

## Health Information Exchange Solution

### Request for Proposal



207 South Main Street

Newmarket, NH 03857

[chanadministration@chan-nh.org](mailto:chanadministration@chan-nh.org)

# CHAN Health Information Exchange (MPI/HIE) RFP

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## 1.1 Introduction/Purpose

Community Health Access Network (CHAN) is a non-profit 501(c)(3) Health Center Controlled Network. The CHAN Network consists of seven Federally Qualified Health Center (FQHC) members in New Hampshire plus one FQHC member in Texas. The Community Health Access Network (CHAN) is the only Health Center Controlled Network (HCCN) in New Hampshire. Established in 1995, CHAN has developed an integrated clinical and administrative system infrastructure for its six (FQHC) Full Members and its four Affiliate Members. Affiliate Members include two Healthcare for the Homeless programs.

For more than 16 years, CHAN has methodically expanded a state-of-the-art infrastructure for technology supported health care delivery. Central to CHAN's focus has been the automation of the primary care health record. CHAN's systems include a fully integrated Electronic Health Record (EHR) (GE Centricity) which supports 154 providers, and their patients. One-hundred percent (100%) of CHAN providers use the data driven system. The EHR is linked to the Centricity Practice Management (PM) System and shares a common reporting tool. The EHR also has created links to member reference labs and four hospitals. CHAN providers can securely access the system remotely to support offsite care. A 24-hour support desk is available to providers and staff. CHAN maintains a backup generator and backup cable modem network to support the system. CHAN also provides technical assistance and system services to local collaborators and consultation to peers at a national level.

CHAN's current Health Information Technology (HIT) systems are fully operational and integrated into our member health centers' operations, clinical care and quality improvement programs. Our members are fully committed to CHAN and to further expanding HIT applications to improve patient care. CHAN has leadership staff who have been with CHAN since its inception, a Board of Directors consisting of all the CEOs of the Full Member health centers, and a well-developed committee structure that involves clinical and other staff from the member health centers in developing CHAN policies and assisting in implementation. CHAN's current infrastructure, the commitment and experience of our staff and

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members and our demonstrated experience in effectively implementing complex HIT projects makes CHAN extremely well-positioned for new HIT implementations.

The purpose of this Request for Proposal is to assist CHAN and its members in identifying qualified vendors that can implement foundational Health Information Exchange (HIE) technology to provide a robust, standards based interoperability platform for CHAN. The exchange of information will in turn lead to improved continuity of care, improved health outcomes, especially for people with chronic diseases, and to increased efficiency throughout the health care system.

The platform and solution should encompass the following:

- Master Patient Index functionality (MPI)
- IHE CCD (Continuity of Care) Documents exchange with CHAN trading partners
- Interoperability services to automate the following Workflows:
  - Medical Summary document exchange (IHE XDS.b; HL7 CDA)
  - Ambulatory orders from GE Centricity to Lab or Diagnostic Imaging entity; inbound results routed to GE Centricity
  - Consultation requests and receipt of consultation notes
- Project management and implementation services to deliver end solution
- Utilities to translate move and translate data formats from GE Centricity to HIE solution

All proposals submitted will be reviewed in accordance with the Federal Procurement Rules for capital expenditures.

CHAN currently utilizes GE's Electronic Medical Records (EMR) v9.5 and Practice Management (CPS) v10 applications in a newly implemented HP/VMware environment. The EMR/CPS runs in a virtualized Windows 2008 Server using VMware as the virtual engine. GE is powered by an Oracle and MS-SQL database.

