



CRISP

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

Responses to Vendor Submitted Questions

CRISP Mirth Connect Quality Assurance Engineering Services

May 3rd, 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



Vendor Submitted Questions and Replies from CRISP

1. Is there a preference for where the Mirth QA environment will be hosted (by the responder or CRISP)? **The Mirth QA environment is and will continue to be hosted by CRISP.**
2. Does CRISP have an existing visualization application such as Tableau or similar? **Data that is validated will eventually be viewed in a number of applications. CRISP currently uses Mirth Results to view the information that passes through Mirth Connect.**
3. Is CRISP currently using a Version Control System (VCS) like GIT or SVN? **Yes, but not for Mirth development work so it is not currently available for services in the scope of this RFP. Mirth Connect itself does have version control capability and the ability to restore to previous versions of code.**
4. Is it CRISP's intent to build an integrated Software Configuration Management Process. **We are open to that.**
 - a. Are there other long term goals associated with this RFP? **None that aren't stated.**
5. Is CRISP building project specific test cases today, if so how is that currently managed? **No**
6. Is CRISP currently documenting the channels developed by staff in a 3rd party software suite like Atlassian? **No – all documentation resides in the Mirth Connect channels themselves.**
7. If you feel those weekly channel numbers are optimistic (liberal), could you give us a "low end" threshold number so we can assess the engagement from a "low - high range" perspective on an annual basis? **The numbers provided are what should be used as they represent realistic data flows.**
8. Are "audited" financials still a requirement for a privately held company that already has an existing master agreement in place with CRISP and is already providing other services? **If you have provided audited financials to us in the past year then resubmitting those is sufficient.**
9. Are all Mirth Connect (11) instances on the same release? What release or releases? What plans does CRISP have to upgrade in the next 12 months? **Yes, appliance version 3.11.0 and Mirth Connect version 3.4.2.8129. We will take upgrades as released by Mirth Corp in compliance with best practices.**



10. While access to PHI is not needed, will CRISP provide deidentified test data from the source to test the interfaces? **Yes**
11. Do we need to provide proof of Mirth Certification with the RFP response or can that be provided should our organization be short-listed? **It can be provided during the short listing.**
12. Can we expect that our response will remain confidential to CRISP only? **The response would only be shared with CRISP staff and any of CRISP's committees. Members of CRISP's Technology Committee may be consulted. Those members do not work for CRISP but rather for provider organizations affiliated with CRISP.**
13. How many years of audited financial statements need to be provided? **2 years**
14. What is the size of current CRISP development team? **CRISP has 2 full time engineers on site and another 4-6 FTE consultant engineers in Maryland. The number of consultant engineers vary based on the amount of work that needs to be done.**
15. What is the current incident management, change management and release management process followed by CRISP? **Incident management is logged by Tier 1 support and escalated to CRISP's engineers when appropriate. Change Management authorizes all projects before they start and CCB also approves releases to production after testing is completed and documented. An output of the QA process would be test documentation needed for change control.**
16. By when will a decision on the RFP be made? **May 30**
17. What is the current Defect Management Process followed by CRISP? **None**
18. Who will be the audience for testing & Walkthroughs (Business Analysts, Project Managers, Business Managers and SE Leads) **Project Managers and Systems Analysts**
19. Do we have a dedicated test environment for QA or vendors needs to leverage existing 3 test instances? **You will need to leverage our existing test instances.**
20. Does CRISP want to conduct performance testing for Mirth Connect? If yes, please provide the details about type of performance testing required. For ex. Load, Stress or Volume testing. **No**
21. Please provide the details of any testing tools used by CRISP today. For ex. Load testing (Selenium) **None**
22. Any Third-Party Libraries being used along with Mirth Connect? **No**



23. Besides HL7v2, HL7v3, CCDs are there any messages being processed/will be processed in future?
Possibly – we cannot be sure at this time.
24. What is the average size of messages/files (HL7/CCD) We don't have a good way to calculate that but the size is not untraditional.
25. Does CRISP have CCDA Integrations with XDS.b or any other API Integrations? Yes, many of each.
26. Technology stack (if any) outside of Mirth Connect the engineers would need familiarity on from a QA perspective? Yes – Engineers would need to be trained on how the channels interact with downstream services – especially the Master Patient Index (Initiate).
27. What other types of data formats does CRISP support that could potentially be used to generate a payload (ex. PDF, rtf, jpeg, and tiff) apart from message types like ADT, ORU, and CCD? We do not support any file formats like PDF, JPG, TIF.
28. Number of interfaces and frequency of Interfaces going live on a weekly basis This question was answered in the RFP.