensive customization of the field level message validation process.
Data Exchange	ability to view VXU messages submitted by an organization	E	Yes	STC ONE® Data Exchange has the ability to view VXU messages submitted by an organization. You can search for and review data that comes into the system through HL7 interfaces. Data includes messages across providers, users, or Import profiles by date and MRN. The Message Search in the Imports menu allows for user-defined parameters to search for messages and view them.
Data Exchange	ability to view HL7 messages for an organization within a defined date range per jurisdictional policy	E	Yes	STC ONE® Data Exchange has the ability to view HL7 messages for an organization within a defined date range per jurisdictional policy. The Message Search in the Imports menu allows for user-defined parameters such as organization to search for messages and view them.
Data Exchange	ability to view HL7 ACK messages generated for an organization	E	Yes	STC ONE® Data Exchange has the ability to view HL7 ACK messages generated for an organization. The Message Search in the Imports menu allows for search by message type. In addition if you click on the message in the import profile you can view the ACK.
Data Exchange	ability to view incoming HL7 QBP messages submitted by an organization	E	Yes	STC ONE® Data Exchange has the ability to view incoming HL7 QBP messages submitted by an organization. The Message Search in the Imports menu allows for search by message type.
Data Exchange	ability to view RSP messages generated for an organization	E	Yes	STC ONE® Data Exchange has the ability to view RSP messages generated for an organization. The Message Search in the Imports menu allows for search by message type.
Data Exchange	ability to log acknowledgement messages indicating warnings and errors	E	Yes	STC ONE® Data Exchange has the ability to log acknowledgement messages indicating warnings and errors. As messages come through, STC ONE® Data Exchange will receive the inbound HL7 messages, then extract and validate the data.
Data Exchange	ability to retrieve error messages within a specified date range by organization	E	Yes	STC ONE® Data Exchange has the ability to retrieve error messages within a specified date range by organization. The Errors and Warnings view provides a simple method to review the errors and warnings received during an import. This can also be done with Message Search and reports.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: indicate the anticipated cost and timeline for development and release.
Data Exchange	ability to retrieve acknowledgment messages within a specified date range by organization	E	Yes	STC ONE® Data Exchange has the ability to retrieve acknowledgment messages within a specified date range by organization. The Message Search in the Imports menu allows for search by message type.
Data Exchange	ability to filter error messages	E	Yes	STC ONE® Data Exchange has the ability to filter error messages. The Errors and Warnings view provides a simple method to review the errors and warnings received during an import. This can also be done with Message Search and reports such as the Provider Detail Error report.
Data Exchange	ability to filter acknowledgement messages	E	Yes	STC ONE® Data Exchange has the ability to filter acknowledgement messages.
Data Exchange	ability to sort error messages	E	Yes	STC ONE® Data Exchange provides the ability to sort error messages. STC ONE® Data Exchange includes message filtering capabilities that allow the user to search by medical record number, import date range, provider, user, batch and/or system message ID.
Data Exchange	ability to sort acknowledgement messages	E	Yes	STC ONE® has the ability to sort acknowledgement messages in the Message Search.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Patient Matching & Deduplication	ability to prevent duplicate patient records in the IIS database	E	Yes	The STC ONE® deduplication algorithm prevents duplicate patient records.
Patient Matching & Deduplication	ability to automatically identify incoming patient records as potential duplicates	E	Yes	The STC ONE® deduplication algorithm prevents duplicate patient records by identifying incoming records as potential duplicates.
Patient Matching & Deduplication	ability to automatically identify existing patient records as potential duplicates	E	Yes	The STC ONE® deduplication algorithm contains a process that reviews existing data nightly in order to identify potential duplicates.
Patient Matching & Deduplication	ability to automatically consolidate two or more duplicate records	E	Yes	The STC ONE® deduplication algorithm automatically merges duplicate records.
Patient Matching & Deduplication	ability to generate electronic notification of potential duplicates for manual review	E	Yes	STC ONE® includes a queue within the system that will automatically indicate the records that need manual review.
Patient Matching & Deduplication	ability to automatically match an incoming patient record with existing records to avoid a duplicate record being created	E	Yes	The STC ONE® deduplication algorithm has the ability to automatically match an incoming patient record with existing records to avoid a duplicate record being created.
Patient Matching & Deduplication	ability to set thresholds for patient matching	E	Yes	An administrator can modify the threshold in STC ONE® for the entire IIS.
Patient Matching & Deduplication	ability to view all potential duplicate patient records for an individual patient simultaneously	E	Yes	STC ONE® has the ability to view all possible duplicate patient records for an individual patient simultaneously. The STC ONE® manual deduplication screens will display the incoming patient record and the potential match in they database. If that potential match has previously been merged, all previous merged records will display.
Patient Matching & Deduplication	ability for jurisdictional admin to edit thresholds to increase the probability of a match	E	Yes	An administrator can modify the threshold in STC ONE® for the entire IIS.
Patient Matching & Deduplication	ability for jurisdictional admin to edit thresholds to reduce the probability of a match	E	Yes	An administrator can modify the threshold in STC ONE® for the entire IIS.
Patient Matching & Deduplication	ability to flag potential duplicate patient records for manual review that cannot be resolved automatically	E	Yes	STC ONE® has the ability to flag potential duplicate patient records for manual review that cannot be resolved automatically.
Patient Matching & Deduplication	ability to view all potential duplicate patient records simultaneously	E	Yes	STC ONE® manages the manual merge queue and allows the user to view all patient records that are a possible match at a time.
Patient Matching & Deduplication	ability for admin to manually merge patient records	E	Yes	STC ONE® provides the ability for a user to manually merge patient records that are in the merge queue.
Patient Matching & Deduplication	ability for organizational/facility user to manually merge patient records from their own organization/facility	E	Yes	STC ONE® provides the ability for a user to manually merge patient records that are in the merge queue.
Patient Matching & Deduplication	ability to manually flag two or more patient records as potential duplicates	E	Yes	STC ONE® offers a configurable option to allow user flagged duplicates.
Patient Matching & Deduplication	ability to prevent manual review of records previously indicated as "not a duplicate"	E	Yes	STC ONE® has the ability to flag a patient as "not a duplicate" during manual review.
Patient Matching & Deduplication	ability to flag a patient as "not a duplicate" during manual review	E	Yes	STC ONE® has the ability to flag a patient as "not a duplicate" during manual review.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) if Yes with customization: Indicate the anticipated cost and timeline for development and release.
Patient Matching & Deduplication	ability to maintain "not a duplicate" flag for resolved patient records	E	Yes	STC ONE® has the ability to flag a patient as "not a duplicate" during manual review which prevents the merge of records after they were already separated.
Patient Matching & Deduplication	ability to select data elements from the patient records to maintain within the consolidated record	E	Yes with customization	As part of our modernization initiative, we are updating the patient matching and deduplication process to deliver a more intuitive, efficient experience for both providers and state administrators. Client feature and functionality requests such as these will be considered during the design process. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.
Patient Matching & Deduplication	ability to retain "pre-merged" records for reference	E	Yes	The STC ONE® data model provides the ability to retain "pre-merged" records for reference.
Patient Matching & Deduplication	ability to separate patient records that were incorrectly merged	E	Yes	STC ONE® has the ability to separate patient records that were incorrectly merged.
Vaccination Event Matching & Deduplication	ability to prevent potential duplicate vaccination events at the immunization level	E	Yes	The STC ONE® vaccination deduplication algorithm provides the ability to prevent potential duplicate vaccination events at the immunization level.
Vaccination Event Matching & Deduplication	ability to automatically identify incoming vaccination event as potential duplicates	E	Yes	The STC ONE® vaccination deduplication algorithm provides the ability to support a methodology to automatically identify incoming vaccination events as potential duplicates.
Vaccination Event Matching & Deduplication	ability to automatically select the most accurate vaccination event based on deduplication rules	E	Yes	The STC ONE® vaccination deduplication algorithm provides ability to automatically select the most accurate vaccination event based on deduplication rules.
Vaccination Event Matching & Deduplication	ability to automatically identify existing vaccination events as potential duplicates	E	Yes	The STC ONE® vaccination deduplication algorithm can automatically identify existing vaccination events as potential duplicates.
Vaccination Event Matching & Deduplication	ability to manually flag potential duplicate vaccination events for manual review	E	Yes with customization	As part of our modernization initiative, we are updating the patient matching and deduplication process to deliver a more intuitive, efficient experience for both providers and state administrators. Client feature and functionality requests such as these will be considered for inclusion during the design process. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.
Vaccination Event Matching & Deduplication	ability to display potential duplicate vaccine records for an individual patient	E	Yes	The STC ONE® manual merge queue has the ability to display possible duplicate vaccine records for an individual patient.
Vaccination Event Matching & Deduplication	ability to manually merge a duplicate vaccination event	E	Yes	The STC ONE® manual merge queue has the ability to manually merge a duplicate vaccination event.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Vaccination Event Matching & Deduplication	ability to manually delete a duplicate vaccination event	E	Yes	STC ONE® has the ability to manually delete a duplicate vaccination event.
Vaccination Event Matching & Deduplication	ability to automatically consolidate two or more duplicate vaccination events	E	Yes	The STC ONE® vaccination deduplication algorithm has the ability to automatically consolidate two or more duplicate vaccination events.
Vaccination Event Matching & Deduplication	ability to retain "pre-merged" or "pre-consolidated" vaccination events for reference	E	Yes	STC ONE® retains all submitted vaccination events that are not included in the complete vaccination record in the database for reference.
Vaccination Event Matching & Deduplication	ability to separate vaccination events that were incorrectly merged or consolidated	E	Yes with customization	As part of our modernization initiative, we are updating the patient matching and deduplication process to deliver a more intuitive, efficient experience for both providers and state administrators. Client feature and functionality requests such as these will be considered for inclusion during the design process. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Standard Reports	ability to generate a report that includes history and forecast	E	Yes	STC ONE® has the ability to generate a page-per-patient report that includes history and forecast. The patient record will display the forecast as well as history. In addition, the School Module will allow for multiple records to be printed that includes history and forecast on a page per patient report.
Standard Reports	ability to generate a data quality report displaying information on the quality of submitted data	E	Yes	STC ONE® has the ability to generate a data quality report displaying information on the quality of submitted data. The STC ONE® Patient and Vaccination Data Quality reports will produce a report to determine the completeness of data in the IIS by listing the number of desired fields missing, sortable by field for specific time period.
Standard Reports	ability to generate a report that provides information on patient and vaccine matching and deduplication	E	Yes	STC ONE® has the ability to generate a report that provides information on patient and vaccine matching and deduplication. The Merge History Report allows for users to define search parameters such as Merge Type, organization or date range.
Standard Reports	ability to generate a report that provides information on data quality of data at rest	E	Yes	STC ONE® has the ability to generate a report that provides information on data quality of data at rest. The STC ONE® Patient and Vaccination Data Quality reports will provide this information.
Standard Reports	ability to generate data quality reports for HL7 submissions	E	Yes	STC ONE® has the ability to generate data quality reports for HL7 submissions. The STC ONE® Provider Detail Error Report will provide this information.
Standard Reports	ability to generate VFC reports	E	Yes	STC ONE® has the ability to generate VFC reports. The STC ONE® Vaccine for Children Report includes this information.
Standard Reports	ability to generate a practice-level patient data report for VFC enrolled sites	E	Yes	STC ONE® has the ability to generate VFC provider practice profiles. The VFC Profile report will provide this information, in addition, this information is automatically calculated for a provider during re-enrollment.
Standard Reports	ability to generate a doses administered report to support accountability for publicly-purchased vaccine	E	Yes	STC ONE® has the ability to generate a doses administered report for VFC enrolled sites and private organizations. The Vaccine Administered Report, Patient Detail and several others can provide this information in a variety of format.

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Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Standard Reports	ability to generate a doses administered report for VFC enrolled sites	E	Yes	STC ONE® has the ability to generate a doses administered report for VFC enrolled sites and private organizations. The Vaccine Administered Report, Patient Detail and several others can provide this information in a variety of format.
Standard Reports	ability to generate VFC provider practice profiles	E	Yes	STC ONE® has the ability to generate VFC provider practice profiles. The VFC Profile report will provide this information, in addition, this information is automatically calculated for a provider during re-enrollment.
Standard Reports	ability to generate a report showing the total number of select vaccines administered each month by facility	E	Yes	STC ONE® Vaccination Totals report can be ran for select facilities for each month as needed.
Standard Reports	ability to generate a report displaying a change in vaccine administration patterns over a selected timeframe	E	Yes with customization	As part of our modernization initiative, we are updating the patient matching and deduplication process to deliver a more intuitive, efficient experience for both providers and state administrators. Client feature and functionality requests such as these will be considered for inclusion during the design process. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.
Standard Reports	ability to generate duplicate/merge record reports	E	Yes	STC ONE® has the ability to generate duplicate/merge record reports. The STC ONE® Merge History Report provides information for any records automatically or manually merged. The report provides the Patient ID, Merge Reason, User Name, Time Stamp and Merged Patient and Eliminated Patient information.
Standard Reports	ability to generate reports about IIS users	E	Yes	STC ONE® has the ability to generate reports about IIS users. STC ONE® has a section specifically for User Management that includes multiple reports. User reports include Users Logged In, User Activity Tracking, Bad Login Report, and the User Report (user defined criteria).

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Standard Reports	ability to generate vaccine management reports	E	Yes	STC ONE® has the ability to generate vaccine management reports. The Vaccine Management section of STC ONE® Reports contains a variety of reports that can be run by user-defined criteria such as the Inventory Transaction Report, Order History Comparison and Aggregate Wastage. There are many other vaccine management reports available for use.
Standard Reports	ability to generate a report listing/identifying patients who received a recalled vaccine	E	Yes	STC ONE® has the ability to generate a report listing/identifying patients who received a recalled vaccine. The STC ONE® Lot Usage and Recall Report will provide this information and allows the user to select specific lots, enter date range, and select a specific Organization and Facility.
Standard Reports	ability to generate a report of patients declining or refusing vaccinations	O	Yes	STC ONE® has the ability to generate a report of patients declining vaccinations. The STC ONE® Vaccination Deferrals Report will provide this information. The Vaccination Deferrals Report can be run with or without detail. The Detailed version will specify patients, the vaccine, the dose, date and organization.
Standard Reports	ability to generate a report to calculate a facility's average vaccine usage	O	Yes	The system includes several standard reports that can be exported, and the resulting data can be used to derive metrics such as average facility vaccine usage. Additionally, STC ONE® Analytics is available to support custom analyses through scoped project engagements tailored to specific customer requirements.
Standard Reports	ability to generate VFC accountability reports for managing VFC inventories and orders	E	Yes	STC ONE® has the ability to generate VFC accountability reports for managing VFC inventories and orders. These reports include, but are not limited to the VFC Accountability Log, Inventory Transaction Report, Monthly Inventory Reconciliation Audit Report and more.
Standard Reports	ability to generate vaccine inventory reports	E	Yes	STC ONE® Inventory provides multiple reports to support the provide and jurisdiction admin needs.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Standard Reports	ability to generate a report that provides/displays information about current inventory on hand	E	Yes	STC ONE® has the ability to generate a report that provides/displays information about current inventory on hand. STC ONE® Inventory Management allows for inventory to be printed from the reconciliation screen and is also displayed on the Inventory Dashboard.
Standard Reports	ability to generate a report that provides/displays information about inventory transactions	E	Yes	STC ONE® has the ability to generate a report that provides/displays information about inventory transactions. The STC ONE® Inventory Transaction Report will provide this information.
Standard Reports	ability to generate report(s) that display information about vaccine order history	O	Yes	STC ONE® has the ability to generate report(s) that display information about vaccine order history. The STC ONE® Order History Comparison Report will provide this information.
Standard Reports	ability to generate report(s) that display information about vaccine wastage and returns	E	Yes	STC ONE® has the ability to generate report(s) that display information about vaccine wastage and returns. Reports include Inventory Transaction and Aggregate Wastage.
Standard Reports	ability to generate a report that displays the vaccine orders submitted to VTrckS within a specific timeframe	E	Yes	STC ONE® has the ability to generate a report that displays the vaccine orders submitted to VTrckS within a specific timeframe. The Inventory Transaction report and VOMS Shipment Summary could be used to obtain this information.
Standard Reports	ability to generate a report providing information about influenza pre-book orders	E	Yes	STC ONE® Inventory has the ability to generate a report providing information about influenza pre-book orders.
Standard Reports	ability to query vaccine ordering patterns over a selected timeframe to indicate trends	O	Yes	STC ONE® has the ability to query vaccine ordering patterns over a selected timeframe to indicate trends. The Order History Comparison report can provide this information.
Standard Reports	ability to generate reports that provide information about organizations and facilities	O	Yes	STC ONE® has the ability to generate reports that provide information about organizations and facilities. There are a number of reports that can provide this information. For example, the Provider contact and Physician/Vaccination Detail.
Standard Reports	ability for jurisdictional admin to generate report that lists immunizing facilities	O	Yes	STC ONE® has the ability for jurisdictional admin to generate report that lists immunizing facilities at the state level. The Provider Contact Report can be run without limitations or with user defined criteria to obtain this information.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Standard Reports	ability for jurisdictional admin to generate a report that provides information on organizational/facility enrollment	O	Yes with customization	As part of our modernization initiative, we are streamlining the provider enrollment process to deliver a more intuitive, efficient experience for both providers and state administrators. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.
Standard Reports	ability for jurisdictional admin to access utilization of report/usage statistics	O	No	STChealth provides utilization/usage reports to customers during account management reviews.
Standard Reports	ability to generate reports that provide information about students and their immunization histories for school compliance	E	Yes	The STC ONE® School Nurse Module has the ability to generate reports that provide information about students and their immunization histories for school compliance. The School Module contains numerous reports to support school users with verifying immunization status such as the Immunization Detail Action Report, Action Report Notice, Kindergarten Survey, Patient Detail and more.
Standard Reports	ability to generate report of student exemptions by type (medical, religious)	E	Yes	The STC ONE® School Immunization Report will provide the grades and the number of exemptions per grade.
Standard Reports	ability to generate a record of students' immunizations for school purposes	E	Yes	The STC ONE® School Nurse Module has the ability to generate a record of students' immunizations for school purposes. There are several reports that can be run by user-defined criteria to meet any need.
Standard Reports	ability to generate exclusion letters stating which vaccine(s) a student needs to come into compliance with requirements and be permitted to attend school	E	Yes	The STC ONE® School Nurse Module has the ability to generate exclusion letters stating which vaccine(s) a student needs to come into compliance with requirements and be permitted to attend school. The Action Report Notice/Letter will generate letters with content that is defined by the jurisdiction.
Standard Reports	ability to generate reports for individuals vaccinated during a mass vaccination event	E	Yes	STC ONE® can run reports based on the campaign and tier in order to generate this information.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Standard Reports	ability to generate doses administered reports for priority groups during a public health emergency	E	Yes with customization	As part of our modernization initiative, we are updating the mass immunization process to deliver a more intuitive, efficient experience for both providers and state administrators. Client feature and functionality requests such as these will be considered for inclusion during the design process. This effort is targeted for completion by the end of 2028 due to other competing priorities. If there is a need to address earlier then STC will reprioritize. No additional costs are anticipated, as the work will be fully funded through the consortium.
Standard Reports	ability to generate a report that provides information about the status of the system in terms of total entities	E	Yes	STC ONE® has the ability to generate a report that provides information about the status of the system in terms of total entities. The Registry Statistics report provides this information.
Ad Hoc Queries & Reports	ability to generate queries and reports based on user-defined parameters	E	Yes	STC ONE® has the ability to generate queries and reports based on user-defined parameters. The STC ONE® core reports module contains user driven menu options. The Self Service Reporting tool which will be available before contract will satisfy an ad hoc query request by allowing a user to configure a cohort and report output.
Ad Hoc Queries & Reports	ability to schedule an ad hoc query to run on a predetermined interval (i.e., daily, weekly, monthly, quarterly or annual basis)	E	Yes	STC ONE® has the ability to schedule an ad hoc query to run on a predetermined interval. STC ONE® contains stock reports which can be scheduled to run once or on a reoccurring basis.
Ad Hoc Queries & Reports	ability to generate reports with a user-defined report format	E	Yes	STC ONE® has the ability to generate reports with a user-defined report format. Reports can be exported as a CSV file. In addition, Self Service Reporting which will be available precontract will further satisfy this requirement.
Ad Hoc Queries & Reports	ability to generate reports across geographic hierarchy levels	E	Yes	STC ONE® has the ability to generate reports across geographic hierarchy levels. The STC ONE® core reports module contains user driven menu options including options for Organization, Facility, Zip Code, and County.
Ad Hoc Queries & Reports	ability to generate data to inform the public via website dashboards or similar means	E	Yes	The platform enables the State to generate and extract data for use in public dashboards or public reporting tools. STHealth does not directly provide or host public facing dashboards.

