Healthcare Provider Directory Development Vendor

*Request for Proposal*

RFP Issue Date: November 2, 2016

Proposals Due: November 23, 2016

Chesapeake Regional Information System for our Patients

7160 Columbia Gateway Drive, Suite 230

Columbia, Maryland 21046

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# Overview and Objective

## CRISP Overview and Background

Chesapeake Regional Information System for Our Patients, Inc. (CRISP) is an independent not-for-profit membership corporation that operates a health information exchange (HIE) serving the Maryland and District of Columbia region. CRISP, which is a private entity chartered and governed to pursue health IT projects best pursued cooperatively, is the state designated HIE for Maryland. Its participants include each of the 48 acute general care hospitals in Maryland, all eight hospitals in the District of Columbia, as well as numerous other facilities and providers of care.

There is an emerging need to consolidate Provider information across the state of Maryland. The challenge we anticipate is managing the same piece of information arriving from separate sources, which has the potential to introduce formatting discrepancies or data entry errors. Adding to the complexity, the various data feeds oftentimes do not send the same bits of identifying information. The sum of these permutations makes it difficult to associate multiple Provider records from varying sources without some systematic or manual intervention.

With respect to patients, CRISP leverages IBM’s Initiate, a Master Data Service, as their Master Patient Index (MPI). This system maintains a unique list of all Patients for which information has been received. The MPI is necessary to join the requests received from Admission, Discharge, and Transfer (ADT) feeds and other data sources into a single, record. Every CRISP system uses the MPI where it’s necessary to understand the concept of a single ‘person’ across multiple source Medical Record Numbers.

## Engagement Objective

CRISP is seeking a vendor to develop a Healthcare Provider Directory. CRISP envisions the Healthcare Provider Directory will leverage a variety of data feeds to provide singular insight into Providers in the system. This unified record identifies the various relationships a Provider has such as with other Providers, hospitals, practices, provider groups, payers, and others. CRISP envisions it will serve as the single source of truth for Providers in all areas serviced by CRISP. Guiding principles of a successful implementation include:

* Scalable – Ability to add new providers or new source feeds to the system and to add additional systems to access the data using industry standards.
* Data Ingestion & Retrieval – Ability for data stewards to access the data and for CRISP systems to push or pull data from multiple sources in a flexible manner, including using Fast Healthcare Interoperability Resources (FHIR) APIs.
* Accurate – Provider records are matched correctly 89% of the time or more, incorrectly matched less than 1% of the time, and failed to match less than 10% of the time.
* Incremental Delivery – CRISP places high value on the ability to deliver functionality in usable increments.

To support State efforts, CRISP is seeking to engage a vendor to develop a Healthcare Provider Directory to facilitate a number of use cases and leverage several, disparate data sources. The system will create and maintain a single record of Provider demographic information using heuristic matching techniques. The scope of work for this project includes developing an infrastructure for CRISP to leverage Provider information for Consumer Provider Lookup (Benefits Exchange Provider/Plan Search). The engagement will begin upon execution of a contract and is expected to continue as needed with routine evaluation of the initiative.

### General requirements for the Healthcare Provider Directory

Included with this RFP is an Excel document, entitled “CRISP\_HealthcareProviderDirectory\_Requirements”. The document outlines our expectations for a Healthcare Directory system. Please complete the first tab (“Requirements”) with your solution’s abilities to meet each requirement and return the document to CRISP along with your RFP response.

**Our primary evaluation criterion is based on the vendor’s ability to satisfy the requirements listed on the tab “Requirements” within the excel sheet “CRISP\_HealthcareProviderDirectory\_Requirements”.** However, we envision additional use cases extending from the core implementation of the Healthcare Directory. Deference will be given to providers with solutions that are capable meeting future requirements, marked as “Future” on the tab “Use Cases” within the excel sheet “CRISP\_HealthcareProviderDirectory\_Requirements”.

The Excel format enables us to quickly compare vendor capabilities; it is a necessary but insufficient component of the response. We welcome accompanying information that conveys your value proposition.

