



CRISP

*Connecting Physicians With Technology
to Improve Patient Care in Maryland*

Request for Proposal

CRISP Mirth Connect Quality Assurance Engineering Services

April 25th, 2017

Chesapeake Regional information System for our Patients

All responses due no later than **Friday May 5th, at 5pm**



Mirth Connect Quality Assurance Engineering Services

Request for Proposal – “RFP”

TO ALL PROPOSERS

You are invited to submit a Proposal to explain your services related to quality assurance and testing of Mirth Connect channels and describe how it will meet Chesapeake Regional Information System for our Patients' (CRISP's) requirements as described herein. All Proposals should be submitted electronically to:

ryan.bramble@crisphealth.org

1. Questions from potential vendors are due by Monday, May 1st at 4:00pm ET
2. Responses to Questions will be available before Wednesday, May 3rd, at 12:00pm ET
3. Final Proposals must be received no later than 8:00pm ET on Friday May 5th.

Should you have any questions concerning the preparation of your Proposal, please do not hesitate to contact us.

Contact: Ryan Bramble
Phone: (443) 718-9048
Email: ryan.bramble@crisphealth.org

Please note that this Request for Proposal letter does not constitute a guarantee on the part of CRISP that a contract will be awarded. No payment will be made for costs incurred in the preparation and submission of a Proposal in response to this Request for Proposal.

THIS IS NOT AN ORDER OR A CONTRACT



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1 Background and Overview

The Chesapeake Regional Information System for our Patients (“CRISP”) is formally designated as Maryland’s statewide Health Information Exchange (“HIE”). To date, CRISP is the only HIE to have integrated with the state Prescription Drug Monitoring Program (PDMP). CRISP is constantly evaluating service offerings and determining ways to improve existing functionality and provider workflows.

CRISP does not maintain quality assurance staff. The purpose of this RFP is to identify a vendor that can evaluate CRISP developed Mirth Connect integration channels and run them against testing scripts to validate their functionality.

CRISP is a non-profit entity charged with the mission to advance health and wellness of patients throughout Maryland and the District of Columbia by enabling healthcare providers to share clinical data with other hospital systems, providers, and stakeholders across the Region. CRISP currently receives real time data from all 47 of Maryland’s hospitals, most of the District of Columbia’s hospitals, over two dozen participating Long-Term Care Facilities, reference laboratories, and radiology centers, and an expanding roster of ambulatory practices and urgent care centers.

CRISP operates 8 production Mirth Connect interface engines and 3 test Mirth Connect interface engines. Interface development into CRISP is preformed by CRISP staff and supplemental contract engineers. Currently the same staff performs quality assurance testing before deploying interfaces to production. CRISP seeks to replace the internal quality assurance function with a function from a third party vendor. **Quality Assurance will be performed without access to Protected Health Information.**

2 Minimum Requirements

Bidders must have direct experience providing Mirth Connect engineering services with quality assurance expertise preferred.

Bidders must have staff available for at least 2 hours of the business day Eastern Time (between 8:30am and 5:00pm ET)

Bidders must provide proof that staff are Mirth Connect certified or have an equal certification

Bidders will need to make staff available via WebEx for training for up to 2 weeks after contract execution

3 Response Format

CRISP discourages responses that are merely marketing collateral and so brochures or other presentations – beyond those sufficient to present a complete and effective proposal – are not desired.

Unless specified below, CRISP will not impose a page limit to proposals or required sections. CRISP does encourage proposals be concise and of succinct length.

Please NOTE: All responses, assertions, and commitments made in this proposal will be part of any contract.

The response should include the following sections:



Response Section	Title	Format
A	Cover Letter	Letter on company letter head signed by representative with legal contracting capacity. Appropriate company contact information must be included. No more than 2 pages.
B	Table of Contents	
C	Executive Summary	No more than 3 pages.
D	Response to General Questions	Pages as required. Please remain concise.
E	Appendices	
P1	Audited Financial Statements	Pages as required.
P2	Resource Resumes	Pages as required.
P3	Pricing Spreadsheets	Pages as required.
P4	Acceptance of Terms	Executed copy of Acceptance of Terms document included in RFP. Pages as required.
P5	Standard Contract	Copy of your company's standard contract. Pages as required.

4 Executive Summary Guidelines

CRISP requests up to three (3) pages for an Executive Summary. The summary should introduce a responder's company, any relevant offerings, and should provide a summary of the response.