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Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Ad Hoc Queries & Reports	ability to store saved report templates	E	Yes	In STC ONE® Self Service Reporting Tool a user is able to create, save and modify Cohort and Output templates.
Ad Hoc Queries & Reports	ability to modify saved report templates	E	Yes	In STC ONE® Self Service Reporting Tool a user is able to create, save and modify Cohort and Output templates.
Ad Hoc Queries & Reports	ability to inactivate (archive) saved report templates	E	Yes with customization	As part of our modernization initiative, we are updating the ad hoc reporting process to deliver a more intuitive, efficient experience for both providers and state administrators. Client feature and functionality requests such as these will be considered for inclusion during the design process. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.
Ad Hoc Queries & Reports	ability to modify a query	E	Yes	STC ONE® has the ability to modify a query. Standard Reports contain a variety of ways that a user can modify a query. In addition the Self Service Reporting tool which will be available pre contract, can provide enhanced capability around this requirement.
Ad Hoc Queries & Reports	ability to delete a query	E	Yes	STC ONE® does not have the ability to delete a query. The Self Service Reporting tool which will be available precontract will satisfy this requirement.
Ad Hoc Queries & Reports	ability to save an ad hoc query	E	Yes	STC ONE® does not have the ability to save an ad hoc query. The Self Service Reporting tool which will be available precontract will satisfy this requirement.
Ad Hoc Queries & Reports	ability to create a map using geocodes for statistical reporting	O	No	STC ONE® Analytics has the ability to provide geographical analysis and mapping through scoped project engagements tailored to the specific requirements through a service package if interested.
Print/Export Reports	ability to export IIS data for use in other systems	E	Yes	STC ONE® has the ability to export IIS data for use in other systems. Authorized users can create export profiles to identify data that is desired for export. The DTT Export allows the Profile to be applied immediately or scheduled.
Print/Export Reports	ability to export data in user-defined formats	E	Yes	STC ONE® has the ability to export data in user-defined formats. The STC ONE® DTT functionality allows an authorized user to create export profiles to identify data that is desired for export.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Print/Export Reports	ability to export aggregate level de-identified data	E	Yes	STC ONE® has the ability to export aggregate level de-identified data. There are a variety of reports that can be exported or printed that contain aggregate level de-identified data.
Print/Export Reports	ability to export record level de-identified data	E	Yes	STC ONE® has the ability to export record level de-identified data. There are a variety of reports that can be exported or printed that contain record level de-identified data.
Print/Export Reports	ability to print reports	E	Yes	The STC ONE® has the ability to print reports. All reports can be printed as they can be generated as a PDF, or they can be exported as CSV.
Consumer Access	ability for authorized consumers to access personal IIS data per jurisdictional policy	E	Yes	The STC ONE® consumer application, MyIR Mobile has the ability for authorized consumers to directly access their personal IIS data per jurisdictional policy. MyIR Mobile in partnership the the State Health Department allows patients to review their immunization history, get reminders for future immunizations, and even print their own official records...it's all free, simple and secure.
Consumer Access	ability for authorized consumer to print forecast	O	Yes	The STC ONE® consumer application, MyIR Mobile has the ability for authorized consumer to print forecast. Verified patients may easily print their forecast from the application.
Consumer Access	ability for authorized consumer to print patient immunization record	E	Yes	STC ONE® Consumer Access allows users to interact with a chat bot, chat with a live agent or submit a request for assistance. These can all be configured to meet jurisdictional needs including the ability to request opt in or out of reminder recall.
Consumer Access	ability for authorized consumer to print an official immunization history	E	Yes	The STC ONE® consumer application, MyIR Mobile has the ability for authorized consumer to print an official immunization history from within the application without support from the jurisdiction.
Consumer Access	ability for authorized consumer to retrieve a verifiable digital vaccine credential without assistance from IIS or immunization program staff	E	Yes	The STC ONE® consumer application, MyIR Mobile has the ability for authorized consumer to retrieve a verifiable digital vaccine credential without assistance from IIS or immunization program staff. This is specifically met by the digital vaccine credentials such as the SMART Health Card and the COVID-19 scannable QR code.

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Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Consumer Access	ability for authorized consumer to view immunization forecast	E	Yes	The STC ONE® consumer application, MyIR Mobile has the ability for authorized consumer to view immunization forecast. Once the user is verified they have access to all of their immunization information including forecast.
Consumer Access	ability for authorized consumer to view patient information	E	Yes	The STC ONE® consumer application, MyIR Mobile has the ability for authorized consumer to view patient information. Once the user is verified they have access to all of their immunization information including forecast.
Consumer Access	ability for authorized consumer to view patient immunization record	E	Yes	The STC ONE® consumer application, MyIR Mobile has the ability for authorized consumer to view patient immunization record. Once the user is verified they have access to all of their immunization information including forecast.
Consumer Access	ability for patient/patient representative to opt in for reminder/recall notifications	O	Yes	STC ONE® Consumer Access allows users to opt in for reminder/recall notifications that are sent through the Consumer Access Admin Dashboard.
Consumer Access	ability for patient/patient representative to opt out of reminder/recall notifications	O	Yes	STC ONE® Consumer Access allows users to opt out of reminder/recall notifications that are sent through the Consumer Access Admin Dashboard.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Clinical Decision Support	ability to provide immunization clinical decision support according to ACIP recommendations	E	Yes	STC ONE® has the ability to provide immunization clinical decision support according to ACIP. The STC ONE® forecast algorithm is based entirely on ACIP Recommendations to produce patient-level forecasts.
Clinical Decision Support	ability to support a vaccine clinical decision support algorithm aligned with the CDC CDSi logic specifications	E	Yes	STC ONE® has the ability to support a vaccine clinical decision support algorithm aligned with the CDC CDSi logic specifications. The STC ONE® forecast algorithm is based entirely on ACIP Recommendations and is fully compliant with CDC CDSi specifications.
Clinical Decision Support	ability for jurisdictional admin to update the CDS rules	E	Yes	STC ONE® follows the standard CDSi forecasting. Jurisdictions can request changes for custom schedules to meet the jurisdictional needs.
Clinical Decision Support	ability to evaluate a patient's' immunization history according to the ACIP Child and Adolescent Immunization Schedule	E	Yes	The STC ONE® forecast algorithm has the ability to evaluate a patients immunization history according to the ACIP Child and Adolescent Immunization Schedule. The patient immunization record is assessed in accordance with ACIP and will indicate any immunizations administered outside of those recommendations.
Clinical Decision Support	ability to evaluate a patient's' immunization history according to the ACIP Recommended Catch-up Immunization Schedule for Children and Adolescents	E	Yes	The STC ONE® forecast algorithm has the ability to evaluate a patients immunization history according to the ACIP Recommended Catch-up Immunization Schedule for Children and Adolescents. The patient immunization record is assessed in accordance with ACIP Catch-up schedule and will indicate any immunizations administered outside of those recommendations.
Clinical Decision Support	ability to evaluate a patient's' immunization history according to the ACIP Adult Immunization Schedule	E	Yes	The STC ONE® forecast algorithm has the ability to evaluate a patients immunization history according to the ACIP Adult Immunization Schedule. The patient immunization record is assessed in accordance with ACIP and will indicate any immunizations administered outside of those recommendations.
Clinical Decision Support	ability to generate a vaccine forecast according to the ACIP Child and Adolescent Immunization Schedule and a patient's immunization history	E	Yes	STC ONE® has the ability to generate a vaccine forecast according to the ACIP Child and Adolescent Immunization Schedule and immunization history. The patient level forecast complies with the ACIP Recommended Schedules and Catch-up schedules.