## General Information

### 1.1.1 Schedule:

- RFP to Vendors: 12/31/11

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- RFP Questions & Answers for Vendors: 1/2/12 – 1/13/12
- RFP Responses from Vendors Due 1/31/12
- CHAN Review & Normalize Responses: 2/1/12 – 2/22/12
  - Demonstration(s) for finalists
- Reference checks & Due Diligence: 2/23/12 – 2/28/12
- Selection: 2/29/12
- Contract negotiations to follow; completion target date 3/31/11

1.1.2 Fees: CHAN has a predetermined project budget. Fees shall be discussed and negotiated with the finalist. Cost information must be provided as part of the proposal during this phase of the selection process. Fees should be broken out as follows:

- Software License and / or subscription fee
  - CHAN prefers a license model as opposed to a monthly subscription fee
- Implementation costs:
  - Cost to implement master patient index (MPI)
  - Integrate GE Centricity E.M.R. v9.5 to HIE
  - Implementation cost to integrate with other IHE compatible HIE's
    - Fixed cost per HIE connection; see Attachment A
  - Integration cost to perform translation services from HL7 to IHE compatible standards
    - See Attachment B and/or C
  - Transaction volume costs (if any)
  - Storage costs (if any)
  - Implementation fees; impact of adding data exchange partners (if any)
  - Development rates for ad-hoc requests
  - Cost break-down structure per the following project milestones
    - Solution hardware/software install
    - MPI install and acceptance
    - CHAN/GE CCD integration
    - Pilot data exchange with external partner

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- Support Fees:
  - Service & support fees: Base fees
  - Impact of transaction volume on service fees (if any)
  - impact of adding data exchange partners to service fees (if any)
- Estimated hardware costs based on solution's hardware requirements (if any)
- Costs related to third parties (imbedded software and hardware components / licenses)

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- 1.1.3 Contract Term: CHAN prefers an initial software license and hardware model with monthly or annual maintenance fee. It is expected that initial implementation and integration will be completed within 6 months of executed contract. The Contract shall include ongoing costs for a minimum 3 year term. CHAN envisions the term to begin post initial installation of HIE product and connectivity with CHAN's GE Centricity implementation and CHAN's pilot data exchange partner. Project implementation must be complete by 10/1/12. Firms must include time estimates for system installation, testing and cut-over in the proposal.
- The contract will require the awardee to support the installation and proper operation of this system for not less than one year after completion of the initial installation. CHAN reserves the right, at its sole discretion to extend or terminate the support contract after this one year period.
- 1.1.4 Revisions to the Request: CHAN retains the right to modify this request. CHAN shall post additional information, changes or revisions on the CHAN Web-site ([www.chan-nh.org](http://www.chan-nh.org)) and may also provide materials directly to firms that CHAN knows may be interested. It shall be the responsibility of the firm, however, to obtain such materials (if any) directly from CHAN.
- 1.1.5 Acceptance Period: Submittals shall be valid until CHAN has completed an award action. Firms that take exception to this will be considered non-responsive and will be rejected.
- 1.1.6 Rejection of Submittals: CHAN reserves the right at its sole discretion to reject any or all submittals, without penalty, and to not issue a contract as a result of this request. CHAN also reserves the right, at its sole discretion, to waive minor administrative irregularities contained in any submittal.
- 1.1.7 Costs to Submit: CHAN will not be liable for any costs incurred by any respondent in preparation of a submittal in response to this request, in conduct of a presentation, or any other activities related to response to this RFP.
- 1.1.8 Commitment of Funds: The CHAN Board of Directors or their delegate is the only party who may legally commit CHAN to the expenditure of funds for a contract resulting from this solicitation. No cost chargeable to the proposed contract may be incurred before receipt of a fully executed contract.
- 1.1.9 Evaluation and Selection: CHAN will select a finalist(s) through a review of submittals and/or interviews with the help of a Steering committee

## 1.2 Project Scope:

CHAN's long term goal is to implement an HIE / interoperability solution that is compliant with current federal and industry standards (ARRA Meaningful Use Stage 1, HIPPA, IHE) and foundational technology in which our vendor partner commits to meeting future standards (ARRA Meaningful Use Stages 2, 3; IHE, and HL7 CDA v2). CHAN's primary goal is to leverage an interoperability suite of interfaces from GE to feed and perform transaction sets to the RFP awardee's HIE solution. Currently, that suite of interfaces is not commercially available from GE; as such, CHAN requires RFP respondents to have technology / expertise to provide data extraction and translation services to feed the HIE.