5 Response to CRISP Requirements

In an effort to ensure that the proposal can meet CRISP's specific needs, each response should address the specific requirements listed below. Each discussion should include a description of how the proposal will meet each specific technology requirement. Responses will be scored based on the proposal specifically addresses each individual requirement.

Please feel free to include explanations, caveats, conditions or other information that will help qualify or explain your answers. Please also include any additional cost that may be incurred by CRISP above and beyond the proposed pricing quoted.

Please NOTE: All responses, assertions, and commitments made in this proposal will be part of any contract.

Please NOTE: If specific additional costs are not included in the use case discussion, CRISP will assume the cost to implement and run the use case is part of the overall pricing proposal.

Requirements

- Please describe the ability and experience of your staff to work within Mirth Connect including the types of channels developed or tested by your staff. Do not include instance of where you only have provided support or troubleshooting of existing integration channels.



- Please describe the approach you use to manage the QA process. Please include any tools preferred, project management methodologies, and report outs that will demonstrate performance capability to CRISP leadership.
- Please outline expected response times to work submitted by CRISP. Include response times for standard integration work submissions and also for priority submissions.
- Please describe in detail the make-up of the quality assurance team and if CRISP will have access to dedicated resources for the full term of the contract. Please describe if resources will be assigned to multiple customers and if so how you will mitigate the risks associated with engineers working on other projects.
- If resources will be offshore please describe the nature of that relationship and how CRISP will interact with offshore resources.
- Please describe your workforce policies related to HIPPA and safeguarding PHI and PII
- Please list any privacy/security certifications that your company holds
- Please describe how staff will protect the integration code as it remains the intellectual property of CRISP
- Please describe what testing tools you have available and will be used to perform testing on CRISP interfaces.
- Please provide sample documentation for policies and procedures followed during the QA process
- Please outline your preferred process for receiving development completed integration channels from the CRISP team and how those channels will move through the QA process and then be submitted for production release
- Please describe anything else you think may be pertinent and important to this role

6 General Questions

CRISP requests responses to all questions listed below, and all answers should either be clearly provided within the context of the proposal and/or in their own separate section. All answers provided should be succinct in length to ease reviewer evaluation, but should take care to answer each question in all necessary and appropriate depth.

CRISP will assume that any non-answer will indicate that any proposed company or technology will be unable to provide or unwilling to disclose a solution to the question, and this may negatively impact CRISP's perception of the overall proposal. Inability to provide a response to any question will not immediately disqualify a proposal from consideration.

Please NOTE: All responses, assertions, and commitments made in this proposal will be part of any contract.

1. What is your company's Dun and Bradstreet number?
2. Where is your company headquartered?
3. How long has your company been in business?
4. How many employees work for the company?
5. Is the company privately held or publicly traded?
6. Please note any relevant accreditations your organization has achieved.



7. To fulfill the requirements of this RFP, will you rely on any partnerships, subcontracts, or other relationships? If yes, please describe the role the subcontractor will play and any other salient information you feel is important in judging the strength and/or history of the partnership.
8. Please describe your work with other HIEs, if any. In your work with HIEs, like CRISP, do you rely on any partnerships, subcontracts, or other relationships. If so, please explain.

7 Evaluation

CRISP will evaluate each proposal for completeness and will score the proposals based on the understanding that any proposed solution will effectively meet the requirements set forth in this RFP. CRISP's scores will be kept confidential and will not be disclosed to responders. Consideration may focus on, but is not limited to, the following:

- Price
- Reputation for quality and service
- Brand Reputation and Quality
- Warranty/Service/Support

CRISP reserves the right to:

- Accept/Reject any and all proposals or portions of proposals received in response to this RFP, to make no award, or to issue a new RFP.
- Waive or modify any information, irregularity, or inconsistency in proposals received.
- Request modification to proposals from any or all contractors during the review and negotiation.
- Negotiate any aspect of the proposal with any individual or firm and negotiate with more than one individual or firm at the same time.

8 Full Pricing Proposal

CRISP requests a pricing proposal to understand the total annual cost of your solution. Outline your financial proposal in an Excel spreadsheet and include it as *Section P3* in your response.