Capability		Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Clinical Decision Support	ability to generate a vaccine forecast according to the ACIP Recommended Catch-up Immunization Schedule for Children and Adolescents and a patient's immunization history		E	Yes	STC ONE® has the ability to generate a vaccine forecast according to the ACIP Recommended Catch-up Immunization Schedule for Children and Adolescents and immunization history. The patient level forecast complies with the ACIP Recommended Schedules and Catch-up schedules.
Clinical Decision Support	ability to generate a vaccine forecast according to the ACIP Adult Immunization Schedule and a patient's immunization history		E	Yes	STC ONE® has the ability to generate a vaccine forecast according to the ACIP Adult Immunization Schedule and immunization history. The patient level forecast complies with the ACIP Recommended Schedules and Catch-up schedules.
Clinical Decision Support	ability to display and highlight vaccines that are due		E	Yes	STC ONE® has the ability to display and highlight vaccines that are due. This is present throughout the system in a variety of areas including the Patient Vaccination View/Add Screen, the Vaccination Summary and the Forecast.
Clinical Decision Support	ability to display and highlight vaccines that are overdue		E	Yes	STC ONE® has the ability to display and highlight vaccines that are overdue. This is present throughout the system in a variety of areas including the Patient Vaccination View/Add Screen, the Vaccination Summary and the Forecast.
Clinical Decision Support	ability to display an indication when a vaccine series is complete		E	Yes	STC ONE® has the ability to display an indication when a vaccine series is complete. This is present throughout the system. The forecast is then updated. This is present throughout the system in a variety of areas including the Patient Vaccination View/Add Screen, the Vaccination Summary and the Forecast.
Clinical Decision Support	ability to display vaccine-specific contraindications according to CDC lists of vaccine contraindications		O	Yes	STC ONE® has the ability to display vaccine-specific contraindications according to CDC lists of vaccine contraindications. This is present throughout the system in a variety of areas including the Patient Vaccination View/Add Screen, the Vaccination Summary and the Forecast.
Clinical Decision Support	ability to take into account contraindications and precautions in the vaccine forecast		E	Yes	STC ONE® has the ability to take into account contraindications and precautions in the vaccine forecast. The forecast adjusts based on the contraindications and precautions in the patient record.
Clinical Decision Support	ability to take into account evidence of immunity in the vaccine forecast		E	Yes	STC ONE® has the ability to take into account evidence of immunity in the vaccine forecast. The forecast adjusts based on the evidence of immunity listed in the patient record.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Clinical Decision Support	ability to generate a forecast of specific vaccines required for individuals who travel outside the US	O	Yes	STC ONE® has the ability to generate a forecast of specific vaccines required for individuals who travel outside the U.S.
Clinical Decision Support	ability to maintain historical records of effective dates of previous forecast schedules	O	Yes	The STC ONE® has the ability to maintain historical records of effective dates of previous forecast schedules. This is maintained in the forecast algorithm.
Clinical Decision Support	ability to review an immunization schedule that was appropriate at the time of administration	O	Yes	The STC ONE® forecast algorithm makes it unnecessary to review a previous immunization schedule as it automatically applies the schedule that was in effect when the vaccine was administered.
Clinical Decision Support	ability to apply an immunization schedule that was appropriate at the time of administration	O	Yes	The STC ONE® forecast algorithm has the ability to apply an immunization schedule that was appropriate at the time of administration. This is done automatically.
Clinical Decision Support	ability to account for immune globulins in vaccine forecasting	E	Yes	The STC ONE® forecast algorithm has the ability to account for immune globulins in vaccine forecasting. The forecast will take into consideration any immune globulins added to the patient record.
Clinical Decision Support	ability to create test cases for reuse during user acceptance testing	E	Yes	STC ONE® supports the manual creation, documentation, and reuse of test cases to support User Acceptance Testing (UAT). Test cases can be defined in advance, aligned to business workflows and acceptance criteria, and reused across multiple UAT cycles as needed.
Clinical Decision Support	ability to save test cases for reuse during user acceptance testing	E	Yes	STC ONE® supports the manual creation, documentation, and reuse of test cases to support User Acceptance Testing (UAT). Test cases can be defined in advance, aligned to business workflows and acceptance criteria, and reused across multiple UAT cycles as needed.
Clinical Decision Support	ability to compare the expected results of the forecasting test case to the actual results observed by the tester	E	Yes	STC ONE® supports the manual creation, documentation, and reuse of test cases to support User Acceptance Testing (UAT). Test cases can be defined in advance, aligned to business workflows and acceptance criteria, and reused across multiple UAT cycles as needed.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Reminder/Recall	ability to generate patient-specific reminder/recall notifications	E	Yes	STC ONE® has the ability to generate patient-specific reminder/recall notifications. STC ONE® allows users to create, save and run R/R templates. R/R can be run based on a variety of user-defined criteria. Individual patients can also be removed from R/R based on the number of notifications previously sent or for any other reason.
Reminder/Recall	ability to select one or more vaccines for generating reminder/recall notifications	E	Yes	STC ONE® has the ability to select one or more vaccines due/overdue when generating reminder/recall notifications. The jurisdictional admin can select from admin-defined vaccination series or individually selected vaccines.
Reminder/Recall	ability to view the date the reminder/recall notice was sent to a patient	O	Yes	STC ONE® has the ability to view the date the reminder/recall notice was sent to a patient. The STC ONE® Reminder/Recall Success report will provide this information.
Reminder/Recall	ability to generate lists of patients in need of a reminder or recall notification by organization	E	Yes	STC ONE® has the ability to generate a list of patients by organization in need of a reminder or recall notification. The R/R can be ran for patients based on organization as well as other criteria.
Reminder/Recall	ability to generate reminder/recall notifications per consent designation	E	Yes	STC ONE® has the ability to generate reminder/recall notifications per consent designation. In STC ONE® Reminder Recall excludes opt-out patients from the notification list. In addition, Reminder Recall allows for the exclusion of patients prior to generating the final cohort for generation of the output. STC ONE® also includes a field on the patient record where the user can designate not to include the patient in any reminder/recall notices.
Reminder/Recall	ability to generate patient-specific reminder/recall notices by user-defined parameters	E	Yes	STC ONE® has the ability to generate patient-specific reminder/recall notices by user-defined parameters. R/R can be run by patient ownership, PAIS, Org, Facility, Age Range, Birth Date, and Gender.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Reminder/Recall	ability to generate reminder/recall in user-defined format	E	Yes	<p>STC ONE® supports the ability to generate reminder/recall in user-defined format. Notifications can be generated in the following formats:</p> <p>Generate a Patient List - Generates a HTML file that displays a detailed list of patients, including their vaccination forecast.</p> <p>Print Letters - Generates a reminder/recall letter for each patient in the patient list.</p> <p>Generate Auto-Dialer Content - Generates a HTML file that can be used with any external auto-dialer application.</p> <p>Generate Mail-Merge - Generates a text file that can be used with any external mail merge application.</p> <p>Create Custom Post Cards - Provides the ability to create custom postcards as reminder/recall notifications. You can define the dimensions of the postcard, as well as the message content.</p> <p>Send Email - Provides the ability to send reminder/recall notifications using patient email addresses.</p>
Reminder/Recall	ability to select the age of the cohort when generating reminder/recall notifications	E	Yes	STC ONE® has the ability to select the age of the cohort when generating reminder/recall notifications. Patient Age Range and Patient Birthdate Range are available as parameter for Reminder/Recall.
Reminder/Recall	ability to print patient-specific reminder/recall notices by user-defined parameters	E	Yes	STC ONE® has the ability to print patient-specific reminder/recall notices by user-defined parameters. R/R can be printed as a letter or a custom postcard with specific language customized by the admin.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Reminder/Recall	ability to generate patient specific reminder/recalls in a user-defined format	E	Yes	<p>STC ONE® has the ability to generate patient specific reminder/recalls in a user-defined format. Notifications can be generated in the following formats:</p> <p>Generate a Patient List - Generates a HTML file that displays a detailed list of patients, including their vaccination forecast.</p> <p>Print Letters - Generates a reminder/recall letter for each patient in the patient list.</p> <p>Generate Auto-Dialer Content - Generates a HTML file that can be used with any external auto-dialer application.</p> <p>Generate Mail-Merge - Generates a text file that can be used with any external mail merge application.</p> <p>Create Custom Post Cards - Provides the ability to create custom postcards as reminder/recall notifications. You can define the dimensions of the postcard, as well as the message content.</p> <p>Send Email - Provides the ability to send reminder/recall notifications using patient email addresses.</p>
Reminder/Recall	ability for an end user to generate patient specific reminder/recalls in accordance with HIPAA and jurisdictional law or policy	E	Yes	STC ONE® has the ability for an end user to generate patient specific reminder/recalls in accordance with HIPAA and jurisdictional law or policy. This is a standard for the R/R functionality in STC ONE®.
Reminder/Recall	ability for an end user to print patient specific reminder/recalls in accordance with HIPAA and jurisdictional law or policy	E	Yes	STC ONE® has the ability for an end user to print patient specific reminder/recalls in accordance with HIPAA and jurisdictional law or policy. This is a standard for the R/R functionality in STC ONE®.
Reminder/Recall	ability to generate vaccine recall notices by facility based on vaccine name, vaccination date range, and lot number	O	Yes	STC ONE® has the ability to generate vaccine recall notices by facility for substandard lots based on vaccine name, vaccination date range, lot number. In STC ONE® this ability is available in Reminder/Recall as well as the Lot Usage and Recall Report.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Reminder/Recall	ability to generate vaccine recall notices by administering provider based on vaccine name, vaccination date range, and lot number	O	Yes	STC ONE® has the ability to generate vaccine recall notices by administering provider, The Lot Recall Report does contain the administering provider information. A list of patients administered a specific lot by PCP can be run using the Patient Detail report. This requirement could also be met through our Data Analytics team or additional development.
Reminder/Recall	ability to set the limit/number of times a patient will receive a reminder/recall	O	Yes	STC ONE® has the ability to set the reminder/recall count limit for a patient in the patient demographics and also indicate whether to include a R/R in their count when running the R/R.
Reminder/Recall	ability to modify the limit/number of times a patient will receive a reminder/recall	O	Yes	STC ONE® has the ability to modify the reminder/recall count limit for a patient in the patient demographics.
Reminder/Recall	ability to exclude a patient who has met the limit/number of times to receive a reminder/recall	O	Yes	STC ONE® Reminder/Recall has the ability to exclude patients from being notified who have met the "count" limit of reminder/recall. The system will automatically exclude patients who have met the R/R count limit as specified in their demographics.
Reminder/Recall	ability to generate a list of phone numbers for patients needing reminder/recall	O	Yes	STC ONE® Reminder/Recall has the ability to generate a list of phone numbers for patients needing reminder/recall. The Patient Recall Group Listing includes the patients name, birthday, guardian, phone number and chart number, as well as the vaccinations due.
Reminder/Recall	ability to manually review a patient list for a reminder/recall notification	E	Yes	STC ONE® Reminder/Recall has the ability to manually review a patient list for a reminder/recall notification. After selecting the desired criteria, the user will select Generate Patient List. The next screen allows the users to remove patients based on a variety of criteria, filter through the results, and exclude patients as needed on an individual basis.
Reminder/Recall	ability to flag patients to exclude before sending a reminder/recall notification	O	Yes	STC ONE® Reminder/Recall has the ability to flag patients to exclude before sending a reminder/recall notification. The patient can be excluded by unchecking the box next to their name in the R/R produced patient list. STC ONE® also includes a field on the patient record where the user can designate not to include the patient in any reminder/recall notices.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Reminder/Recall	ability to establish a time interval between reminder recall notices (e.g., 90 days or 60 days)	O	Yes	STC ONE® has the ability to establish a time interval between reminder recall notices. The Reminder/Recall Scheduler allows the user to specify who can access the report, who will receive the report and can be scheduled to run by day of month, month, day, etc.
Reminder/Recall	ability to generate a reminder/recall notifications for patients with an active status for their organization	E	Yes	STC ONE® has the ability to generate a reminder/recall notification for patients with an active status for their organization. STC ONE® Reminder/Recall includes patients with an active status by default, however the user may check a box that allows them to include inactive patients if desired.
Reminder/Recall	ability to generate reports that include reminder/recall history for specific date range	O	Yes	STC ONE® has the ability to generate reports that include reminder/recall history for specific date range. The Reminder Recall Success report can be limited by a specific date range and displays the Date, Attempt Type, Number Recalled, and Number Returned for each Success Rate range (<= 30 days, 60 days, and 90 days) for reminder/recalls.
Reminder/Recall	ability to make all reminder/recall data accessible to authorized users for a predetermined period of time	O	No	STC ONE® has the ability to make reminder/recall data accessible for a predetermined period of time. Access to Reminder/Recall is managed through user permissions or through the Reminder/Recall Scheduler which can be restricted when needed.
Reminder/Recall	ability to aggregate multiple notices going to the same address into one notification	O	No	To safeguard PHI, Reminder/Recall notifications in STC ONE® are individual based.
Coverage Reports	ability to generate report(s) displaying information on immunization coverage rate(s) among select populations	E	Yes	STC ONE® has the ability to generate report(s) displaying information on immunization coverage rate(s) among select populations. The Coverage Rate Report, which is part of the core report module can be used to view coverage rates by user-defined criteria.
Coverage Reports	ability to generate report(s) for organizations and facilities per CDC Immunization Quality Improvement for Providers program guidance on immunization coverage among an organization/facility patient population	E	Yes	The STC ONE® Coverage Rate Report allows for organizations and facilities to run coverage rate reports in accordance to the CDC Immunization Quality Improvement for Providers Program.
Coverage Reports	ability to generate report(s) on immunization coverage for a user-defined geographic area	E	Yes	The STC ONE® Coverage Rate Report has the ability to generate report(s) on immunization coverage for a user-defined geographic area including district, county and zip code.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Coverage Reports	ability to generate report(s) on immunization coverage for a patient cohort	E	Yes	The STC ONE® Coverage Rate Report has the ability to generate report(s) on immunization coverage for a patient cohort such as by VFC Status, District, Race, etc.
Coverage Reports	ability to view and modify list of patients to be included in immunization coverage report	O	No	STC ONE® does not require patients to be selected for inclusion in the coverage rate report. To ensure an accurate coverage rate all active patients should be included in the report. Patients that are deceased are automatically removed. Additionally, providers can manage their population to accurately reflect their denominator.
Coverage Reports	ability to generate report(s) displaying immunization coverage trends over time, over a selected timeframe	E	Yes with customization	STC ONE® does not have the ability to generate report(s) displaying immunization coverage trends over time, over a selected timeframe. As part of our modernization initiative, we are enhancing the reporting capabilities to deliver a more intuitive, efficient experience for both providers and state administrators. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.
Coverage Reports	ability to generate report(s) that display the number of missed opportunities for vaccination	E	Yes	STC ONE® has the ability to generate report(s) that display the number of missed opportunities for vaccination. This can be achieved using the Coverage Rate Report.
Coverage Reports	ability to generate report(s) displaying the number of patients late up-to-date for immunization who are up-to-date as of today	E	Yes	STC ONE® has the ability to generate report(s) displaying the number of patients late up-to-date for immunization, but up-to-date as of today. This can be achieved using the Coverage Rate Report.
Coverage Reports	ability to generate report(s) that display the number of invalid vaccine doses	E	Yes	STC ONE® has the ability to generate report(s) that display the number of invalid vaccine doses. This can be achieved using the Vaccination Data Quality Report.
Coverage Reports	ability to generate report(s) displaying vaccine exemption rates	E	Yes	STC ONE® provides two custom exemption report for West Virginia the Aggregate and detailed Patient list.
Coverage Reports	ability to generate report(s) displaying immunization coverage by user-defined parameters	E	Yes	STC ONE® has the ability to generate report(s) displaying immunization coverage by user-defined parameters. The Coverage Rate Report as part of the core report module can display immunization coverage by a variety of user-defined parameters.
Coverage Reports	ability to generate report(s) displaying immunization coverage by vaccine type	E	Yes	STC ONE® has the ability to generate report(s) displaying immunization coverage by vaccine type using the Coverage Rate Report.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Coverage Reports	ability to generate report(s) displaying immunization coverage by age range	E	Yes	STC ONE® has the ability to generate report(s) displaying immunization coverage by age range using the Coverage Rate Report.
Coverage Reports	ability to generate report(s) displaying immunization coverage by ethnicity	E	Yes with customization	STC ONE® does not currently have the ability to generate report(s) displaying immunization coverage by ethnicity. As part of our modernization initiative, we are enhancing the reporting capabilities to deliver a more intuitive, efficient experience for both providers and state administrators. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.
Coverage Reports	ability to generate report(s) displaying immunization coverage by race	E	Yes	STC ONE® has the ability to generate report(s) displaying immunization coverage by race using the Coverage Rate Report.
Coverage Reports	ability to generate report(s) displaying immunization coverage by patient sex	O	Yes	STC ONE® has the ability to generate report(s) displaying immunization coverage by patient gender using the Coverage Rate Report.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Patient Search	ability to search for patient records	E	Yes	STC ONE® has the ability to search for patient records. The Patient Search/Add function allows for patient search by a variety of user-defined parameters.
Patient Search	ability to search patient record based on one or multiple user-defined parameters	E	Yes	STC ONE® has the ability to search patient record based on one or multiple user-defined parameters. The Patient Search/Add function allows for patient search by First Name or Initial, Last Name or Initial, Birth Date, WIC ID, Patient ID, Chart Number, MN, SSN, Guardian First Name, Mothers Maiden and more.
Patient Search	ability to re-search for a patient record by modifying existing search parameters	E	Yes	STC ONE® supports the ability to re-search for a patient record by modifying existing search parameters. One initial search results are received a user may continue to add to the previous criteria and search again, or they may clear the original search and start over.
Patient Search	ability to display the list of returned possible patient matches per jurisdictional policy	E	Yes	STC ONE® supports the ability to display the list of returned possible patient matches per jurisdictional policy. Once a patient search is completed the results are displayed with First Name, Middle Name, Last Name, Birth Date, City, Guardian First Name, Guardian Last Name.
Patient Search	ability to select a patient record from the list of possible patient matches	E	Yes	STC ONE® supports the ability to select a patient record from the list of possible patient matches. To select a patient record from the Patient Search Results all the user must do is click on the any of the patient fields in the results.
Add, Edit Patient Demographics	ability to add demographic information to a patient record	E	Yes	STC ONE® has the ability to add demographic information to a patient record. Demographic information can be displayed in accordance with jurisdictional preference by adjusting the Patient Demographics Display Settings.
Add, Edit Patient Demographics	ability to create a new patient record	E	Yes	STC ONE® has the ability to create a new patient record. A new patient record can only be created manually AFTER a patient search is completed. Once that is done, the user must click on the "Adding a new patient" button and the user can begin entering information on the Patient. New patient records are created automatically via HL7 or batch upload if no patient match is found.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Add, Edit Patient Demographics	ability to edit demographic information in a patient record	E	Yes	STC ONE® has ability to edit demographic information in a patient record. The last user to update is tracked and displayed on the demographic page.
Add, Edit Patient Demographics	ability to insert permanent comments in a patient's record that can be viewed based on role/permission	E	Yes with customization	This is not something that has been identified as a need by the consortium,. If WV would like to pursue this functionality we can provide a cost and timeline once the scope has been identified.
Add, Edit Patient Demographics	ability to display the user who created the permanent comment in a patient's record	E	Yes with customization	This is not something that has been identified as a need by the consortium,. If WV would like to pursue this functionality we can provide a cost and timeline once the scope has been identified.
Add, Edit Patient Demographics	ability to prevent a patient record from being saved unless required fields are completed, per jurisdictional policy	E	Yes	STC ONE® has the ability to prevent a patient record from being saved unless required fields are completed, per jurisdictional policy. When save is selected on a patient record and the required fields are not completed the user will see in red font at the top of the screen the exact fields that are required to be submitted before the record can be saved. The record will not be saved until these fields are completed.
Add, Edit Patient Demographics	ability to automatically notify a user when attempting to submit an incomplete patient record	E	Yes	STC ONE® has the ability to automatically notify a user when attempting to submit an incomplete patient record. When save is selected on a patient record and the required fields are not completed the user will see in red font at the top of the screen the exact fields that are required to be submitted before the record can be saved.
Add, Edit Patient Demographics	ability to store CDC-endorsed core data elements for all patient records	E	Yes	STC ONE® has the ability to store all CDC-endorsed core data elements for all patient records.
Add, Edit Patient Demographics	ability to store multiple of reported names for each patient to include: first name, middle name, last name, alias, maiden name	E	Yes	STC ONE® has the ability to store multiple of reported names for each patient to include: first name, middle name, last name, alias, and Mother's name: maiden last. Patient maiden name is not a CDC-endorsed patient demographic element.
Add, Edit Patient Demographics	ability to store multiple patient addresses	O	Yes	STC ONE® has the ability to store multiple patient addresses. An additional address can simply be entered and created. The patient demographic screen then allows for the selection of the primary address but still captures the previously entered addresses.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Add, Edit Patient Demographics	ability to support multiple patient address type designations (e.g. primary address, vacation address)	O	Yes	STC ONE® has the ability to support multiple patient address type designations. STC ONE® requires that an address be indicated as primary or not when entered.
Add, Edit Patient Demographics	ability to identify effective dates for use of a patient address	O	No	STC ONE® captures the Last User to Update for every address which includes the user name, assigned org, and date the address was included.
Add, Edit Patient Demographics	ability to store all historic addresses for a patient	O	Yes	STC ONE® maintains an audit record for each change made to a patient record which includes addresses.
Add, Edit Patient Demographics	ability to store country information related to where the patient was born	O	Yes	STC ONE® has the ability to store country information related to where the patient was born using a drop down menu. Information could also be added in the comments field.
Add, edit patient demographics	ability to flag patient address as a verified United States Postal Service address (e.g., via SmartyStreets)	O	Yes	STC ONE® has the ability to flag patient address as a verified United States Postal Service address. This can be done manually by clicking the Valid button when adding a new address or automatically using the Smarty address validation.
Add, edit patient demographics	ability to record date patient address last verified as a United States Postal Service address (e.g., via SmartyStreets)	O	Yes	STC ONE® has the ability to record date patient address last verified as a United States Postal Service address through the SmartyStreets integration within the audit log.
Add, Edit Patient Demographics	ability to automatically create a unique patient ID number	E	Yes	STC ONE® contains the ability to automatically create a unique patient ID number. When a patient record is created and saved, the patient ID is generated and attached to the record.
Add, Edit Patient Demographics	ability to automatically associate patient ID number to the patient's record	E	Yes	STC ONE® contains the ability to automatically associate patient ID number to the patient's record. When a patient record is created and saved, the patient ID is generated and attached to the record.
Add, Edit Patient Demographics	ability to track patients of all ages per jurisdictional law or policy	E	Yes	STC ONE® has the ability to track patients of all ages per jurisdictional law or policy. Immunization information for patients of any age can be captured in the IIS as well as prohibited from being stored in the IIS based on state law.
Add, Edit Patient Demographics	ability to store mother's HBsAg status for a patient	O	No	STC ONE® does not have the ability to store mother's HBsAg status for a patient.
Add, Edit Patient Demographics	ability to store a patient's occupation	E	Yes	STC ONE® has the ability to store a patient's occupation. An occupation can be selected on the patient demographics page from a pick list.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Add, Edit Patient Demographics	ability to designate patient as belonging to a priority group for vaccination	O	Yes	STC ONE® contains the functionality to designate patient as belonging to a priority population group. During a Mass Vaccination Event, patients can be identified and preloaded into the virtual waiting room based on their priority group which can be set in a variety of ways.
Add, Edit Patient Demographics	ability to store multiple patient identifiers	E	Yes	STC ONE® has the ability to store multiple patient identifiers such as multiple MRNs, Passport #, Visa #, Medicaid ID, SSN, etc.
Add, Edit Patient Demographics	ability to assign patient records to a cohort	E	Yes	STC ONE® has the ability to assign patient records to a cohort. This can be done in the user maintenance page by selecting a campaign or population group. Patients are automatically made a part of a cohort based on their demographic information such as Program participation (medicaid).
Add, Edit Patient Demographics	ability to assign patient records to multiple cohorts	E	Yes	STC ONE® has the ability to assign patient records to multiple cohorts. This can be done in the user maintenance page where a patient can be added to a campaign as well as a population group.
Add, Edit Patient Demographics	ability to view patient records by cohort	E	Yes	STC ONE® Manage Population and Reports have the ability to view patient records by cohort.
Add, Edit Patient Demographics	ability to remove patient records from a cohort	E	Yes	STC ONE® has the ability to remove patient records from a cohort by removing them from a campaign or adjusting the patient demographics.
Patient Status	ability to manage patient status at the organization/facility level	E	Yes	STC ONE® has the ability to manage patient status at the organization/facility level. STC ONE® follows the latest MIROW guidelines for Active/Inactive status. It is maintained with a 1:1 relationship. Patient status is held at the state, county, and organizational level. Statuses include Active, Inactive, and Deceased.
Patient Status	ability to store active patient status at the organization/facility level	E	Yes	STC ONE® has the ability to store patient status at the organization/facility level. STC ONE® follows the latest MIROW guidelines for Active/Inactive status. It is maintained with a 1:1 relationship. Patient status is held at the state, county, and organizational level. Statuses include Active, Inactive, and Deceased.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Patient Status	ability to store inactive patient status at the organization/facility level	E	Yes	STC ONE® has the ability to store inactive patient status at the organization/facility level. STC ONE® follows the latest MIROW guidelines for Active/Inactive status. It is maintained with a 1:1 relationship. Patient status is held at the state, county, and organizational level. Statuses include Active, Inactive, and Deceased.
Patient Status	ability to edit active patient status at the organization/facility level	E	Yes	STC ONE® has the ability to edit active patient status at the organization/facility level. STC ONE® follows the latest MIROW guidelines for Active/Inactive status. It is maintained with a 1:1 relationship. Patient status is held at the state, county, and organizational level. Statuses include Active, Inactive, and Deceased.
Patient Status	ability to edit inactive patient status at the organization/facility level	E	Yes	STC ONE® has the ability to edit inactive patient status at the organization/facility level. STC ONE® follows the latest MIROW guidelines for Active/Inactive status. It is maintained with a 1:1 relationship. Patient status is held at the state, county, and organizational level. Statuses include Active, Inactive, and Deceased.
Patient Status	ability to store reason for inactive status of patients at the organizational/facility level	E	Yes	STC ONE® has the ability to store reason for inactive status of patients at the organizational/facility level.
Patient Status	ability to edit multiple patients status in one action	O	Yes	STC ONE has ability edit multiple patients' status in one action through manage populations.
Patient Status	ability to manage patient status at the geographic jurisdictional level	E	Yes	STC ONE® has the ability to manage patient status at the geographic jurisdictional level. Patient status can be held at the state, county, and organizational level.
Patient Status	ability to store active patient status at the geographic jurisdiction level	E	Yes	STC ONE® has the ability to store active patient status at the geographic jurisdiction level. Patient status can be held at the state, county, and organizational level.
Patient Status	ability to store inactive patient status at the geographic jurisdictional level	E	Yes	STC ONE® has the ability to store inactive patient status at the geographic jurisdictional level. Patient status can be held at the state, county, and organizational level.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Patient Status	ability to edit active patient status at the geographic jurisdictional level	E	No	<p>STChealth's platform aligns with MIROW guidelines, under which patient status is automatically determined at the State, county, and organizational levels using industry-standard logic. This approach reflects established best practices for IIS operations. If West Virginia has specific programmatic needs that differ from this standard implementation, STChealth is open to discussing those requirements and potential approaches.</p> <p>This reply should not be construed as an unwillingness to comply with an essential requirement, but instead to as a request to work with WV to identify and pursue an agreeable solution consistent with industry standards and best practice.</p>
Patient Status	ability to edit inactive patient status at the geographic jurisdictional level	E	No	<p>STChealth's platform aligns with MIROW guidelines, under which patient status is automatically determined at the State, county, and organizational levels using industry-standard logic. This approach reflects established best practices for IIS operations. If West Virginia has specific programmatic needs that differ from this standard implementation, STChealth is open to discussing those requirements and potential approaches.</p> <p>This reply should not be construed as an unwillingness to comply with an essential requirement, but instead to as a request to work with WV to identify and pursue an agreeable solution consistent with industry standards and best practice.</p>
Patient Status	ability to store reason for inactive status of patients at the geographic jurisdictional level	O	Yes	STC ONE® has the ability to store a reason for an inactive status of patients.
Patient Status	ability to restrict access to patient records that have been placed in an inactive status	O	No	Patient information in STC ONE® is viewable by all authorized users in the system unless the patient has opted out. In this scenario, only authorized users are able to view the patient record. Permissions to restrict access to individual patient information is available as well.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Patient Status	ability to restrict edits to patient records that have been placed in an inactive status	O	No	STC ONE® allows patients in an inactive status to be updated by all authorized users of the system unless the patient has opted out. In this scenario, only certain users are able to view the patient record.
Patient Consent	ability to manage patient consent per jurisdictional policy	E	Yes	STC ONE® has the ability to manage patient consent per jurisdictional policy. STC ONE® offers different options for consent to include both opt in and opt out.
Patient Consent	ability to update patient consent on a patient's record	E	Yes	STC ONE® has the ability to update patient consent on a patient's record. STC ONE® has the ability to opt out or opt in patient records and STC ONE® has the ability to opt in patient records that have previously been opted out.
Patient Consent	ability to opt out a patient from participating in the IIS	E	Yes	STC ONE® has the ability to opt out a patient from participating in the IIS. This can be done by selecting the "Opt Patient Out" button on the patient demographic page.
Patient Consent	ability to opt in a patient for participation in the IIS	E	Yes	STC ONE® has the ability to meet multiple opt in or opt out needs based on jurisdictional policies.
Patient Consent	ability to enable access to a patient record per consent designation	E	Yes	STC ONE® has the ability to opt out a patient from participating in the IIS. This can be done by selecting the "Opt Patient Out" button on the patient demographic page.
Patient Consent	ability to enable updates to a patient record per consent designation	E	Yes	STC ONE® has the ability to opt out a patient from participating in the IIS. This can be done by selecting the "Opt Patient Out" button on the patient demographic page.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Add, Edit Patient Immunization	ability to add vaccination event information to a patient record	E	Yes	<p>STC ONE® has the ability to add, edit and delete vaccination event information to a patient record. In the Vaccinations View/Add screen authorized users can perform these actions:</p> <ul style="list-style-type: none"> View additional details about vaccinations, including comments Edit and/or delete vaccination information Add new vaccinations (shot administration) Add historical vaccination information Add smallpox history prior to 1990 Add chickenpox disease (this is a state-configurable option) Add contraindications (Special Considerations) Add exemptions View vaccination forecast (if the option is enabled)
Add, Edit Patient Immunization	ability to edit vaccine information in a patient record	E	Yes	<p>STC ONE® has the ability to edit vaccine information in a patient record. This is done in the Vaccinations View/Add screen however the user must have entered the vaccination information in order to update it. Jurisdictional admin can make any change to any vaccination with the appropriate permissions. This prevents unintended changes to patient vaccinations.</p>
Add, Edit Patient Immunization	ability to mark vaccine information in a patient record for deletion	O	Yes	<p>STC ONE® has the ability to allow an authorized user to delete vaccination information.</p>
Add, Edit Patient Immunization	ability to add reason for deletion of vaccine information in a patient record	O	No	<p>STC ONE® does not have the ability to add reason for deletion of vaccine information in a patient record.</p>
Add, Edit Patient Immunization	ability to capture vaccine eligibility by vaccine dose for publicly purchased vaccine	E	Yes	<p>STC ONE® has the ability to capture vaccine eligibility by vaccine dose for publicly purchased vaccines. This is required for all vaccinations entered as administered.</p>
Add, Edit Patient Immunization	ability to store vaccine eligibility by vaccine dose for publicly purchased vaccine	E	Yes	<p>STC ONE® has the ability to store vaccine eligibility by vaccine dose for publicly purchased vaccines. This is stored in the Vaccination Detail Page.</p>
Add, Edit Patient Immunization	ability to report multiple doses administered to the same patient on the same administration date via the UI	E	Yes	<p>STC ONE® has the ability to report multiple doses administered to the same patient on the same administration date via the UI. Multiple doses of different vaccines can easily be added on the same administration date in the Vaccination View/Add Screen.</p>