- 1.2.1 HIE Software and hardware (if necessary); includes the following:
- Master Patient Index

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- Unique patient identification aggregator
- IHE patient identity services (PIX / PDQ)
- Support for inbound / outbound HL7 ADT v2.n patient identity feeds (including patient merge / unmerge)
- Implementation services to preload MPI
- Configurable parameters to define patient linkage criteria in MPI
- Support services to manage **MPI**
- Support for IHE CCD Document exchange – See Attachment A
  - Record Locator Service (IHE XDS.b document exchange)
  - Document Repository
- Interoperability services to automate the following Workflows:
  - Medical Summary document exchange (IHE XDS.b; HL7 CDA)
  - Ambulatory orders from GE Centricity to Lab or Diagnostic Imaging entity; inbound results routed to GE Centricity
  - Consultation requests and receipt of consultation notes
- Integration translations engine to transform data formats (some examples include SQL to HL7; HL7 to IHE; delimited files )
- Scripting utility to emulate end user transactions - the use case is to leverage standard GE functionality to export / import data where true integration services are not currently available from GE. – See Attachment B
- Solution Proposals: See attached
  - Attachment\_A\_Interoperability\_Suite
  - Attachment\_B\_XDR\_Scripting

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- 1.2.2 Testing of HIE and data exchange partners systems – see Attachment D
- 1.2.3 Hardware configuration and HIE installation – see Attachment D
- 1.2.4 VPN and / or secure network connectivity to HIE server for CHAN and data exchange partners – see Attachment D
- 1.2.5 Validation of conformance with IHE and CDA standards – see Attachment D
- 1.2.6 Common data repositories to ensure true synoptic data reconciliation between systems, including mapping data to the following standards:
  - Medical problems mapped to ICD10 (bridge ICD9 to 10)
  - Diagnostic procedures / tests mapped to LOINC
  - Allergies and Medications mapped to RXNorm codes
  - Providers mapped to NPI registry

## 1.3 Vendor Requirements

- 1.3.1 Responsible Firms: CHAN shall only consider responsible firms for this project. A responsible firm is one whom, in the sole judgment of CHAN, has the financial ability, experience, resources, skills, capability, reliability and business integrity necessary to perform the requirements of the contract. In order to qualify as a responsible firm, respondent companies must:
  - Be an authorized partner, or valued added reseller of the proposed manufacturers products and services.
  - Have completed at least 2 successful implementations implementing CCD (IHE) document exchange w/ GE and at least two production regional HIEs
  - An ongoing and demonstrated commitment to systems interoperability and leveraging the [IHE](#) and [CDA](#) standards adoption within EMR, HIE, and health systems interoperability
  - Product development vision and plans to adopt systems interoperability throughout the continuum of care: ambulatory, inpatient, long term care, home health, and rehabilitation
  - Vision statement and development plans for:
    - Population health
    - Patient Centered medical home
    - ACO – Accountable Care Organization
  - Translation Services: utilities that convert one format to another

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- Scripting / software user emulation capabilities
- Portal Solution
- Have the ability to provide positive references from similar implementations from other healthcare companies.
- Proven working relationship or partnership with GE Healthcare.
- Working relationships with IHE certified HIE via [XCA](#) either Gateway or PIX / PDQ cross community
- Proven experience in supporting high-availability and/or 24x7 healthcare/clinical operations.
  - Defined support escalation plan to address patient care critical, urgent, routine issue
- Proven experience with large, multi-site installations.
- Proven experience with Clinical, Client/Server Applications, or similar Clinical Systems, preferably with GE Healthcare.
- Not have an owner(s), executive(s) or officer(s) convicted within the past 10 years of a crime that impugns honesty or integrity or with unsatisfied tax or judgment liens.
- Provide most recent financial statements and/or Dun and Bradstreet rating, with supporting documentation.