Financial proposals can follow either a flat fee model (per interface tested) or an hourly rate model. If submitting the latter please include the number of FTEs and their hourly rates that are included in the contract. Please include estimated cost for 1 year of service with the following assumptions:

- There will be 2 basic ADT integration from Certified EHR technology per week
- There will be 1 basic CCD intergration using XDS standards from Certified EHR technology that will be sent to up to 3 destinations per week.
- There will be 1 LAB integration from a CLIA certified laboratory per quarter
- There will be 2 ORU document feeds per week

NOTE: These assumptions may be more liberal than the actual work performed. Amount of work can vary week to week.

PLEASE NOTE CRISP IS A 501c3 NOT FOR PROFIT COMPANY

Responses should include ANY potential cost CRISP may incur.



Please include a copy of your standard contract with this proposal.

Please NOTE: All responses, assertions, and commitments made in this proposal will be part of any contract.

9 Bidder's Instructions

To be considered, all proposals must be submitted in writing and electronic format and must respond to the items outlined in this RFP using the requested format. CRISP reserves the right to reject any proposals that are, in the sole judgment of CRISP, non-responsive or non-conforming. Responses to this RFP should be complete but concise.

CRISP is not a state entity nor is the organization bound by state procurement guidelines and regulations. CRISP does encourage Minority Business Enterprise (MBE) designated entities with relevant solutions to respond to this solicitation.

Modifications

Any changes, amendments, or modifications to a proposal may be submitted by email but will not be considered acknowledged until a response email from CRISP indicating receipt and acceptance of the modification is received. CRISP reserves the right to request clarification and/or further technical information from any contractor submitting a proposal.

10 RFP Terms and Conditions

Proposal Response

CRISP reserves the right to reject any/all proposals received in response to this RFP. Any information obtained will be used, along with other information that CRISP deems appropriate, in determining suitability of proposed offer. Bidders whose proposals were not accepted will be notified that a selection is made, or if it is decided, that no proposals are accepted. CRISP has no obligation to explain the basis of or reasons for the decision it makes relating to the proposals and/or this RFP. CRISP may identify multiple bidders who are determined suitable and negotiate with each of them on parallel tracks, pending a final contracting decision. Any proposal failing to respond to all requirements may be eliminated from consideration and declared not accepted.



Proposal Becomes CRISP Property

All proposals become the property of CRISP and will not be returned to bidders. Proposals will be disclosed to CRISP, CRISP advisory bodies and committees, DHMH and MHCC staff, advisors and advisory bodies and others as deemed appropriate by CRISP.

Formal Contract

A bidder receiving a positive response to their proposal should be prepared to immediately begin negotiation of final terms based on the RFP and other mutually agreed terms and conditions, provided that terms described by bidder in their response may be rejected in whole or in part and/or otherwise negotiated by CRISP in the contracting process. In addition, a positive response from CRISP does not assure a bidder that a contract will be entered into; CRISP may discontinue negotiations with a bidder at any time, in its sole discretion. PLEASE PROVIDE A COPY OF YOUR STANDARD CONTRACT DOCUMENTS WITH YOUR SUBMISSION.

Within 5 days of receiving a positive response, bidder will be expected to notify CRISP in writing of its contract team, which shall include the individual with authority to approve and execute any final legally binding agreement with CRISP.

Until and unless a formal contract is executed by CRISP and bidder, CRISP shall have no liability or other legal obligation to bidder whatsoever, relating to or arising from this RFP, the RFP process, decisions as to awards resulting from this RFP, or otherwise.

In no event will CRISP be responsible for damages or other remedies, at law or in equity, arising directly or indirectly from its decision on the award of the PDMP contract or for any action taken or not taken in response to or as a result of this RFP or bidder's response.

Maintaining Pricing

Prices must remain valid for at least ninety (90) days from the Closing. Contract negotiations will include price re-verification if the price guarantee period has expired. CRISP reserves the right to request that a bidder only provide a portion of the proposed deliverables or exclude certain partners. If bidders are unwilling to comply with RFP requirements, terms and conditions, objections must be clearly stated in the Cover Letter to the proposal.

Cost of Proposal Preparation

All bidder's costs of proposal preparation and any negotiation will be borne by the bidder.

Applicable Law

The Laws of the State of Maryland shall apply, except where Federal Law has precedence. The successful individual or firm consents to jurisdiction and venue in the State of Maryland.

By the signature of its authorized representative, Bidder acknowledges that it understands and accepts the terms of this RFP.



BIDDER: _____

By: _____

Title: _____

Date: _____