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Add, Edit Patient Immunization	ability to store all CDC-endorsed core data elements related to vaccine events	E	Yes	STC ONE® has the ability to store all CDC-endorsed core data elements related to vaccine events in the Vaccinations section of STC ONE®.
Add, Edit Patient Immunization	ability to enter vaccination substandard or otherwise compromised flag	E	Yes	STC ONE® has the ability to enter vaccination substandard or otherwise compromised flag. If a vaccination is administered outside of the ACIP Recommended and Catchup Schedules, if the lot added to the record is nonviable or expired, the patient record will contain a visual indicator. The Vaccination Detail will also list the reason for the vaccination being listed as invalid.
Add, Edit Patient Immunization	ability to view submitted vaccination event information on a patient's record	E	Yes	STC ONE® has the ability to view submitted vaccination event information on a patient's record. Once the patient is located, the user clicks vaccinations and will the appropriate access can see all vaccination information. This can also be obtained in a variety of reports.
Add, Edit Patient Immunization	ability to store adverse reactions in accordance with Vaccine Recommendations and Guidelines of the ACIP	E	Yes	STC ONE® has the ability to store adverse reactions in accordance with Vaccine Recommendations and Guidelines of the ACIP. The Vaccination Detail page provides a way to Add/Edit Adverse Reactions for that specific vaccine. The options align with CDC recommendations.
Add, Edit Patient Immunization	ability to flag an adverse reaction as having been reported to VAERS	E	Yes	STC ONE® allows authorized users to document vaccine specific information, such as reporting to VAERS, in the Vaccination Details comments field.
Add, Edit Patient Immunization	ability to store patient vaccination event funding eligibility information	E	Yes	STC ONE® has the ability to store patient vaccination event funding eligibility information. Funding source can be added to any vaccination in the vaccination detail screen.
Add, Edit Patient Immunization	ability to print form for signature of vaccine refusal by patient for each individual vaccine antigen	O	Yes with customization	STC ONE® allows for deferrals (refusal) to be documented on the patient record by vaccine which requires a deferral reason to be selected. This functionality is state-configurable. A form is not produced for signature however this is able to be developed for an additional cost based upon jurisdiction scope. A timeline would be determined based on scope.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Add, Edit Patient Immunization	ability to ensure that the default lot number is from the oldest lot when entering an administered dose from inventory	E	Yes	STC ONE® has the ability to ensure that the default lot number is from the oldest lot when entering an administered dose from inventory. When the lot selection appears the expiration date of every lot can be viewed and selected accordingly.
Add, Edit Patient Immunization	ability to record administration of vaccination regardless if vaccine has since expired in inventory	E	Yes	STC ONE® has the ability to record administration of vaccination regardless if vaccine has since expired in inventory. Although expired vaccines will not display in the Lot number picklist, they can be manually entered into the patient record. They will then be marked as a Compromised Vaccination on the vaccination record.
Add, Edit Patient Immunization	ability to track vaccinations that require adjuvant	E	Yes	STC ONE® has the ability to track vaccines that require adjuvant such as DaptaceI, HPV, etc.
Print/Export Record	ability to securely print a patient immunization record	E	Yes	STC ONE® has the ability to securely print a patient immunization record. An immunization record may be printed from several places including the Vaccinations View/Add screen, the Vaccinations Summary and various reports.
Print/Export Record	ability to include evaluated history in the printable version of the patient record	E	Yes	STC ONE® has the ability to include evaluated history in the printable version of the patient record. Every patient record contains available historical information.
Print/Export Record	ability to include the forecast in the printable version of the patient record	E	Yes	STC ONE® has the ability to include the forecast in the printable version of the patient record. This can be done in several places throughout the application. The forecast may also contain status of immunization due such as "Due Now," "Past Due," and "Not Due Yet."
Print/Export Record	ability to include immunity in the printable version of the patient record	E	Yes	STC ONE® has the ability to include immunity in the printable version of the patient record. This is automatically included in the patient record once printed.
Print/Export Record	ability to securely export a patient immunization record	E	Yes	STC ONE® has the ability to securely export a patient immunization record. The patient record can be exported in a variety of different formats with user-defined information.
Print/Export Record	ability to export a patient record in user-defined format	O	Yes	STC ONE® has the ability to export a patient record in user-defined format through use of the Data Translation Tool which allows for a customized format of field output.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Mass Vaccination	ability to support mass vaccination operations	E	Yes	<p>STC ONE® has the ability to support mass vaccination operations using the Mass Immunizations Module. The Mass Immunizations (MI) module is used in the field to conduct quick entry of patient demographic and vaccination information, including inventory for dispensed medication gathered in mass immunization situations. The application interface is optimized for speedy entry of an appropriately limited set of data elements. Reports, reminder/recall, and other assessments are conducted from the central registry, once loaded with the field data. Depending on the user's access (authorization) level, the following tasks can be performed with this module:</p> <ul style="list-style-type: none"> Search for patients Create and edit patient demographics (first name, last name, address, city, state, etc.) Add vaccinations or medication distributions Set up the vaccine inventory Set up personal defaults per patient, vaccine lot inventory, and automatic population of city, state, and zip code Run and print reports
Mass Vaccination	ability to rapidly capture patient demographic information offline during mass vaccination clinic for later upload/saving	E	Yes with customization	<p>We are evaluating and updating the mass vaccination offline process as part of our modernization effort to deliver a more intuitive, efficient experience for both providers and state administrators. Client feature and functionality requests such as these will be considered for inclusion during the design process. This effort is targeted for completion by the end of 2028 due to other competing priorities. STC will rapidly reprioritize if timely need for this functionality arises. Should prioritization be requested or become necessary due to timely events, STChealth will conduct rapid discovery, define scope with WV, and submit a price and timeline.</p>

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Mass Vaccination	ability to rapidly capture vaccine information offline during mass vaccination clinic for later upload/saving	E	Yes with customization	We are evaluating and updating the mass vaccination offline process as part of our modernization effort to deliver a more intuitive, efficient experience for both providers and state administrators. Client feature and functionality requests such as these will be considered for inclusion during the design process. This effort is targeted for completion by the end of 2028 due to other competing priorities. STC will rapidly reprioritize if timely need for this functionality arises. Should prioritization be requested or become necessary due to timely events, STChealth will conduct rapid discovery, define scope with WV, and submit a price and timeline.
Mass Vaccination	ability to support rapid capture of patient demographic information during mass vaccination clinic	E	Yes	The STC ONE® Mass Immunizations Module has the ability to support rapid capture of patient demographic information during mass vaccination clinics. Demographic data fields can be predefined or the virtual waiting room may be utilized to expedite this process.
Mass Vaccination	ability to support rapid capture of vaccine information during mass vaccination clinic	E	Yes	The STC ONE® Mass Immunizations Module has the ability to support rapid capture of vaccine information during mass vaccination clinic. STC ONE® has the ability to predefine vaccine data fields for efficient user entry of information. The mass immunization module allows users to quickly add vaccines. Vaccine lots can be pre-populated for the provider to ease the use of recording.
Mass Vaccination	ability to administer vaccines during public health emergency without impacting the patient's status at the organization/facility level	O	Yes	STC ONE® has the ability to administer vaccines during public health emergency without impacting the patient's status at the organization/facility level. The Mass Immunizations Module captures immunization information without impacting patient ownership.
Mass Vaccination	ability for jurisdictional admin to flag/indicate org/facility participation in mass vaccination event	O	No	STC ONE® allows for an "Additional Status" to be selected for an Organization/Facility in the Org/Facility Maintenance page that is Agency configurable that can be used to indicate participation in a mass vaccination event.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Vaccine Inventory Search	ability to search inventory by user-defined parameters	E	Yes	STC ONE® has the ability to search inventory by user-defined parameters. Users can search their own facility/org inventory using the Search/Add Inventory functionality while jurisdictional admins can search using this or the Inventory transaction analysis.
Vaccine Inventory Search	ability to search the inventory by funding source	E	Yes	STC ONE® has the ability to search the inventory by funding source. Users can search their own facility/org inventory using the Search/Add Inventory functionality and selecting the appropriate funding source.
Vaccine Inventory Search	ability to search inventory by vaccine type	E	Yes	STC ONE® has the ability to search inventory by vaccine type. Users can search their own facility/org inventory using the Search/Add Inventory functionality and selecting the desired vaccine type.
Vaccine Inventory Search	ability to search inventory by vaccine lot number	E	Yes	STC ONE® has the ability to search inventory by vaccine lot number. Users can search their own facility/org inventory using the Search/Add Inventory functionality and entering the specific lot number.
Vaccine Inventory Search	ability to search inventory by vaccine NDC code	E	Yes with customization	STC ONE® has the ability to search inventory by vaccine name, lot number, and product name. As part of our modernization initiative, we are updating our Inventory Management system to deliver a more intuitive, efficient experience for both providers and state administrators. This effort is targeted for completion by the end of 2027. No additional costs are anticipated, as the work will be fully funded through the consortium.
Add, Edit Vaccine Inventory	ability to manage vaccine inventory	E	Yes	STC ONE® Inventory Management has the ability to manage vaccine inventory. The goal of the stand-alone application is to manage inventory for all of the providers in the IIS. This allows state and local health jurisdiction administrators to have an electronic visibility to all providers in the state. Other features include provider agreements and reports.

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Add, Edit Vaccine Inventory	ability to support visualization of current vaccine inventory	E	Yes	STC ONE® Inventory Management provides the ability to support visualization of current vaccine inventory. Users can view inventory using Search/Add Inventory or Reconciliation. In addition, the Inventory Management Dashboard shows high level information on inventory.
Add, Edit Vaccine Inventory	ability to edit inventory funding source at the lot level	E	Yes	STC ONE® has the ability to edit inventory funding source at the lot level. Authorized users can edit funding source using the Search/Add Inventory function which allows for inventory search and editing.
Add, Edit Vaccine Inventory	ability to edit inventory funding source at the vaccine level	E	Yes	STC ONE® has the ability to edit inventory funding source at the vaccine level. All vaccine inventory is required to be designated as public or private. Jurisdictions may designate other funding sources as needed.
Add, Edit Vaccine Inventory	ability to add vaccine information to inventory	E	Yes	STC ONE® has the ability to add vaccine information to inventory. Search/Add Inventory allows users to manually add vaccine information. Vaccines can also be added to the inventory by receiving a vaccine order.
Add, Edit Vaccine Inventory	ability to support barcode scanning system to electronically upload vaccine inventory to the IIS	O	Yes	STC ONE® has the ability to support barcode scanning system to electronically upload vaccine inventory to the IIS. Inventory can be added in the Search/Add Inventory page by scanning a barcode.
Add, Edit Vaccine Inventory	ability to view current inventory list by facility	E	Yes	STC ONE® has the ability to view current inventory list by facility using the Inventory Management reconciliation screen.
Add, Edit Vaccine Inventory	ability to view current inventory list by organization	E	Yes	STC ONE® has the ability to view current inventory list by organization using the Inventory Management reconciliation screen.
Add, Edit Vaccine Inventory	ability for jurisdictional admin to edit organization/facility inventory	E	Yes	STC ONE® has the ability for jurisdictional admin to edit organization/facility inventory using the Inventory Management reconciliation screen.
Add, Edit Vaccine Inventory	ability to manage vaccine borrowed from lots belonging to one funding source to lots belonging to another funding source	O	Yes	STC ONE® has the ability to borrow vaccine from lots belonging to one funding source to lots belonging to another funding source. Vaccine borrowing can be documented through reconciliation or the Inventory Search/Add screen.

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Add, Edit Vaccine Inventory	ability to reclassify funding source of borrowed vaccine from private to public or vice versa for replacement cases	O	Yes	STC ONE® has the ability to reclassify funding source of borrowed vaccine from private to public or vice versa for replacement cases. Funding source can be reclassified in the Inventory Search/Add Screen when borrowing occurs.
Add, Edit Vaccine Inventory	ability to view storage capability	E	Yes	STC ONE® Cold Storage provides the ability to view storage capability. Authorized users can add and edit cold storage units (refrigerators and freezers) and upload temperature logs.
Add, Edit Vaccine Inventory	ability to document vaccine storage and handling events such as temperature excursions	E	Yes	STC ONE® has the ability to document vaccine storage and handling events such as temperature excursions. In STC ONE® vaccine can be adjusted to reflect the outcome of a temperature excursion and can also be reconciled using the specific reason associated with the temperature excursion.
Add, Edit Vaccine Inventory	ability to store storage capability	E	Yes	STC ONE® Cold Storage has the ability to store storage capability. Authorized users can add and edit multiple cold storage units (refrigerators and freezers) and specify type.
Vaccine Ordering	ability for rule based logic to recommend vaccine order quantity	E	Yes	STC ONE® has the ability for rule based logic to recommend vaccine order quantity. This algorithm can be set by jurisdictional admin in Administration Settings. Two years of inventory data is needed.
Vaccine Ordering	ability to alert user when "reorder recommendation" inventory level is reached	O	No	STC ONE® Inventory Management does not have the ability to alert a use when "reorder recommendation" inventory level is reached.
Vaccine Ordering	ability to pre-populate order with recommended quantities based on inventory, doses reported as administered to IIS	E	Yes	STC ONE® Inventory Management has the ability to display the recommended quantities based on inventory, doses administered and reported to the IIS.
Vaccine Ordering	ability to edit pre-populated order quantity	E	Yes	STC ONE® Inventory Management has the ability to display the recommended quantities based on inventory, doses administered and reported to the IIS.
Vaccine Ordering	ability to order vaccines	E	Yes	STC ONE® Inventory Management has the ability to order vaccines. In STC ONE® users can create vaccine orders within the application for jurisdictional admin review.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Vaccine Ordering	ability for jurisdictional admin to activate vaccines available for ordering	E	Yes	STC ONE® has the ability for jurisdictional admins to activate vaccines available for ordering. Jurisdictional admins can define vaccine order sets and apply the order sets to specific organizations and facilities.
Vaccine Ordering	ability for jurisdictional admin to inactivate vaccines available for ordering	E	Yes	STC ONE® has the ability for a jurisdictional admin to inactivate vaccines available for ordering. This can be done in vaccine settings.
Vaccine Ordering	ability to order publicly-purchased vaccines	E	Yes	STC ONE® has the ability to order publicly-purchased vaccines. This permission is granted to an organization or facility on the Maintenance page.
Vaccine Ordering	ability to view all orders by user-defined parameters	O	Yes	STC ONE® has the ability to view all orders by user-defined parameters. Search History under Orders & Returns allows for a view of all orders as does the Inventory Transaction Report.
Vaccine Ordering	ability to update delivery hours to receive shipments	E	Yes	STC ONE® has the ability to update delivery hours to receive shipments. This can take place during the order process and is included in the ordering workflow.
Vaccine Ordering	ability to enter a reason for vaccine orders outside the recommended order quantity	E	Yes	STC ONE® has the ability to enter a reason for vaccine orders outside the recommended order quantity. STC ONE® allows for an order exception where a provider can specify the reason for an order outside the order threshold.
Vaccine Ordering	ability to search and view past vaccine orders by facility within a specified timeframe	E	Yes	STC ONE® has the ability to search and view past vaccine orders by facility within a specified timeframe. The Search History under Orders & Returns allows for search by submission date, receipt date, approval date or denial date.
Vaccine Ordering	ability to verify contact information during each order without leaving ordering workflow	E	Yes	STC ONE® has the ability to verify contact information during each order without leaving ordering workflow.
Vaccine Ordering	ability to update contact information during each order without leaving ordering workflow	E	Yes	STC ONE® has the ability to update contact information during each order without leaving ordering workflow.
Vaccine Ordering	ability to save an unsubmitted order	E	Yes	STC ONE® has the ability to save an unsubmitted order. Once an order is created the user may select Save or Submit.
Vaccine Ordering	ability to update organization/facility contact information before submitting a vaccine order	E	Yes	STC ONE® has the ability to update organization/facility contact information before submitting a vaccine order. This can be done during each order without leaving the ordering workflow.