1.3.2 Support: CHAN will only consider firms capable of fully supporting the technical operations of the new systems both during and after hardware and software installation. CHAN considers this project to consist of:

- Hardware installation
- HIE & MPI software installation
- CHAN GE Centricity EMR to HIE interoperability go live
- 90 day evaluation post live
- Interoperability exchange go live with initial pilot data exchange partner

1.3.3 Responding firms must have the ability to provide direct technical support for all implemented technologies. To be considered from a support perspective, the following criteria must be met:

- 24x7 support during the entire project.
- Ongoing 24x7 support until both parties agree the implementation is complete and successful.

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- Ongoing 24x7 technical support contract capabilities after successful completion of the project.
- Support engineers and technicians must be vendor certified in the implemented technologies.

1.3.4 Project Management: CHAN is not a systems implementation firm and as such does not staff any technical project managers. Respondent firms must provide CHAN with a dedicated project manager. This project manager must be able to schedule the project timeline, manage and drive the project schedule, and have the authority to schedule and divert internal resources as needed throughout the implementation process.

1.3.5 CHAN is requesting a sample project plan be submitted for the major milestones listed in section 1.3.2. Vendor staffing plan is requested outlining vendor and site resources needed.

1.3.6 Testing Plan: Only firms submitting a detailed testing plan shall be considered.

## **1.4 Proposal Response Format**

The proposal must be submitted in the following format:

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- 1.4.1 Cover page with company name and logo, CHAN's name and logo, title of the proposal, name of person responsible for the proposal and the date submitted.
- 1.4.2 Three to four pages documenting the understanding of CHAN's requirements
- 1.4.3 Detailed overview of the proposed solution and how it will benefit CHAN.
- 1.4.4 Response to Attachments A – C; mapping vendor components
- 1.4.5 Complete Attachment\_D\_Technical\_Evaluation\_Requirements
- 1.4.6 Detailed description and graphics of hardware to be implemented, including chassis models and components, i.e. quantity of RAM, size of storage array, etc.
- 1.4.7 Detailed description of software to be implemented including their version numbers.
- 1.4.8 Detailed description of systems security model
- 1.4.9 Detailed description of data permissions management; including but not limited to patient consent, patient consent by specialty, data exchange partner permissions
- 1.4.10 Detailed description of any and all new licensure CHAN will need to fulfill your solution.
- 1.4.11 Detailed overview of your support capabilities and offerings including quantity of vendor certified technicians on staff.
- 1.4.12 Detailed testing plan.
- 1.4.13 Visio or other graphical representation of the architecture of the proposed solution.
- 1.4.14 Costs to be incurred by CHAN.
- 1.4.15 Proposal Summary.
- 1.4.16 Relevant contact information.

## 1.5 Method of Evaluation

An Evaluation Team composed of representatives of various CHAN IT staff and members will review the proposals. The criteria listed below will be used to evaluate proposals for the purpose of ranking them in relative position based on how fully each proposal meets the requirements of this RFP.

### 1.5.1 Evaluation Criteria Points

#### **Mandatory Requirements** Pass-or-Fail

#### **Technical Capability and Solution Approach** –30 points

- Understanding of project requirements
- Proposal Project Plan
- Ability to meet timelines
- Solution match / fit to requirements
- Availability of support during installation
- Tiered support plan

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- Other

## **Managerial and Staff Capability - 30 points**

- Past performance (experience)
- Project Management
- Key personnel
- References
- Other

## **Cost - 30 points**

## **CHAN Qualitative Assessment: Vendor Partner and Solution – 10 Points**

**Maximum Total Points 100**

## **1.6 Discussions and Best and Final Offers**

Best and Final Offers: CHAN may, at its sole option, either accept a respondents' initial proposal by award of a contract or enter into discussions with respondents whose proposals are being considered for award. After discussions are concluded, a respondent may be allowed to submit a "Best and Final Offer" for consideration.

## **1.7 Negotiations**

Negotiations: CHAN may, in its best interests, elect to enter into negotiations with the apparent low responsive and responsible bidder.