REPORT TO THE GENERAL ASSEMBLY
ON
THE COUNCIL FOR THE PROCUREMENT OF HEALTH, EDUCATIONAL, AND SOCIAL SERVICES, SUBCOMMITTEE ON ELECTRONIC DOCUMENTS

JANUARY 1, 2014

Council for the Procurement of Health, Educational, and Social Services,
Subcommittee on Electronic Documents
Delegate Kirill Reznik, Chair
Mary Jo Childs, Procurement Advisor
House Office Building
6 Bladen Street, Room 241
Annapolis, MD 21401

Executive Summary

As part of Governor Martin O'Malley's Smart, Green, and Growing initiative, the Council for the Procurement of Health, Educational, and Social Services, Subcommittee on Electronic Documents was created by SB 385, *Health, Education, and Social Services - Submission of Documents in Electronic Form,* which encourages State employees to view documents electronically instead of on paper. The task of the Subcommittee is to determine a process for nongovernmental entities that provide health, education, or social services in the State to submit documents in an electronic form to the State agencies that license health, education, or social services by direct transmission or by posting to an online system for document storage system including: 1) naming and formatting documents; 2) submitting, updating, and retrieving documents; 3) security measures; 4) standards necessary for the efficient and secure submission of electronic documents; and 5) a recommended implementation date.

The subcommittee is required to recommend an implementation date to the Senate Education, Health, and Environmental Affairs Committee and the House Health and Government Operations Committee. Over the past 7 months, the subcommittee has met several times to discuss and hear testimony regarding the implementation of a secure system where nongovernmental entities may submit documents for procurement electronically.

I.   Scope of the Report

Tasked by the 2013 General Assembly, the Council for the Procurement of Health, Educational, and Social Services, Subcommittee on Electronic Documents to determine a process for nongovernmental entities that provide health, education, or social services in the State to submit documents in an electronic form to the State agencies that license health, education, or social services by direct transmission or by posting to an online system for document storage. Specifically, the Subcommittee was directed to report on:

1. Naming and formatting documents;
2. submitting, updating, and receiving documents;
3. security measures;
4. standards necessary for the efficient and secure submission of electronics;
5. And a recommended implementation date.

II.   Naming and Formatting Documents

The subcommittee has heard testimony multiple times by Maryland Department of Human Resources personnel from Procurement and Information Technology departments regarding an electronic cloud-based program that will allow nongovernmental entities to submit documents for procurement and licensure electronically without having to submit paper form documents. One of the major issues with the current system is the inability to communicate effectively and efficiently between departments with single nongovernmental entities; and the amount of wasted paper and confusion for governmental departments and nongovernmental entities when submitting procurement and licensure documents to multiple agencies at different times containing the same information. The *Citrix ShareFile* system that is currently installed at the Maryland Department of Human Resources has been identified by DHR and the subcommittee as a secure and easy way for State agencies to communicate with each other and nongovernmental entities to communicate with the State.

During testimony from DHR, the subcommittee received a demonstration from the Information Technologies department on how the *Citrix ShareFile* system works. Nongovernmental entities will have the ability to scan procurement and licensure documents and upload them to the electronic cloud system where it can viewed by governmental agencies in the procurement office of DHR for review. It was asked by the subcommittee if this system could be expanded to other agencies to decrease the amount of paperwork that is needed in this same process for other procurement and licensure departments in other governmental agencies.

III.   Submitting, Updating, and Receiving Documents

When the Maryland Department of Human Resources testified before the subcommittee over the course of several months, DHR demonstrated and explained the way the cloud-based program, *Citrix ShareFile* system worked, and how it could be expanded. The *Citrix ShareFile* system will allow the DHR to create user accounts for each nongovernmental entity to submit their procurement and licensure documents electronically. The documents will then be placed in an electronic folder under their account name, which can then be reviewed by account users within

the office of procurement at DHR. They later testified before the subcommittee with answers regarding the security of the profile including who would be granted access, and how much access each account would have to the entire cloud-based system.

IV.   Security

The subcommittee received testimony regarding the security of the *Citrix ShareFile* system from the Information Technologies department at the Maryland Department of Human Resources during one of several hearings. It was demonstrated to the subcommittee by the IT department at DHR that the *Citrix ShareFile* system would need an administrator who would grant limited access to user accounts that could be made by the administrator for both nongovernmental entities and governmental employees in the procurement office.

Nongovernmental entities will be given limited access to the cloud system with the creation of an account that is managed by the administrator, with the ability of the nongovernmental entity to scan and upload procurement and licensure documents electronically that would stay only on their account, in the cloud system, and could only be checked by those governmental accounts that were granted access.

Governmental employees of the procurement department will be given access by the administrator to examine the documents that were uploaded by the nongovernmental entities, thus decreasing the amount of physical paperwork that needs to be submitted.

V.   Implementation

 The subcommittee has been working closely with the Maryland Department of Human Resources and its implementation of a cloud-based system called *Citrix ShareFile* that would allow nongovernmental entities to submit licensure and procurements documents, based on access given by an administrator within DHR to the nongovernmental entity.   The subcommittee determined that a four-step process was needed to examine the *Citrix ShareFile* system's capabilities:

1. Can the procurement have access to the files once they are uploaded?
2. Is the licensing information accurate?
3. If a provider is licensed through multiple agencies, will they have to submit the same documentation? In other words, can other agency procurement offices have access to the files?
4. Creating a general online procurement system accessible to multiple agencies.

Through several hearings the subcommittee heard testimony from the Maryland Department of Human Resources, nongovernmental entities will easily be able to upload documents, especially duplicative documents, to the cloud system without having to submit and resubmit paper documents to multiple agencies. This is intended to not only ease the process of submitting documents, but increase efficiency within this process and cut down on the use of paper used by government agencies. DHR testified that an administrator can give access to users within the

procurement department and that DHR procurement had started with this in April of 2013, taking approximately 80-100 hours to get it up and running.

The Maryland Department of Human Resources along with their Information Technologies staff member testified at the next meeting of the subcommittee to give an update to their progress of full implementation. They outlined a timeframe of February 2014 for full implementation, at which time nongovernmental entities could begin submitting procurement documents through the *Citrix ShareFile* system. This would be our recommendation as well.

Since having the *Citrix ShareFile* system working in only one procurement office of one governmental department, the subcommittee examined the expansion of the cloud-based system to other governmental departments that deal with the same kind of procurement and licensure that require the same information from nongovernmental entities. The Information Technology Department at DHR did explain to the subcommittee that this could be done, but the subcommittee would first need to examine if the other governmental departments used the same information for their procurement and licensure processes. The subcommittee determined that the Maryland Department of Juvenile Services and the Maryland Department of Health and Human Resources may collect the same information from some of the same nongovernmental entities that submit the same paper documents that they do for DHR. The subcommittee has inquired about the capabilities of these two governmental departments and is currently waiting for their response.