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Vaccine Ordering	ability to cancel unsubmitted or unprocessed vaccine orders	E	Yes	STC ONE® has the ability to cancel unsubmitted or unprocessed vaccine orders. A previously saved order can be removed as needed.
Vaccine Ordering	ability to edit unsubmitted or unprocessed vaccine orders	E	Yes	STC ONE® has the ability to edit unsubmitted or unprocessed vaccine orders. A previously saved order can be opened and edited as needed.
Vaccine Ordering	ability to save an unsubmitted order after rejection	E	Yes	STC ONE® Inventory Management only allows an order to be denied if it is submitted. In addition, it allows a user to review a rejected order; however to maintain information on every transaction a new order must be created following a rejection. This ensures every request and determination is captured.
Vaccine Ordering	ability to verify order information before order submitted	E	Yes	STC ONE® has the ability to verify order information before an order is submitted. All vaccine order information including shipping information is viewable as the user is creating the order.
Vaccine Ordering	ability for jurisdictional admin to reject a vaccine order	E	Yes	STC ONE® has the ability for jurisdictional admin to reject a vaccine order. A State Approver can review orders in the Approve Order functionality and reject or approve orders.
Vaccine Ordering	ability for jurisdictional admin to select a reason code when rejecting an order	E	Yes	STC ONE® has the ability for jurisdictional admin to select a reason code when rejecting an order. A reason code is required any time an order is rejected.
Vaccine Ordering	ability to edit an order after rejection	E	Yes	STC ONE® has the ability to edit an order after rejection as long as at least one item on the order has been approved. If the whole order is rejected, then the order can't be edited and a new order will need to be submitted. This process ensures an accurate order history.
Vaccine Ordering	ability to resubmit an order after rejection	E	Yes	STC ONE® has the ability to resubmit an order after rejection as long as at least one item on the order has been approved. If the whole order is rejected, then the order can't be edited and a new order will need to be submitted. This process ensures an accurate order history.
Vaccine Ordering	ability to electronically notify the facility of a rejected order	E	Yes	STC ONE® has the ability to electronically notify the facility of a rejected order by use of an alert that displays on the Inventory Management dashboard.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Vaccine Ordering	ability to track the shipping status of orders	E	Yes	STC ONE® has the ability to track the shipping status of orders. The vaccine order status will reflect when the order has been exported to VTrckS as well as when the shipping log has been updated. The tracking number will also display in the vaccine order.
Vaccine Ordering	ability to verify packing slip information after order is shipped	O	Yes	STC ONE® has the ability to verify packing slip information after order is shipped. The order information can be printed and compared to the packing slip. The order can then be updated to reflect any minor differences prior to accepting the order into the virtual inventory.
Vaccine Ordering	ability to receive electronic notification when order quantity received does not match vaccine order	O	No	STC ONE® Inventory Management does not have the ability to receive electronic notification when order quantity received does not match vaccine order.
Vaccine Ordering	ability to receive electronic notification when vaccine order received is damaged	O	Yes	STC ONE® Inventory Management has the ability to receive electronic notification when vaccine order received is damaged.
Vaccine Ordering	ability to request shipping label(s) for nonviable vaccine subject to return	O	Yes	STC ONE® has the ability to request shipping label(s) for nonviable vaccine subject to return. These can be generated only if the nonviable vaccine is eligible for return in accordance with the CDC guidelines.
Vaccine Ordering	ability to search for past vaccine returns within a specified timeframe	E	Yes	STC ONE® has the ability to search for past vaccine returns within a specified timeframe. Returns can be searched using Search History which allows for search by Submit Date, Receipt Date, Approval Date or Denial Date.
Vaccine Ordering	ability to view past vaccine returns within a specified time frame	E	Yes	STC ONE® has the ability to view past vaccine returns within a specified time frame. Returns can be searched using Search History which allows for search by Submit Date, Receipt Date, Approval Date or Denial Date.
Vaccine Ordering	ability to pre-book vaccine orders	E	Yes	STC ONE® has the ability to pre-book vaccine orders. States that have the Prebooking feature enabled can collect orders from providers and import spreadsheet files to automatically create the orders for the vaccines in Inventory Management.

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Vaccine Ordering	ability for jurisdictional admin to allocate vaccine inventory per user defined parameters	E	Yes	STC ONE® has the ability for jurisdictional admin to allocate vaccine inventory per user defined parameters. The Prebooking Percentage Allocation page allows authorized users to set the percentage used for calculating the allocation during the prebooking approval process.
Vaccine Ordering	ability to activate vaccine ordering functionality for all designated organizations/facilities during a public health emergency	E	Yes	STC ONE® has the ability to activate vaccine ordering functionality for all designated organizations/facilities during a public health emergency. Order Management allows for admin to assign an order set to multiple providers at once.
Vaccine Ordering	ability for jurisdictional admin to create order sets	E	Yes	STC ONE® has the ability for jurisdictional admin to create order sets and make them available to all or specified organizations/facilities. Admins may create order sets under Order Management.
Review/Approve Order	ability for jurisdictional admin to review order	E	Yes	STC ONE® has the ability to support a rules-based decision logic to approve or reject order if above or below recommended order quantity. In STC ONE® the jurisdictional admin can specify the algorithm for recommended order quantity which is a queue to order approvers to approve or deny an order. To ensure that providers are able to request orders outside of the recommended order quantity for valid clinic activities or influx the approve/deny decision is not automatically applied.
Review/Approve Order	ability to support a rules-based decision logic to approve or reject order if above or below recommended order quantity	O	Yes	STC ONE® has the ability to support a rules-based decision logic to approve or reject order if above or below recommended order quantity. In STC ONE® the jurisdictional admin can specify the algorithm for recommended order quantity which is a queue to order approvers to approve or deny an order. To ensure that providers are able to request orders outside of the recommended order quantity for valid clinic activities or influx the approve/deny decision is not automatically applied.
Review/Approve Order	ability for jurisdictional admin to approve order	E	Yes	STC ONE® has the ability for jurisdictional admin to approve order. The Approvals & Management menu category and links display for users with local or state order approver permissions.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Review/Approve Order	ability for jurisdictional admin to adjust order	E	Yes	STC ONE® has the ability for jurisdictional admin to adjust order. In STC ONE® in order to retain the original request, the order approver cannot change the Order Quantity but instead adjusts the Quantity Approved field.
Review/Approve Order	ability for jurisdictional admin to electronically accept VFC vaccine into inventory	E	Yes	STC ONE® has the ability for jurisdictional admin to electronically accept VFC vaccine into inventory. When the order is received it automatically populates the inventory.
Review/Approve Order	ability to accept each vaccine product in the IIS after shipment is received	E	Yes	STC ONE® has the ability to accept each vaccine product in the IIS after shipment is received. Orders can be accepted by vaccine or by the order as a whole.
Vaccine Dose Decrementing	ability to automatically decrement vaccine doses from inventory when matched vaccine doses are reported as administered	E	Yes	STC ONE® has the ability to automatically decrement vaccine doses from inventory when matched vaccine doses are reported as administered. As long as vaccination information matches and the appropriate lot is selected the inventory will decrement.
Vaccine Dose Decrementing	ability to automatically match vaccine doses reported as administered to vaccine doses in inventory to facilitate dose decrementing	E	Yes	STC ONE® has the ability to automatically decrement vaccine doses from inventory when matched vaccine doses are reported as administered. As long as vaccination information matches and the appropriate lot is selected the inventory will decrement.
Vaccine Dose Decrementing	ability to automatically decrement vaccine inventory in real-time via HL7 messaging	E	Yes	STC ONE® has the ability to automatically decrement vaccine inventory in real-time via HL7 messaging. As long as vaccination information matches the inventory will decrement.
Vaccine Dose Decrementing	ability to automatically decrement vaccine inventory in real-time via UI data entry	E	Yes	STC ONE® has the ability to automatically decrement vaccine inventory in real-time via UI data entry. As long as vaccination information matches and the appropriate lot is selected the inventory will decrement.
Vaccine Inventory Reconciliation	ability to reconcile vaccine doses currently in physical storage with vaccine doses reflected in system inventory	E	Yes	STC ONE® has the ability to reconcile vaccine doses currently in physical storage with vaccine doses reflected in system inventory. Vaccine Reconciliation allows authorized users to view inventory, print inventory and reconcile with physical inventory.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Vaccine Inventory Reconciliation	ability to document reductions in vaccine inventory due to outgoing vaccine transfers	E	Yes	STC ONE® has the ability to document reductions in vaccine inventory due to outgoing vaccine transfers. Users can create a transfer to another provider. The State has the option to review and approve these orders. When the transaction is approved and received by the receiving provider both inventories are updates.
Vaccine Inventory Reconciliation	ability to electronically document reductions in vaccine inventory due to outgoing vaccine wastage	E	Yes	STC ONE® has the ability to electronically document reductions in vaccine inventory due to outgoing vaccine wastage. Users can reconcile their inventory using several wastage reasons.
Vaccine Inventory Reconciliation	ability to enter current number of vaccine doses on-hand in physical storage	E	Yes	STC ONE® has the ability to enter current number of vaccine doses on-hand in physical storage. Inventory Reconciliation is required prior to submission of an order to ensure current inventory on hand is updated.
Vaccine Inventory Reconciliation	ability to track and manage doses for vaccines: on hand, administered, wasted, expired, ordered, recalled, returned, transferred	E	Yes	STC ONE® has the ability to track and manage doses for vaccines: on hand, administered, wasted, expired, ordered, recalled, returned, transferred.
Vaccine Inventory Reconciliation	ability to enable removal of recalled lots from active inventory	E	Yes	STC ONE® has the ability to enable removal of recalled lots from active inventory.
Vaccine Inventory Reconciliation	ability to print a reconciliation worksheet	O	Yes	STC ONE® has the ability to enable removal of recalled lots from active inventory.
Vaccine Transfers	ability for jurisdictional admin to approve vaccine transfers	O	Yes	STC ONE® has the ability for jurisdictional admin to approve vaccine transfers. This occurs under Approvals & Management.
Vaccine Transfers	ability for jurisdictional admin to initiate VFC vaccine transfers	O	Yes	STC ONE® has the ability for jurisdictional admin to initiate VFC vaccine transfers. Jurisdictional admin can create vaccine transfers for any facility or organization.
Vaccine Transfers	ability to accept VFC vaccine transfers	O	Yes	STC ONE® has the ability to accept VFC vaccine transfers. Users may accept vaccine transfers once approved and when vaccine is received. This will automatically populate the virtual inventory.
Vaccine Transfers	ability for jurisdictional admin to reject vaccine transfers	O	Yes	STC ONE® has the ability for jurisdictional admin to reject vaccine transfers. If enabled, all transfers may require approval by jurisdictional admin.

Capability	Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Vaccine Transfers	ability to search and view past vaccine transfers within a specified timeframe	O	Yes	STC ONE® has the ability to search and view past vaccine transfers within a specified timeframe. Search History allows for past transfers to be searched for and viewed.
Vaccine Transfers	ability for jurisdictional admin to allow for direct vaccine transfer between facilities without jurisdictional pre-approval, but with jurisdictional visibility/oversight.	O	Yes	STC ONE® has the ability for jurisdictional admin to allow for direct vaccine transfer between facilities without jurisdictional pre-approval, but with jurisdictional visibility/oversight.
Vaccine Wastage	ability to manage vaccine wastage	E	Yes	STC ONE® has the ability to manage vaccine wastage. The Vaccine Wastage Overview graph that displays on the VOMS dashboard allows authorized users to easily view and keep track of vaccine wastage, as well as assess progress in reducing the facility's vaccine wastage. Expired, wasted, and spoiled vaccines are shown. Wastage can be reconciled, viewed and exported.
Vaccine Wastage	ability to determine the total cost of wasted vaccine by user-defined parameters	E	Yes	STC ONE® has the ability to determine the total cost of wasted vaccine by user-defined parameters. This can be calculated using the Inventory Transaction Report.
Vaccine Wastage	ability for jurisdictional admin to modify inventory quantity to reflect wastage	E	Yes	STC ONE® has the ability for jurisdictional admin to modify inventory quantity to reflect wastage. The Inventory Management Reconciliation screen allows for inventory to be reduced by selecting an appropriate wastage reason.
Vaccine Wastage	ability for jurisdictional admin to assign reason for inventory wastage	E	Yes	STC ONE® has the ability for jurisdictional admin to modify inventory quantity to reflect wastage. The Inventory Management Reconciliation screen allows for inventory to be reduced by selecting an appropriate wastage reason.
Vaccine Wastage	ability to determine the total doses of vaccine wasted by user-defined parameters	E	Yes	STC ONE® has the ability to determine the total doses of vaccine wasted by user-defined parameters. This is provided in the Wastage Report. Users can reconcile inventory using a variety of wastage reasons.
Vaccine Expiration	ability to manage vaccine expiration	E	Yes	STC ONE® has the ability to manage vaccine expiration. Inventory displays visual indicators when a vaccine is near expiration or has expired. In addition, inventory can be reconciled as expired.

Function: Manage Vaccine Inventory

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Capability		Requirement: The IIS must/should have...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Vaccine Expiration		ability to alert users to vaccine nearing expiration	O	Yes	STC ONE® has the ability to alert users to vaccine nearing expiration. The Inventory Management dashboard contains alerts regarding vaccines near expiration. In addition, the reconciliation screen has a visual marker of expired inventory or vaccines near expiration.
Vaccine Expiration		ability to provide alerts for inventory already expired	O	Yes	STC ONE® has the ability to provide alerts for inventory already expired. In STC ONE®, expired vaccine has a red indicator. In addition, the reconciliation screen has a visual marker of expired inventory.
Vaccine Expiration		ability for jurisdictional admin to modify inventory quantity removed from available inventory	E	Yes	STC ONE® has the ability for jurisdictional admin to modify inventory quantity removed from available inventory. This can be achieved in Reconciliation or Search/Add Inventory

Non-functional

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Items in red indicate where a jurisdiction should include a measure/threshold that meets their needs.

Attribute	Sub Characteristic	Requirement: The IIS must/should...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization *, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Performance	Time Behavior	support a responsive user interface	E	Yes	STC ONE® is able to support response to a user navigation action (e.g., mouse movement, keypresses, navigation) in less than 1 second.
Performance	Time Behavior	support application launch, i.e. time between user initiation and application start, in less than 10 seconds	E	Yes	STC ONE® is able to support application launch, i.e. time between user initiation and application start, in less than 10 seconds.
Performance	Time Behavior	support response to a user navigation action (e.g., mouse movement, keypresses, navigation) in less than 1 second	E	Yes	STC ONE® is able to support response to a user navigation action (e.g., mouse movement, keypresses, navigation) in less than 1 second.
Performance	Time Behavior	support response to process submitted information via direct data entry in less than 4 seconds	E	Yes	STC ONE® is able to support response to process submitted information via direct data entry in less than 4 seconds.
Performance	Time Behavior	support generation of a standard, pre-configured report in less than 30 seconds	E	Yes	STC ONE® is able to support generation of a standard, pre-configured report in less than 30 seconds.
Performance	Time Behavior	support responsive data exchange system interfaces	E	Yes	STC ONE® supports responsive data exchange system interfaces by enabling secure, standards-based electronic data exchange with external systems, including timely processing and appropriate acknowledgments
Performance	Time Behavior	support electronic response to a submitted HL7 message in 5 seconds or less, 95% of the time	E	Yes	STC ONE® is able to support electronic response to a submitted HL7 message in 5 seconds or less, 95% of the time.
Performance	Capacity	support up to 1000 concurrent users of the user interface without performance degradation	E	Yes	STC ONE® is able to support unlimited concurrent users of the user interface without performance degradation. If performance degradation does occur we are able to do additional scaling (push of button).
Performance	Capacity	support multiple users viewing the same data at the same time	E	Yes	STC ONE® is able to support multiple users viewing the same data at the same time.
Performance	Capacity	support users using the same function at the same time without degrading IIS performance	E	Yes	STC ONE® is able to support users using the same function at the same time without degrading IIS performance.
Performance	Resource Utilization	support resource-intensive tasks without degrading IIS performance	E	Yes	STC ONE® is able to support resource-intensive tasks without degrading IIS performance.
Performance	Resource Utilization	support user queries via the user interface without degrading IIS performance	E	Yes	STC ONE® is able to support user queries via the user interface without degrading IIS performance.
Performance	Resource Utilization	support generation of ad hoc reports without degrading IIS performance	E	Yes	STC ONE® is able to support generation of ad hoc reports without degrading IIS performance.
Performance	Resource Utilization	support data extracts without degrading IIS performance	E	Yes	STC ONE® is able to support data extracts without degrading IIS performance.
Performance	Capacity	support efficient processing of HL7 messages without performance degradation, as per jurisdictional capacity needs	E	Yes	STC ONE® is able to support HL7 processing without degrading IIS performance.

Non-functional

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Attribute	Sub Characteristic	Requirement: The IIS must/should...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization *, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Performance	Capacity	support processing of up to 200 of HL7 VXU messages per hour without performance degradation	E	Yes	STC ONE® is able to support efficient processing of 1 million daily HL7 messages without performance degradation. This was greatly exceeded during the COVID-19 Pandemic.
Performance	Capacity	support processing of up to 8000 of HL7 QBP messages per hour without performance degradation	E	Yes	STC ONE® is able to support processing of up to 100,000 HL7 VXU messages per day without performance degradation.
Performance	Capacity	support permanent storage of records as per jurisdictional policy	E	Yes	STC ONE® is able to support permanent storage.
Performance	Capacity	support storage of unlimited number of organization records	E	Yes	STC ONE® is able to support storage of unlimited number of organization records.
Performance	Capacity	support storage of unlimited number of user records	E	Yes	STC ONE® is able to support storage of unlimited number of user records.
Performance	Capacity	support storage of unlimited number of patient records	E	Yes	STC ONE® is able to support storage of unlimited number of patient records.
Performance	Capacity	support storage of unlimited number of patient immunization records	E	Yes	STC ONE® is able to support storage of unlimited number of patient immunization records.
Usability	Accessibility	meet the United States Access Board Section 508 Standards	E	Yes	STC ONE® is able to support the 508 compliance standards
Usability	Operability	support best practices for web application session management (e.g., cookies, cache) as recommended by the Open Web Application Security Project (OWASP)	E	Yes	STC ONE® is able to support the OWASP standards
Usability	Operability	ability to execute Boolean searches	E	Yes	STC ONE® has the ability to execute Boolean searches. Boolean search are leveraged in the code, not for users to select.
Usability	Operability	ability to execute a wildcard searches	E	Yes	STC ONE® has the ability to execute a wildcard searches using the % character.
Usability	User error protection	minimize data entry errors	E	Yes	STC ONE® includes validation checks for real time data entry users to minimize data entry errors.
Usability	User error protection	assist in entering data correctly via pick-lists, drop-down boxes, or other easy-to-use options such as predictive text	E	Yes	STC ONE® can assist in entering data correctly via pick-lists, drop-down boxes, or other easy-to-use options such as predictive text. Some of these pick lists are agency defined while others are vendor defined.
Usability	User error protection	indicate required fields for data entry	E	Yes	STC ONE® will indicate required fields for data entry.
Usability	User error protection	ability to provide alert when required fields are left blank	E	Yes	STC ONE® has the ability to provide alert when required fields are left blank.
Usability	User error protection	support cross-field checks to ensure accuracy of information where dependencies exist (e.g., warning that a child patient may be receiving an adult vaccine)	E	Yes	STC ONE® supports limited cross-field checks for some specific patient demographics fields
Usability	User error protection	support spell check functionality with medical terminology for all free text fields	O	No	STC ONE® does not support spell check functionality.
Usability	User error protection	support differentiation between warning messages (rework is recommended prior to entry being continued) and error messages (error must be fixed prior to continuing)	E	Yes	STC ONE® does support differentiation between warning messages.
Usability	User interface	support alerts related to user interface response time	O	No	STC ONE® does not support alerts related to user interface response time.

Non-functional

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Attribute	Sub Characteristic	Requirement: The IIS must/should...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Usability	User interface	support user feedback with a simple indicator for response times between 2-4 seconds	O	No	STC ONE® does not support user feedback with a simple indicator for response times.
Usability	User interface	support user feedback with expected response time and percent-done indicator for response times greater than 4 seconds	O	No	STC ONE® does not support user feedback with expected response time and percent-done indicator for response times greater than 4 seconds.
Usability	User interface	support users in stopping an operation expected to take longer than 10 seconds	O	No	STC ONE® does not support user in stopping an operation expected to take longer than 10 seconds.
Usability	User interface	support users in performing other tasks while waiting for the system to complete tasks expected to take longer than 10 seconds	O	No	STC ONE® does not support user in performing other tasks while waiting for the system to complete tasks expected to take longer than 10 seconds.
Reliability	Availability	support availability of the system as per jurisdictional needs	E	Yes	STC ONE® is able to meet jurisdictional system availability
Reliability	Availability	support access to the web application 99.9% of the time	E	Yes	STC ONE® is able to meet jurisdictional system availability
Reliability	Availability	support processing of and response to HL7 messages 99.9% of the time	E	Yes	STC ONE® is able to meet HL7 processing
Reliability	Recoverability	ability to backup the IIS data as per jurisdictional policy	E	Yes	STC ONE® is able to be backed-up meeting jurisdictional policy
Reliability	Recoverability	support redundancy of the IIS as per jurisdictional recovery plan	E	Yes	STC ONE® is able to support redundancy meeting jurisdictional policy
Reliability	Recoverability	support real-time failover	E	Yes	STChealth's current proposed service offerings are based the STC ONE Essentials SLA, which meets the majority of use cases and customer requests in the consortium. Should a client or jurisdiction want to explore real-time failover or other High Availability options, further conversations can take place.
Reliability	Recoverability	support the recovery of backed up data as needed	E	Yes	STC ONE® is able to be backed-up, and recovered meeting jurisdictional policy
Reliability	Recoverability	support the restoration of IIS data after an outage or loss	E	Yes	STC ONE® is able to be backed-up, and recovered meeting jurisdictional policy
Reliability	Fault tolerance	support the efficient roll back of software changes as needed	E	Yes	STC ONE® is able to support the efficient roll back of software changes as needed. All environments are bound by version. In the event of a rollback, the environment as a whole is destroyed and a previous version of the environment/application is restored.
Security	Non-repudiation	support audit logs for security purposes	E	Yes	STC ONE® has audit logs to track all attempted accesses that fail identification, authentication and authorization requirements if the jurisdiction elects to use an upstream SSO, those log events would reside in the upstream IDP.

Non-functional

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Attribute	Sub Characteristic	Requirement: The IIS must/should...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization *, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Security	Integrity	ability to electronically notify the system administrator of unauthorized activity	E	Yes	STC ONE® will not permit application level unauthorized activity due to the user tracking associated with changes. Any change without an authorized user would fail. We actively monitor for intrusion and partner with specialized security firms to ensure best in class protection.
Security	Authenticity	ability to track all attempted accesses that fail identification, authentication and authorization requirements	E	Yes	STC ONE® has the ability to track all attempted accesses that fail identification, authentication and authorization requirements if the jurisdiction elects to use an upstream SSO, those log events would reside in the upstream IDP.
Security	Authenticity	ability to track all accesses that successfully comply with identification, authentication and authorization requirements	E	Yes	STC ONE® has the ability to track all accesses that successfully comply with identification, authentication and authorization requirements through use of the applications built in directory if the jurisdiction elects to use an upstream SSO, those log events would reside in the upstream IDP.
Security	Non-repudiation	ability to maintain audit logs for specified time per jurisdictional policy	E	Yes	STC ONE® is able to meet the logging requirements.
Security	Non-repudiation	ability for jurisdictional admin to search audit log by function performed	E	Yes	STC ONE® is able to meet the logging requirements.
Security	Non-repudiation	ability for jurisdictional admin to search audit log by date and time period	E	Yes	STC ONE® is able to meet the logging requirements.
Security	Non-repudiation	ability for jurisdictional admin to search audit log by date range	E	Yes	STC ONE® is able to meet the logging requirements.
Security	Non-repudiation	ability for jurisdictional admin to search audit log by user defined parameters	E	Yes	STC ONE® is able to meet the logging requirements.
Security	Non-repudiation	ability for jurisdictional admin to search audit log by patient identifiers	E	Yes	STC ONE® is able to meet the logging requirements.
Security	Non-repudiation	ability for jurisdictional admin to filter audit log search by user defined parameters	O	Yes	STC ONE® is able to meet the logging requirements.
Security	Non-repudiation	ability for jurisdictional admin to sort audit log search results	O	Yes	STC ONE® is able to meet the logging requirements.
Security	Integrity	store audit data related to user access/viewing of patient records in the system	E	Yes	STC ONE® is able to meet the logging requirements.
Security	Integrity	store date of user access to a patient record	E	Yes	STC ONE® is able to store date of user access to a patient record.
Security	Integrity	store time of user access to a patient record	E	Yes	STC ONE® is able to store time of user access to a patient record.
Security	Integrity	store user ID of user access to a patient record	E	Yes	STC ONE® is able to store user ID of user access to a patient record.
Security	Non-repudiation	store audit data related to data changes in the system	E	Yes	STC ONE® is able to store audit data related to data changes in the system.

Non-functional

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Attribute	Sub Characteristic	Requirement: The IIS must/should...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization *, No *Comment required	Vendor comment(s) If Yes with customization: indicate the anticipated cost and timeline for development and release.
Security	Non-repudiation	store 'date received' for data modified in the system	E	Yes	STC ONE® is able to store 'date received' for data modified in the system.
Security	Non-repudiation	store 'time received' for data modified in the system	E	Yes	STC ONE® is able to store 'time received' for data modified in the system.
Security	Non-repudiation	store 'date updated' for data modified in the system	E	Yes	STC ONE® is able to store 'date updated' for data modified in the system.
Security	Non-repudiation	store 'time updated' for data modified in the system	E	Yes	STC ONE® is able to store 'time updated' for data modified in the system.
Security	Non-repudiation	store user associated with data modified in the system	E	Yes	STC ONE® is able to store user associated with data modified in the system.
Security	Integrity	automatically enforce session timeout for a user when idle period is reached	E	Yes	STC ONE® is able to automatically enforce session timeout for a user when idle period is reached. Sessions are terminated automatically based on a configuration which is defaulted to 30 minutes.
Security	Integrity	ability for automatic session timeout to be customized per jurisdictional policy	O	Yes	STC ONE® is able to accommodate automatic session timeout.
Security	Integrity	ability to notify the user the session will expire	O	No	STC ONE® does not notify the user the session will expire.
Security	Confidentiality	support masking of passwords as they are typed or entered into the user interface	E	Yes	STC ONE® is able to support masking of passwords as they are typed or entered into the user interface.
Security	Integrity	ability for system administrator to terminate user connections	E	Yes	STC ONE® has the ability for system administrator to terminate user connections.
Security	Confidentiality	Safeguard electronic personally identifiable information by implementing the appropriate technical best practices	E	Yes	STC ONE® implements industry best practices to safeguard PII & PHI.
Security	Confidentiality	ability to encrypt personally identifiable information at rest	E	Yes	STC ONE® implements cryptography for encryption and decryption for all material while at rest and in transit.
Security	Confidentiality	ability to decrypt personally identifiable information at rest	E	Yes	STC ONE® implements cryptography for encryption and decryption for all material while at rest and in transit.
Security	Confidentiality	ability to encrypt personally identifiable information during transmission	E	Yes	STC ONE® implements cryptography for encryption and decryption for all material while at rest and in transit.
Security	Confidentiality	ability to decrypt personally identifiable information during transmission	E	Yes	STC ONE® implements cryptography for encryption and decryption for all material while at rest and in transit.
Security	Integrity	ability to maintain firewalls per AIRA's Security Guidance Considerations for Immunization Information Systems document	E	Yes	STC ONE® has the ability to ability to maintain firewalls per AIRA's Security Guidance Considerations for Immunization Information Systems document. We meet an exceed Security Guidance Considerations and leverage both infrastructure and application firewalls.

Non-functional

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Attribute	Sub Characteristic	Requirement: The IIS must/should...	Priority: E, O (essential, optional)	Vendor response: Yes, Yes with customization*, No *Comment required	Vendor comment(s) If Yes with customization: Indicate the anticipated cost and timeline for development and release.
Security	Integrity	ability to maintain firewalls for protection of the hosting network	E	Yes	STC ONE® has the ability to ability to maintain firewalls for protection of the hosting network. AWS technologies is leveraged to ensure protection of the systems.
Security	Integrity	ability to maintain firewalls for protection of the hosting environment	E	Yes	STC ONE® has the ability to ability to maintain firewalls for protection of the hosting environment. AWS technologies is leveraged to ensure protection of the systems.
Security	Integrity	ability to electronically notify the system admin of unauthorized activity	E	Yes	STC ONE® will not permit unauthorized activity due to the user tracking associated with changes. Any change without an authorized user would fail. We actively monitor for intrusion and partner with specialized security firms to ensure best in class protection.
Security	Integrity	ability to support anti-virus protection at current critical patch levels in the hosting environment	E	Yes	STC ONE® has the ability to support Anti-virus protections
Maintainability	Analyzability	support event logging	E	Yes with customization	STC ONE® does have the ability to support event logging.
Maintainability	Analyzability	ability for system admin to enable event logging on all servers	O	Yes with customization	STC ONE® does have the ability to support event logging.
Maintainability	Analyzability	ability for system admin to enable event logging on all devices	O	Yes with customization	STC ONE® does have the ability to support event logging.
Maintainability	Analyzability	ability for system admin to disable event logging on all devices	O	Yes with customization	STC ONE® does have the ability to support event logging.
Maintainability	Analyzability	ability for system admin to limit access to event logs, including System, Application, Web and Database logs	O	Yes with customization	STC ONE® does have the ability to support event logging.
Portability	Adaptability	support use of web browsers per jurisdictional policy	E	Yes	STC ONE® does support the use of modern web browses.
Portability	Adaptability	support use of current version of web browsers	E	Yes	STC ONE® does support the use of modern web browses.
Portability	Adaptability	support use of last prior version of web browsers	E	Yes	STC ONE® does support the use of modern web browses.
Portability	Adaptability	support a responsive design that renders properly on multiple devices	E	Yes	STC ONE® supports a responsive design that renders properly on multiple devices.
Portability	Adaptability	support web client use on a desktop	E	Yes	STC ONE® is able to be utilized on a desktop
Portability	Adaptability	support web client use on a laptop	E	Yes	STC ONE® is able to be used on a laptop
Portability	Adaptability	support web client use on a tablet	E	Yes	STC ONE® is able to be used on a tablet
Portability	Adaptability	support web client use on a smartphone	E	Yes	STC ONE® is able to be used on a smartphone
Portability	Installability	be containerized (e.g., Docker or Kubernetes) to support easy installation and system updates	E	Yes	STC ONE® does support the user of containerization and orchestration as this is presented as a SaaS offering in STChealth enterprise cloud.
Portability	Installability	be containerized for cloud based environments	O	Yes	STC ONE® does support the user of containerization and orchestration as this is presented as a SaaS offering in STChealth enterprise cloud.

Glossary of Terms

[Terms and definitions used within requirements.](#) Note: For definitions of general terms related to immunizations, see the [CDC Vaccines and Immunizations Glossary](#)

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For definitions of general terms related to IIS, see the [AIRA MIROW Common Vocabulary resources](#).

Term	Definition
Admin	Refers to a jurisdictional admin and organizational admin.
Associate (verb)	Establish a relationship between entities. Synonymous with "link."
At rest	Used to refer to data in storage within the IIS.
Audit log	Also referred to as an audit trail. Used to refer to the tracking of information about system activity and changes, used for security purposes.
Authorization agreement	Formal or legal agreement between an organization submitting and/or using immunization data and the jurisdiction that outlines terms for participating in the IIS per jurisdictional policy (e.g., data use agreements, user agreements).
Authorized consumer	A consumer authorized to access IIS records such as their personal vaccination records or those for individuals for whom they are guardians/care-takers.
Authorized user	Individual authorized to access the system based on their role and affiliation with an IIS-authorized organization.
Automatically	Ability for the system to take action without manual intervention.
Capture	Ability to enter data via user interface (UI) or data exchange interface for immediate usage. Does not necessarily imply storage.
Clinician	A clinician or health care professional who orders and/or administers vaccines (e.g., vaccine ordering provider, vaccine administering provider).
Cohort	A group of patients of particular interest to an organization and/or facility (e.g., a group of health plan members, a group of students, group of individuals with the same age).
Containerization	Containerization packages an application along with all its necessary configuration files, libraries, and dependencies, ensuring it runs efficiently and without bugs across various computing environments.
Delete	Process by which data are removed from the IIS system, including removal from data table(s). Synonymous with "purge."
During transmission	Used to refer to data being transmitted or actively moved from one location to another.
Edit	Global term to reflect ability to modify, update, and change data. For a particular field, this also includes the ability to delete field-level data that is no longer accurate.
Electronic notification	Communication/message sent to a user without manual intervention.
Electronic response	The IIS returns a final resolution, or outcome, of processing the HL7 message with a conformant HL7 (Health Level Seven) message.
Enroll	Process by which an organization or a facility is authorized to participate in an IIS and/or in a jurisdictional Vaccines for Children (VFC) program.
Event log	Tracking (i.e., storing) information about system activity and changes, used for IT support and maintenance.
Facility	A sub-organizational unit for organizations with multiple locations. May also be synonymous for "organization" for organizations with one location.
Immunization Information System	Refers to the application, data and staff that record all immunization doses administered by participating providers to individuals within a given jurisdiction.
Inactivate	To make inoperable.
Interface (noun)	Connection between two or more systems for transmission of data.
Interface (verb)	Act of securely exchanging data to facilitate data use.
Interoperate	Data are transmitted from one system to be consumed by another.

Glossary of Terms

[Terms and definitions used within requirements.](#) Note: For definitions of [general terms related to immunizations](#), see the [CDC Vaccines and Immunizations Glossary](#) [Return to Cover Page](#)

For definitions of [general terms related to IIS](#), see the [AIRA MIROW Common Vocabulary](#) resources.

Term	Definition
Jurisdictional admin	Jurisdictional IIS staff authorized to enter and modify information in the IIS.
Jurisdictional vaccine program admin	Jurisdictional vaccine program staff authorized to enter and modify VFC- and vaccine program-related information in the IIS.
Manage	Global term used to refer to the ability to add, edit, or otherwise modify information.
Notification	A push communication to an authorized user.
Order set	A standardized group of supply items that can be ordered at one time that create efficiencies in the ordering process.
Organization	An entity that may provide data to an IIS and/or may consume IIS data and information (e.g., provider organization, school). An organization
Organizational admin	Staff within the organization (e.g., clinic, facility, LHD) responsible for maintaining the organization/facility information in the IIS, including
Patient	Used to refer to an individual. Synonymous with "client."
Personally identifiable information	"Any information about an individual maintained by an agency, including (1) any information that can be used to distinguish or trace an
Process	The IIS reads the incoming data and takes appropriate action based on the data submitted and previously known information already in the IIS.
Provider	A vaccinating or non-vaccinating health care professional authorized to submit, access and/or use IIS data.
Provider organization	A type of organization that has any combination of the following characteristics: provides vaccination services, responsible for an entity that
Query	A question posed of the IIS data.
Recall	A notification sent to individuals who are overdue for a vaccination.
Re-enroll	Process by which a previously enrolled organization or facility is re-authorized to participate in an IIS and/or in a jurisdictional VFC program, per
Reminder	A notification sent to individuals who are due to receive a vaccination soon.
Report	System generated data or information available in suitable formats, which may include outputs of queries.
Store	Maintenance of data for potential future use. Note: use of "store" also implies data capture.
System admin	Jurisdictional administrator responsible for oversight of the IIS technology, typically an IT role.
System alert	A communication broadcast to authorized users.
Track	Follow the steps of a process to note a modification.
User	Individual associated with an organization authorized to access the IIS system to submit and/or consume IIS data and information (e.g., clinic
User agreement	Agreement between a representative(s) of an organization and the jurisdiction, outlining terms for participation in the IIS, per jurisdictional
User-defined parameter	An element selected by a user to define the scope of a particular process or activity.
Vaccines for Children (VFC) provider	A type of provider organization, specifically, a provider organization that is enrolled in the VFC program.
Vaccine program	A program managed and administered by a jurisdiction to provide specified vaccine(s) to specified organizations or facilities (e.g., Vaccines for

Draft IIS Functional Standards, v5.0

Goal	Standard	Guidance Statement	IIS Functional Model Functions							IIS Functional Model Attributes								
			Administer System	Manage Organizations and Facilities	Manage Users	Support Interoperability	Ensure Data Quality	Evaluate and Forecast	Manage Patient and Immunization Records	Manage Vaccine Inventory	Provide Data Access	Performance	Usability	Reliability	Security	Maintainability	Portability	
A. Establish and maintain a secure, confidential Immunization Information System.	1.0	The IIS is physically and digitally secured in accordance with policies and industry standards for protected health information, security, and encryption.			x							x	x	x	x	x	x	
	1.1	The IIS establishes, documents, and updates policies and procedures to manage the collective functions, capabilities, and attributes of an IIS.																
	1.2	The IIS establishes and maintains the technical infrastructure to securely capture, store, and process patient demographic and vaccination data consistent with established policies and procedures.										x	x	x	x	x	x	
	1.3	The IIS provides ongoing training to ensure awareness of and to promote adherence to policies and procedures.										x	x	x	x	x	x	
	2.0	The IIS is physically and digitally secured in accordance with industry standards for disaster avoidance, mitigation, and recovery.			x												x	
	2.1	The IIS establishes and maintains the infrastructure needed for disaster avoidance.															x	
	2.2	The IIS establishes and tests recovery plans to mitigate system downtime.															x	
	3.0	The IIS defines service expectations between the program and the entities providing information technology support to ensure system availability and uninterrupted data flow.															x	x
	3.1	The IIS implements service-level agreements between the program and the entities providing information technology and support.															x	x
	3.2	The IIS implements and maintains the infrastructure to fulfill service-level agreements.															x	x
B. Continuously improve IIS data quality.	4.0	The IIS validates patient demographic and vaccination data.	x			x	x	x	x			x				x	x	x
	4.1	The IIS supports the identification, prevention, and resolution of duplicate and fragmented patient demographic and vaccination data in accordance with policies and procedures.																
	4.2	The IIS monitors data quality within the IIS in accordance with policies and procedures.	x															
	4.3	The IIS uses electronic tools to standardize and/or validate addresses in the IIS.																

STCHealth, LLC

Crosswalk to the IIS Functional Standards

IIS Functional Standards: <https://www.cdc.gov/iis/functional-standards/resource.html>

[Return to Cover Page](#)

Draft IIS Functional Standards, v5.0			IIS Functional Model Functions							IIS Functional Model Attributes									
Goal	Standard	Guidance Statement	Administer System	Manage Organizations and Facilities	Manage Users	Support Interoperability	Ensure Data Quality	Evaluate and Forecast	Manage Patient and Immunization Records	Manage Vaccine Inventory	Provide Data Access	Performance	Usability	Reliability	Security	Maintainability	Portability		
G. Support federal and jurisdictional vaccine program requirements.	15.0 The IIS supports vaccine inventory management and reconciliation according to federal and jurisdictional vaccine program requirements.	listing patients that received a listing provider sites that									X								
		inventory management, vaccine orders and monitoring									X	X							
	16.0 The IIS supports data exchange with the national Vaccine Tracking System (VTrckS).	vaccine returns and wastage.									X	X							
		decrements administered doses									X	X							
		exchange with VTrckS in to ExIS functionality following automated data exchange with				X					X	X							
H. Support response efforts for vaccine-preventable disease outbreaks and other public health emergencies.	17.0 The IIS supports partner and provider onboarding and vaccine management during vaccine-preventable disease response and/or public health emergencies.	coordinates, and executes	X	X	X	X			X		X								
		17.2 The IIS supports expedited communication and onboarding with partners to capture patient demographic and vaccination data in an emergency.												X					X
	onboarded partners.	X	X	X															
	administration functionality to integration with tools for health immunization reporting		X						X										X
I. Participate in and prioritize emerging technologies and standards.	18.0 The IIS participates in modernization initiatives and emerging technologies.	modernization efforts.										X							
		efforts that align IIS initiatives																	X
		initiatives to develop standards																	X

Attachment C: Service Level Agreements (SLAs)

The Agency will monitor the Vendor's performance throughout the contract period. Each SLA defines the minimum acceptable performance level in a specific area. The Vendor shall measure and report on each SLA monthly. Failure to meet any SLA may result in financial retainage as outlined below.

Right to Retainage

The Agency and the Vendor agree that failure to meet SLA performance standards results in a measurable loss to the Agency. The Agency may retain a percentage of the monthly subscription invoice, as specified in each SLA, and deduct that amount from payments due to the Vendor.

I. SLA – System Availability and Downtime

a. Definition: The IIS must be available 24/7/365. Downtime is defined as any period during which the system or any of its components is not accessible or functional for its intended use.

- **Scheduled Downtime:** Must be pre-approved by the Agency and occur outside of standard business hours (Monday – Friday 8:00-17:00 Eastern).
- **Unscheduled Downtime:** Any unapproved interruption in service.

b. Performance Standard:

- Monthly uptime must be $\geq 99.9\%$ (Down less than 43 minutes and 50 seconds per month).

c. Retainage:

- 99.0%–99.89% uptime: 5% of monthly invoice
- 95.0%–98.99% uptime: 25% of monthly invoice
- < 95.0% uptime: 100% of monthly invoice

II. SLA – Issue Tracking and Defect Management

a. Definition: The Vendor must provide tools to track defects from identification through resolution, including testing and verification. All issues must be documented in a Corrective Action Plan (CAP) and shared with the Agency.

b. Performance Standard:

- All defects (Agency-identified, Vendor-identified, or user-reported) must be logged and included in a CAP submitted weekly or more frequently upon request.

c. Retainage:

- 2% of the monthly invoice if the standard is not met.

III. SLA – Issue Response and Resolution

a. Definition: Issues must be categorized by severity and addressed within defined timeframes:

Severity	Response Time	Workaround/Fix	Full Resolution
Critical	1 hour	8 hours	24 hours
High	2 hours	24 hours	48 hours
Medium	4 hours	5 calendar days	5 calendar days
Low	24 hours	30 calendar days	30 calendar days

- **Critical Severity**

- Definition: An issue that causes a complete system outage or renders the IIS unavailable for all users. Includes failures that prevent immunization data exchange with CDC IZ Gateway or other critical interfaces, or any security incident that compromises data integrity or confidentiality.
- Impact: Immediate and widespread disruption to Agency operations, public health reporting, or compliance.

- **High Severity**

- Definition: An issue that significantly impairs system functionality for a large group of users or a major module but does not cause a full system outage. Examples include failure of data migration processes, inability to generate required reports, or degraded performance that prevents timely immunization record access.

- Impact: Major disruption to Agency operations or compliance obligations, but partial functionality remains available.

- **Medium Severity**

- Definition: An issue that affects specific features, workflows, or a subset of users, but has a viable workaround. Examples include errors in non-critical modules, minor interface malfunctions, or delays in non-urgent data processing.
- Impact: Moderate disruption to operations; Agency can continue core functions with workarounds until resolution.

- **Low Severity**

- Definition: An issue that has minimal impact on system functionality or user experience. Examples include cosmetic defects, minor documentation errors, or isolated user account issues.
- Impact: Limited or no disruption to Agency operations; resolution can be scheduled without urgency.

b. Retainage:

- 5% of the monthly invoice if any response or resolution timeframes are not met.

IV. SLA – System Compatibility and Accessibility

a. Definition: The IIS must meet the following compatibility and accessibility standards:

- Be fully cloud-hosted by the Vendor.
- Support major, up-to-date browsers (Chrome, Firefox, Edge, Safari).
- Operate efficiently on standard desktop/laptop hardware without requiring specialized software.
- Be accessible without elevated user permissions or local installations.

b. Performance Standard:

- 100% compliance with all compatibility and accessibility requirements as defined in Section 4.2.3.2 of the RFP.

c. Retainage:

- 5% of the monthly invoice for each month in which any compatibility or accessibility requirement is not met.

V. SLA – Technical Support and Hours of Operation

a. Performance Standard:

- Support must be available daily from 8:00 AM to 17:00 PM Eastern.
- After-hours and holiday on-call support must be available for critical issues.
- 95% of support requests must receive a response within 15 minutes.
- Support must be available in the caller's preferred language or with interpretation services.

b. Retainage:

- 5% of the monthly invoice if the standard is not met.

VI. SLA – Monthly Reporting

a. Performance Standard:

- Reports due by the 15th of each month must include:
 - System uptime metrics
 - CAP with new and outstanding issues
 - Issue response/resolution metrics
 - Support response metrics

b. Retainage:

- 2% of the monthly invoice if the report is incomplete or late.

VII. Corrective Action Plan (CAP)

For any missed SLA, the Vendor must submit a CAP with the monthly report that includes:

- The missed SLA and issue description
- Root cause analysis
- Risks and impacts
- Resolution steps and any failed attempts
- Proposed preventive actions (subject to Agency approval)

The Agency reserves the right to request a meeting to review the CAP and may require revisions before implementation.

VII. SLA – CDC Compliance and Interoperability

a. Definition: The IIS must maintain full compliance with CDC IZ Gateway specifications, including HL7 messaging standards, transport protocols, and required data elements. The system must support bidirectional exchange with CDC and other authorized entities.

b. Performance Standard:

- 100% of required CDC data exchanges must be successfully transmitted and acknowledged within the CDC-defined reporting intervals.
- Any CDC specification updates must be implemented within 90 calendar days of formal notification.

c. Retainage:

- 5% of the monthly invoice for each month in which compliance or exchange timeliness is not met.

VIII. SLA – Data Exchange Timeliness

a. Definition: The IIS must support timely data exchange with external systems including EHRs, HIEs, school systems, and other state-authorized partners. This includes both inbound and outbound HL7 messages and batch file transfers.

b. Performance Standard:

- 95% of HL7 messages must be processed and acknowledged within 60 seconds of receipt.
- 100% of scheduled batch file exchanges must be completed within the designated window (e.g., nightly, weekly).

c. Retainage:

- 3% of the monthly invoice if HL7 or batch exchange thresholds are not met.

FEDERAL FUNDS ADDENDUM
2 C.F.R. §§ 200.317 – 200.327

Purpose: This addendum is intended to modify the solicitation in an attempt to make the contract compliant with the requirements of 2 C.F.R. §§ 200.317 through 200.327 relating to the expenditure of certain federal funds. This solicitation will allow the State to obtain one or more contracts that satisfy standard state procurement, state federal funds procurement, and county/local federal funds procurement requirements.

Instructions: Vendors who are willing to extend their contract to procurements with federal funds and the requirements that go along with doing so, should sign the attached document identified as: “REQUIRED CONTRACT PROVISIONS FOR NON-FEDERAL ENTITY CONTRACTS UNDER FEDERAL AWARDS (2 C.F.R. § 200.317)”

Should the awarded vendor be unwilling to extend the contract to federal funds procurement, the State reserves the right to award additional contracts to vendors that can and are willing to meet federal funds procurement requirements.

Changes to Specifications: Vendors should consider this solicitation as containing two separate solicitations, one for state level procurement and one for county/local procurement.

State Level: In the first solicitation, bid responses will be evaluated with applicable preferences identified in sections 15, 15A, and 16 of the “Instructions to Vendors Submitting Bids” to establish a contract for both standard state procurements and state federal funds procurements.

County Level: In the second solicitation, bid responses will be evaluated with applicable preferences identified in Sections 15, 15A, and 16 of the “Instructions to Vendors Submitting Bids” omitted to establish a contract for County/Local federal funds procurement.

Award: If the two evaluations result in the same vendor being identified as the winning bidder, the two solicitations will be combined into a single contract award. If the evaluations result in a different bidder being identified as the winning bidder, multiple contracts may be awarded. The State reserves the right to award to multiple different entities should it be required to satisfy standard state procurement, state federal funds procurement, and county/local federal funds procurement requirements.

State Government Use Caution: State agencies planning to utilize this contract for procurements subject to the above identified federal regulations should first consult with the federal agency providing the applicable funding to ensure the contract is compliant.

County/Local Government Use Caution: County and Local government entities planning to utilize this contract for procurements subject to the above identified federal regulation should first consult with the federal agency providing the applicable funding to ensure the contract is compliant. For purposes of County/Local government use, the solicitation resulting in this contract was conducted in accordance with the procurement laws, rules, and procedures governing the West Virginia Department of Administration, Purchasing Division, except that vendor preference has been omitted for County/Local use purposes and the contract terms contained in the document entitled “REQUIRED CONTRACT PROVISIONS FOR NON-FEDERAL ENTITY CONTRACTS UNDER FEDERAL AWARDS (2 C.F.R. § 200.317)” have been added.

FEDERAL FUNDS ADDENDUM**REQUIRED CONTRACT PROVISIONS FOR NON-FEDERAL ENTITY
CONTRACTS UNDER FEDERAL AWARDS (2 C.F.R. § 200.317):**

The State of West Virginia Department of Administration, Purchasing Division, and the Vendor awarded this Contract intend that this Contract be compliant with the requirements of the Procurement Standards contained in the Uniform Administrative Requirements, Cost Principles, and Audit Requirements found in 2 C.F.R. § 200.317, et seq. for procurements conducted by a Non-Federal Entity. Accordingly, the Parties agree that the following provisions are included in the Contract.

**1. MINORITY BUSINESSES, WOMEN'S BUSINESS ENTERPRISES, AND LABOR SURPLUS AREA FIRMS:
(2 C.F.R. § 200.321)**

- a. The State confirms that it has taken all necessary affirmative steps to assure that minority businesses, women's business enterprises, and labor surplus area firms are used when possible. Those affirmative steps include:
 - (1) Placing qualified small and minority businesses and women's business enterprises on solicitation lists;
 - (2) Assuring that small and minority businesses, and women's business enterprises are solicited whenever they are potential sources;
 - (3) Dividing total requirements, when economically feasible, into smaller tasks or quantities to permit maximum participation by small and minority businesses, and women's business enterprises;
 - (4) Establishing delivery schedules, where the requirement permits, which encourage participation by small and minority businesses, and women's business enterprises;
 - (5) Using the services and assistance, as appropriate, of such organizations as the Small Business Administration and the Minority Business Development Agency of the Department of Commerce; and
 - (6) Requiring the prime contractor, if subcontracts are to be let, to take the affirmative steps listed in paragraphs (1) through (5) above.
- b. Vendor confirms that if it utilizes subcontractors, it will take the same affirmative steps to assure that minority businesses, women's business enterprises, and labor surplus area firms are used when possible.

**2. DOMESTIC PREFERENCES:
(2 C.F.R. § 200.322)**

- a. The State confirms that as appropriate and to the extent consistent with law, it has, to the greatest extent practicable under a Federal award, provided a preference for the purchase, acquisition, or use of goods, products, or materials produced in the United

States (including but not limited to iron, aluminum, steel, cement, and other manufactured products).

b. Vendor confirms that will include the requirements of this Section 2. Domestic Preference in all subawards including all contracts and purchase orders for work or products under this award.

c. Definitions: For purposes of this section:

(1) "Produced in the United States" means, for iron and steel products, that all manufacturing processes, from the initial melting stage through the application of coatings, occurred in the United States.

(2) "Manufactured products" means items and construction materials composed in whole or in part of non-ferrous metals such as aluminum; plastics and polymer-based products such as polyvinyl chloride pipe; aggregates such as concrete; glass, including optical fiber; and lumber.

3. BREACH OF CONTRACT REMEDIES AND PENALTIES:

(2 C.F.R. § 200.327 and Appendix II)

(a) The provisions of West Virginia Code of State Rules § 148-1-5 provide for breach of contract remedies, and penalties. A copy of that rule is attached hereto as Exhibit A and expressly incorporated herein by reference.

4. TERMINATION FOR CAUSE AND CONVENIENCE:

(2 C.F.R. § 200.327 and Appendix II)

(a) The provisions of West Virginia Code of State Rules § 148-1-5 govern Contract termination. A copy of that rule is attached hereto as Exhibit A and expressly incorporated herein by reference.

5. EQUAL EMPLOYMENT OPPORTUNITY:

(2 C.F.R. § 200.327 and Appendix II)

Except as otherwise provided under 41 CFR Part 60, and if this contract meets the definition of "federally assisted construction contract" in 41 CFR Part 60-1.3, this contract includes the equal opportunity clause provided under 41 CFR 60-1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 FR 12319, 12935, 3 CFR Part, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing regulations at 41 CFR part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor."

6. DAVIS-BACON WAGE RATES:

(2 C.F.R. § 200.327 and Appendix II)

Vendor agrees that if this Contract includes construction, all construction work in excess of \$2,000 will be completed and paid for in compliance with the Davis–Bacon Act (40 U.S.C. 3141–3144, and 3146–3148) as supplemented by Department of Labor regulations (29 CFR Part 5, “Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction”). In accordance with the statute, contractors must:

- (a) pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor.
- (b) pay wages not less than once a week.

A copy of the current prevailing wage determination issued by the Department of Labor is attached hereto as Exhibit B. The decision to award a contract or subcontract is conditioned upon the acceptance of the wage determination. The State will report all suspected or reported violations to the Federal awarding agency.

7. ANTI-KICKBACK ACT:
(2 C.F.R. § 200.327 and Appendix II)

Vendor agrees that it will comply with the Copeland Anti-KickBack Act (40 U.S.C. 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, “Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States”). Accordingly, Vendor, Subcontractors, and anyone performing under this contract are prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The State must report all suspected or reported violations to the Federal awarding agency.

8. CONTRACT WORK HOURS AND SAFETY STANDARDS ACT
(2 C.F.R. § 200.327 and Appendix II)

Where applicable, and only for contracts awarded by the State in excess of \$100,000 that involve the employment of mechanics or laborers, Vendor agrees to comply with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 U.S.C. 3702 of the Act, Vendor is required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

9. RIGHTS TO INVENTIONS MADE UNDER A CONTRACT OR AGREEMENT.
(2 C.F.R. § 200.327 and Appendix II)

If the Federal award meets the definition of “funding agreement” under 37 CFR § 401.2 (a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that “funding agreement,” the recipient or subrecipient must comply with the requirements of 37 CFR Part 401, “Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements,” and any implementing regulations issued by the awarding agency.

10. CLEAN AIR ACT
(2 C.F.R. § 200.327 and Appendix II)

Vendor agrees that if this contract exceeds \$150,000, Vendor is to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401–7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251–1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).

11. DEBARMENT AND SUSPENSION
(2 C.F.R. § 200.327 and Appendix II)

The State will not award to any vendor that is listed on the governmentwide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), “Debarment and Suspension.” SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.

12. BYRD ANTI-LOBBYING AMENDMENT
(2 C.F.R. § 200.327 and Appendix II)

Vendors that apply or bid for an award exceeding \$100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award.

13. PROCUREMENT OF RECOVERED MATERIALS
(2 C.F.R. § 200.327 and Appendix II; 2 C.F.R. § 200.323)

Vendor agrees that it and the State must comply with section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. The requirements of Section 6002 include procuring only items designated in guidelines of the

Environmental Protection Agency (EPA) at 40 CFR part 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds \$10,000 or the value of the quantity acquired during the preceding fiscal year exceeded \$10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

14. PROHIBITION ON CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT.
(2 C.F.R. § 200.327 and Appendix II; 2 CFR § 200.216)

Vendor and State agree that both are prohibited from obligating or expending funds under this Contract to:

- (1) Procure or obtain;
- (2) Extend or renew a contract to procure or obtain; or
- (3) Enter into a contract (or extend or renew a contract) to procure or obtain equipment, services, or systems that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. As described in Public Law 115–232, section 889, covered telecommunications equipment is telecommunications equipment produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities).
 - (i) For the purpose of public safety, security of government facilities, physical security surveillance of critical infrastructure, and other national security purposes, video surveillance and telecommunications equipment produced by Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company (or any subsidiary or affiliate of such entities).
 - (ii) Telecommunications or video surveillance services provided by such entities or using such equipment.
 - (iii) Telecommunications or video surveillance equipment or services produced or provided by an entity that the Secretary of Defense, in consultation with the Director of the National Intelligence or the Director of the Federal Bureau of Investigation, reasonably believes to be an entity owned or controlled by, or otherwise connected to, the government of a covered foreign country.

In implementing the prohibition under Public Law 115–232, section 889, subsection (f), paragraph (1), heads of executive agencies administering loan, grant, or subsidy programs shall prioritize available funding and technical support to assist affected businesses, institutions and organizations as is reasonably necessary for those affected entities to transition from covered communications equipment and services, to procure replacement equipment and services, and to ensure that communications service to users and customers is sustained.

State of West Virginia

Vendor Name:

By: _____

By: *Azure Spanier*

Printed Name: _____

Printed Name: Azure Spanier

Title: _____

Title: Executive Vice President

Date: _____

Date: March 20, 2026

EXHIBIT B To:
REQUIRED CONTRACT PROVISIONS FOR NON-FEDERAL ENTITY
CONTRACTS UNDER FEDERAL AWARDS (2 C.F.R. § 200.317):

Prevailing Wage Determination

– Not Applicable Because Contract Not for Construction

– Federal Prevailing Wage Determination on Next Page

Software as a Service Addendum

1. Definitions:

Acceptable alternative data center location means a country that is identified as providing equivalent or stronger data protection than the United States, in terms of both regulation and enforcement. DLA Piper's Privacy Heatmap shall be utilized for this analysis and may be found at <https://www.dlapiperdataprotection.com/index.html?t=world-map&c=US&c2=IN>.

Authorized Persons means the service provider's employees, contractors, subcontractors or other agents who have responsibility in protecting or have access to the public jurisdiction's personal data and non-public data to enable the service provider to perform the services required.

Data Breach means the unauthorized access and acquisition of unencrypted and unredacted personal data that compromises the security or confidentiality of a public jurisdiction's personal information and that causes the service provider or public jurisdiction to reasonably believe that the data breach has caused or will cause identity theft or other fraud.

Individually Identifiable Health Information means information that is a subset of health information, including demographic information collected from an individual, and (1) is created or received by a health care provider, health plan, employer or health care clearinghouse; and (2) relates to the past, present or future physical or mental health or condition of an individual; the provision of health care to an individual; or the past, present or future payment for the provision of health care to an individual; and (a) that identifies the individual; or (b) with respect to which there is a reasonable basis to believe the information can be used to identify the individual.

Non-Public Data means data, other than personal data, that is not subject to distribution to the public as public information. It is deemed to be sensitive and confidential by the public jurisdiction because it contains information that is exempt by statute, ordinance or administrative rule from access by the general public as public information.

Personal Data means data that includes information relating to a person that identifies the person by first name or first initial, and last name, and has any of the following personally identifiable information (PII): government-issued identification numbers (e.g., Social Security, driver's license, state identification card); financial account information, including account number, credit or debit card numbers; or protected health information (PHI).

Protected Health Information (PHI) means individually identifiable health information transmitted by electronic media, maintained in electronic media, or transmitted or maintained in any other form or medium. PHI excludes education records covered by the Family Educational Rights and Privacy Act (FERPA), as amended, 20 U.S.C. 1232g, records described at 20 U.S.C. 1232g(a)(4)(B)(iv) and employment records held by a covered entity in its role as employer.

Public Jurisdiction means any government or government agency that uses these terms and conditions. The term is a placeholder for the government or government agency.

Public Jurisdiction Data means all data created or in any way originating with the public jurisdiction, and all data that is the output of computer processing or other electronic manipulation of any data that was created by or in any way originated with the public jurisdiction, whether such data or output is stored on the public jurisdiction's hardware, the service provider's hardware or exists in any system owned, maintained or otherwise controlled by the public jurisdiction or by the service provider.

Public Jurisdiction Identified Contact means the person or persons designated in writing by the public jurisdiction to receive security incident or breach notification.

Restricted data means personal data and non-public data.

Security Incident means the actual unauthorized access to personal data or non-public data the service provider believes could reasonably result in the use, disclosure or theft of a public jurisdiction's unencrypted personal data or non-public data within the possession or control of the service provider. A security incident may or may not turn into a data breach.

Service Provider means the contractor and its employees, subcontractors, agents and affiliates who are providing the services agreed to under the contract.

Software-as-a-Service (SaaS) means the capability provided to the consumer to use the provider's applications running on a cloud infrastructure. The applications are accessible from various client devices through a thin-client interface such as a Web browser (e.g., Web-based email) or a program interface. The consumer does not manage or control the underlying cloud infrastructure including network, servers, operating systems, storage or even individual application capabilities, with the possible exception of limited user-specific application configuration settings.

2. Data Ownership: The public jurisdiction will own all right, title and interest in its data that is related to the services provided by this contract. The service provider shall not access public jurisdiction user accounts or public jurisdiction data, except (1) in the course of data center operations, (2) in response to service or technical issues, (3) as required by the express terms of this contract or (4) at the public jurisdiction's written request.

3. Data Protection and Privacy: Protection of personal privacy and data shall be an integral part of the business activities of the service provider to ensure there is no inappropriate or unauthorized use of public jurisdiction information at any time. To this end, the service provider shall safeguard the confidentiality, integrity and availability of public jurisdiction information and comply with the following conditions:

- a) The service provider shall implement and maintain appropriate administrative, technical and physical security measures to safeguard against unauthorized access, disclosure or theft of personal data and non-public data. In Appendix A,

- the public jurisdiction shall indicate whether restricted information will be processed by the service provider. Such security measures shall be in accordance with recognized industry practice and not less stringent than the measures the service provider applies to its own personal data and non-public data of similar kind. The service provider shall ensure that all such measures, including the manner in which personal data and non-public data are collected, accessed, used, stored, processed, disposed of and disclosed, comply with applicable data protection and privacy laws, as well as the terms and conditions of this Addendum and shall survive termination of the underlying contract.
- b) The service provider represents and warrants that its collection, access, use, storage, disposal and disclosure of personal data and non-public data do and will comply with all applicable federal and state privacy and data protection laws, as well as all other applicable regulations, policies and directives.
 - c) The service provider shall support third-party multi-factor authentication integration with the public jurisdiction third-party identity provider to safeguard personal data and non-public data.
 - d) If, in the course of its engagement by the public jurisdiction, the service provider has access to or will collect, access, use, store, process, dispose of or disclose credit, debit or other payment cardholder information, the service provider shall at all times remain in compliance with the Payment Card Industry Data Security Standard ("PCI DSS") requirements, including remaining aware at all times of changes to the PCI DSS and promptly implementing all procedures and practices as may be necessary to remain in compliance with the PCI DSS, in each case, at the service provider's sole cost and expense. All data obtained by the service provider in the performance of this contract shall become and remain the property of the public jurisdiction.
 - e) All personal data shall be encrypted at rest and in transit with controlled access. Unless otherwise stipulated, the service provider is responsible for encryption of the personal data.
 - f) Unless otherwise stipulated, the service provider shall encrypt all non-public data at rest and in transit, in accordance with recognized industry practice. The public jurisdiction shall identify data it deems as non-public data to the service provider.
 - g) At no time shall any data or process – that either belong to or are intended for the use of a public jurisdiction or its officers, agents or employees — be copied, disclosed or retained by the service provider or any party related to the service provider for subsequent use in any transaction that does not include the public jurisdiction.
 - h) The service provider shall not use or disclose any information collected in connection with the service issued from this proposal for any purpose other than fulfilling the service.
 - i) Data Location. For non-public data and personal data, the service provider shall provide its data center services to the public jurisdiction and its end users solely from data centers in the U.S. Storage of public jurisdiction data at rest shall be located solely in data centers in the U.S. The service provider shall not allow its personnel or contractors to *store* public jurisdiction data on portable devices, including personal computers, except for devices that are used and kept only at its

U.S. data centers. With agreement from the public jurisdiction, this term may be met by the service provider providing its services from an acceptable alternative data center location, which agreement shall be stated in Appendix A. The Service Provider may also request permission to utilize an acceptable alternative data center location during a procurement's question and answer period by submitting a question to that effect. The service provider shall permit its personnel and contractors to access public jurisdiction data remotely only as required to provide technical support.

4. Security Incident or Data Breach Notification: The service provider shall inform the public jurisdiction of any confirmed security incident or data breach.

- a) Incident Response: The service provider may need to communicate with outside parties regarding a security incident, which may include contacting law enforcement, fielding media inquiries and seeking external expertise as defined by law or contained in the contract. Discussing security incidents with the public jurisdiction shall be handled on an urgent as-needed basis, as part of service provider communication and mitigation processes defined by law or contained in the contract.
- b) Security Incident Reporting Requirements: The service provider shall report a confirmed Security Incident as soon as practicable, but no later than twenty-four (24) hours after the service provider becomes aware of it, to: (1) the department privacy officer, by email, with a read receipt, identified in Appendix A; and, (2) unless otherwise directed by the public jurisdiction in the underlying contract, the WVOT Online Computer Security and Privacy Incident Reporting System at <https://apps.wv.gov/ot/ir/Default.aspx>, and (3) the public jurisdiction point of contact for general contract oversight/administration. The following information shall be shared with the public jurisdiction: (1) incident phase (detection and analysis; containment, eradication and recovery; or post-incident activity), (2) projected business impact, and, (3) attack source information.
- c) Breach Reporting Requirements: Upon the discovery of a data breach or unauthorized access to non-public data, the service provider shall immediately report to: (1) the department privacy officer, by email, with a read receipt, identified in Appendix A; and, (2) unless otherwise directed by the public jurisdiction in the underlying contract, the WVOT Online Computer Security and Privacy Incident Reporting System at <https://apps.wv.gov/ot/ir/Default.aspx>, and the public jurisdiction point of contact for general contract oversight/administration.

5. Breach Responsibilities: This section only applies when a data breach occurs with respect to personal data within the possession or control of the service provider.

- a) Immediately after being awarded a contract, the service provider shall provide the public jurisdiction with the name and contact information for an employee of service provider who shall serve as the public jurisdiction's primary security contact and shall be available to assist the public jurisdiction twenty-four (24) hours per day, seven (7) days per week as a contact in resolving obligations associated with a data breach. The service provider may provide this information in Appendix A.

- b) Immediately following the service provider's notification to the public jurisdiction of a data breach, the parties shall coordinate cooperate with each other to investigate the data breach. The service provider agrees to fully cooperate with the public jurisdiction in the public jurisdiction's handling of the matter, including, without limitation, at the public jurisdiction's request, making available all relevant records, logs, files, data reporting and other materials required to comply with applicable law and regulation.
- c) Within 72 hours of the discovery, the service provider shall notify the parties listed in 4(c) above, to the extent known: (1) date of discovery; (2) list of data elements and the number of individual records; (3) description of the unauthorized persons known or reasonably believed to have improperly used or disclosed the personal data; (4) description of where the personal data is believed to have been improperly transmitted, sent, or utilized; and, (5) description of the probable causes of the improper use or disclosure.
- d) The service provider shall (1) cooperate with the public jurisdiction as reasonably requested by the public jurisdiction to investigate and resolve the data breach, (2) promptly implement necessary remedial measures, if necessary, and prevent any further data breach at the service provider's expense in accordance with applicable privacy rights, laws and regulations and (3) document responsive actions taken related to the data breach, including any post-incident review of events and actions taken to make changes in business practices in providing the services, if necessary.
- e) If a data breach is a direct result of the service provider's breach of its contract obligation to encrypt personal data or otherwise prevent its release, the service provider shall bear the costs associated with (1) the investigation and resolution of the data breach; (2) notifications to individuals, regulators or others required by state or federal law; (3) a credit monitoring service (4) a website or a toll-free number and call center for affected individuals required by state law — all not to exceed the average per record per person cost calculated for data breaches in the United States in the most recent Cost of Data Breach Study: Global Analysis published by the Ponemon Institute at the time of the data breach (or other similar publication if the named publication has not issued an updated average per record per cost in the last 5 years at the time of the data breach); and (5) complete all corrective actions as reasonably determined by service provider based on root cause. The service provider agrees that it shall not inform any third party of any data breach without first obtaining the public jurisdiction's prior written consent, other than to inform a complainant that the matter has been forwarded to the public jurisdiction's legal counsel and/or engage a third party with appropriate expertise and confidentiality protections for any reason connected to the data breach. Except with respect to where the service provider has an independent legal obligation to report a data breach, the service provider agrees that the public jurisdiction shall have the sole right to determine: (1) whether notice of the data breach is to be provided to any individuals, regulators, law enforcement agencies, consumer reporting agencies or others, as required by law or regulation, or otherwise in the public jurisdiction's discretion; and (2) the contents of such notice, whether any

type of remediation may be offered to affected persons, and the nature and extent of any such remediation. The service provider retains the right to report activity to law enforcement.

6. Notification of Legal Requests: The service provider shall contact the public jurisdiction upon receipt of any electronic discovery, litigation holds, discovery searches and expert testimonies related to the public jurisdiction's data under this contract, or which in any way might reasonably require access to the data of the public jurisdiction. The service provider shall not respond to subpoenas, service of process and other legal requests related to the public jurisdiction without first notifying the public jurisdiction, unless prohibited by law from providing such notice.

7. Termination and Suspension of Service:

- a) In the event of a termination of the contract, the service provider shall implement an orderly return of public jurisdiction data within the time period and format specified in the contract (or in the absence of a specified time and format, a mutually agreeable time and format) and after the data has been successfully returned, securely and permanently dispose of public jurisdiction data.
- b) During any period of service suspension, the service provider shall not take any action to intentionally erase any public jurisdiction data.
- c) In the event the contract does not specify a time or format for return of the public jurisdiction's data and an agreement has not been reached, in the event of termination of any services or agreement in entirety, the service provider shall not take any action to intentionally erase any public jurisdiction data for a period of:
 - 10 days after the effective date of termination, if the termination is in accordance with the contract period
 - 30 days after the effective date of termination, if the termination is for convenience
 - 60 days after the effective date of termination, if the termination is for cause

After such period, the service provider shall have no obligation to maintain or provide any public jurisdiction data and shall thereafter, unless legally prohibited, delete all public jurisdiction data in its systems or otherwise in its possession or under its control.

- d) The public jurisdiction shall be entitled to any post-termination assistance generally made available with respect to the services, unless a unique data retrieval arrangement has been established as part of the Contract.
- e) The service provider shall securely dispose of all requested data in all of its forms, such as disk, CD/ DVD, backup tape and paper, when requested by the public jurisdiction. Data shall be permanently deleted and shall not be recoverable, according to National Institute of Standards and Technology (NIST)-approved methods. Certificates of destruction shall be provided to the public jurisdiction.

8. Background Checks: The service provider shall conduct criminal background checks in compliance with W.Va. Code §15-2D-3 and not utilize any staff to fulfill the obligations

of the contract, including subcontractors, who have been convicted of any crime of dishonesty, including but not limited to criminal fraud, or otherwise convicted of any felony or misdemeanor offense for which incarceration for up to 1 year is an authorized penalty. The service provider shall promote and maintain an awareness of the importance of securing the public jurisdiction's information among the service provider's employees and agents.

9. Oversight of Authorized Persons: During the term of each authorized person's employment or engagement by service provider, service provider shall at all times cause such persons to abide strictly by service provider's obligations under this Agreement and service provider's standard policies and procedures. The service provider further agrees that it shall maintain a disciplinary process to address any unauthorized access, use or disclosure of personal data by any of service provider's officers, partners, principals, employees, agents or contractors.

10. Access to Security Logs and Reports: The service provider shall provide reports to the public jurisdiction in CSV format agreed to by both the service provider and the public jurisdiction. Reports shall include user access (successful and failed attempts), user access IP address, user access history and security logs for all public jurisdiction files and accounts related to this contract.

11. Data Protection Self-Assessment: The service provider shall perform a Cloud Security Alliance STAR Self-Assessment by completing and submitting the "Consensus Assessments Initiative Questionnaire" to the Public Jurisdiction Identified Contact. The service provider shall submit its self-assessment to the public jurisdiction prior to contract award and, upon request, annually thereafter, on the anniversary of the date of contract execution. Any deficiencies identified in the assessment will entitle the public jurisdiction to disqualify the bid or terminate the contract for cause.

12. Data Center Audit: The service provider shall perform an audit of its data center(s) at least annually at its expense and provide a redacted version of the audit report upon request. The service provider may remove its proprietary information from the redacted version. A Service Organization Control (SOC) 2 audit report or approved equivalent sets the minimum level of a third-party audit. Any deficiencies identified in the report or approved equivalent will entitle the public jurisdiction to disqualify the bid or terminate the contract for cause.

13. Change Control and Advance Notice: The service provider shall give 30 days, advance notice (to the public jurisdiction of any upgrades (e.g., major upgrades, minor upgrades, system changes) that may impact service availability and performance. A major upgrade is a replacement of hardware, software or firmware with a newer or better version in order to bring the system up to date or to improve its characteristics.

14. Security:

- a) At a minimum, the service provider's safeguards for the protection of data shall include: (1) securing business facilities, data centers, paper files, servers, back-up

systems and computing equipment, including, but not limited to, all mobile devices and other equipment with information storage capability; (2) implementing network, device application, database and platform security; 3) securing information transmission, storage and disposal; (4) implementing authentication and access controls within media, applications, operating systems and equipment; (5) implementing appropriate personnel security and integrity procedures and practices, including, but not limited to, conducting background checks consistent with applicable law; and (6) providing appropriate privacy and information security training to service provider's employees.

- b) The service provider shall execute well-defined recurring action steps that identify and monitor vulnerabilities and provide remediation or corrective measures. Where the service provider's technology or the public jurisdiction's required dependence on a third-party application to interface with the technology creates a critical or high risk, the service provider shall remediate the vulnerability as soon as possible. The service provider must ensure that applications used to interface with the service provider's technology remain operationally compatible with software updates.
- c) Upon the public jurisdiction's written request, the service provider shall provide a high-level network diagram with respect to connectivity to the public jurisdiction's network that illustrates the service provider's information technology network infrastructure.

15. Non-disclosure and Separation of Duties: The service provider shall enforce separation of job duties, require commercially reasonable non-disclosure agreements, and limit staff knowledge of public jurisdiction data to that which is absolutely necessary to perform job duties.

16. Import and Export of Data: The public jurisdiction shall have the ability to securely import, export or dispose of data in standard format in piecemeal or in entirety at its discretion without interference from the service provider. This includes the ability for the public jurisdiction to import or export data to/from other service providers identified in the contract (or in the absence of an identified format, a mutually agreeable format).

17. Responsibilities: The service provider shall be responsible for the acquisition and operation of all hardware, software and network support related to the cloud services being provided. The technical and professional activities required for establishing, managing and maintaining the environments are the responsibilities of the service provider.

18. Subcontractor Compliance: The service provider shall ensure that any of its subcontractors to whom it provides any of the personal data or non-public data it receives hereunder, or to whom it provides any personal data or non-public data which the service provider creates or receives on behalf of the public jurisdiction, agree to the restrictions, terms and conditions which apply to the service provider hereunder.

19. Right to Remove Individuals: The public jurisdiction shall have the right at any time to require that the service provider remove from interaction with public jurisdiction any

service provider representative who the public jurisdiction believes is detrimental to its working relationship with the service provider. The public jurisdiction shall provide the service provider with notice of its determination, and the reasons it requests the removal. If the public jurisdiction signifies that a potential security violation exists with respect to the request, the service provider shall immediately remove such individual. The service provider shall not assign the person to any aspect of the contract without the public jurisdiction's consent.

20. Business Continuity and Disaster Recovery: The service provider shall provide a business continuity and disaster recovery plan executive summary upon request. Lack of a plan will entitle the public jurisdiction to terminate this contract for cause.

21. Compliance with Accessibility Standards: The service provider shall comply with and adhere to Accessibility Standards of Section 508 Amendment to the Rehabilitation Act of 1973.

22. Web Services: The service provider shall use web services exclusively to interface with the public jurisdiction's data in near real time when possible.

23. Encryption of Data at Rest: The service provider shall ensure hard drive encryption consistent with validated cryptography standards as referenced in FIPS 140-2, Security Requirements for Cryptographic Modules for all personal data.

24. Subscription Terms: Service provider grants to a public jurisdiction a license to:

- a. Access and use the service for its business purposes;
- b. For SaaS, use underlying software as embodied or used in the service; and
- c. View, copy, upload, download (where applicable), and use service provider's documentation.

25. Equitable Relief: Service provider acknowledges that any breach of its covenants or obligations set forth in Addendum may cause the public jurisdiction irreparable harm for which monetary damages would not be adequate compensation and agrees that, in the event of such breach or threatened breach, the public jurisdiction is entitled to seek equitable relief, including a restraining order, injunctive relief, specific performance and any other relief that may be available from any court, in addition to any other remedy to which the public jurisdiction may be entitled at law or in equity. Such remedies shall not be deemed to be exclusive but shall be in addition to all other remedies available at law or in equity, subject to any express exclusions or limitations in this Addendum to the contrary.

AGREED:

Name of Agency: _____

Name of Vendor: STHealth, LLC

Signature: _____

Signature: 

Title: _____

Title: Executive Vice President

Date: _____

Date: March 20, 2026

Appendix A

(To be completed by the Agency's Procurement Officer prior to the execution of the Addendum, and shall be made a part of the Addendum. Required information not identified prior to execution of the Addendum may only be added by amending Appendix A and the Addendum, via Change Order.)

Name of Service Provider/Vendor: _____

Name of Agency: WV Department of Health Office of Epidemiology

Agency/public jurisdiction's required information:

1. Will restricted information be processed by the service provider?
Yes
No
2. If yes to #1, does the restricted information include personal data?
Yes
No
3. If yes to #1, does the restricted information include non-public data?
Yes
No
4. If yes to #1, may the service provider store public jurisdiction data in a data center in an acceptable alternative data center location, which is a country that is not the U.S.?
Yes
No

5. Provide name and email address for the Department privacy officer:

Name: Chris Snyder

Email address: chris.s.snyder@wv.gov

Vendor/Service Provider's required information:

6. Provide name and contact information for vendor's employee who shall serve as the public jurisdiction's primary security contact:

Name: _____

Email address: _____

Phone Number: _____