## Vendor Qualifications

Key qualifications for a vendor include:

1. Proven success building master data repositories, with at least one deployed solution serving a related use case
2. Compliance with HIPAA and the Maryland Medical Records Act
3. Knowledge of health care industry-standard protocols for data transfer
4. Experience building or maintaining a healthcare Master Data Services is preferred but not required
5. Knowledge and experience working with existing CRISP infrastructure is preferred but not required
6. Able to meet the goals and deliverables of the project

## Scope of Work

The proposed scope of work is to develop a Healthcare Directory to facilitate a number of use cases and leverage several, disparate data sources. Major project tasks and key deliverables are described in Figure 1.

**Figure 1: Tasks**

|  |  |  |
| --- | --- | --- |
| ***Task*** | ***Timeframe*** | ***Proposed Major Deliverables*** |
| **Development of Conceptual Implementation** | Within 14 Days of Contract Execution | The product should include a brief description of the theory of your Healthcare Directory implementation; roles of different users of the system; payment and risk structure for participants; description of how it will meet CRISP requirements; and timeline for Healthcare Directory progression and integration with CRISP infrastructure. |
| **Development of Detailed Implementation Plan** | January 2017 | The product should include a detailed description of the solution proposed and expected increments of delivery. |
| **Extension of System** | February 2017 | Explanation of how the proposed solution can be extended to provide access to external constituents, such as providers, patients, and insurance carriers. |
| **Stakeholder Engagement** | Ongoing | The vendor will manage and support a robust process for communicating with stakeholders throughout the engagement. Deliverables will include meeting agendas, minutes, and timeline updates to the delivery of the Healthcare Directory. |
| **Post Development Support** | March 2017 | Vendor will be expected to train and transfer knowledge of maintenance and operation items to CRISP post warranty period. |
|  |  |  |
|  |  |  |
|  |  |  |

# 2. RFP Process and Submission Instructions

## Contract Type

Vendors are asked to explain their pricing models in Section 4 and are welcome to propose and justify other contract types if deemed appropriate. CRISP will issue full contract specifications as part of the final procurement process as outlined in the RFP timeline below.

## RFP Process Overview

This RFP requires vendors to set forth their Healthcare Directory Solution(s) and costing information (including licensing models and fees, typical implementation costs, and labor category rates). Based on responses, CRISP will select multiple vendors for in-person/webinar interviews and solution/product demonstrations and conduct reference reviews. Following the interviews, CRISP will issue refined specifications and ask selected vendors to provide a final response and financial bids.

CRISP expects to issue the final vendor award approximately two months after issuance of this RFP.

### RFP Timeline

Figure 2, the Procurement Timetable, represents CRISP’s best-estimated schedule for this procurement. All dates, including the contract start date are subject to change.

**Figure 2: Procurement Timetable**

|  |  |  |
| --- | --- | --- |
| **Event** | **Approximate Dates** | **Notes** |
| **CRISP Issues RFP** | November 2, 2016 | Any proposal updates will be issues on the CRISP website |
| **Clarifications and Q&A** | Ongoing | Ongoing, posted on CRISP website  Questions may be submitted to Seth.Sacher@crisphealth.org |
| **Vendor RFP Responses Due to CRISP** | November 23, 2016 | Proposals must be emailed by 5 pm |
| **Follow-Up with Vendors** | November 30, 2016 | CRISP will contact vendors as needed |
| **Vendor Selection and Contracting** | December 2016 | CRISP will contact selected bidders to initiate contracting process |
| **Contract Execution** | January 2017 | Contract will begin upon execution |

CRISP will work in good faith to provide adequate and equal opportunity for all participating vendors. However, CRISP reserves the right to adjust or modify the Procurement Timetable at any point, as deemed necessary, in the process.

### ii. Bidders Conference and Requests for Clarification

CRISP will hold a bidder’s conference on **November 8, 2016 at 1pm ET**.

In addition, CRISP will routinely answer and post to our website questions and answers related to this procurement. It is assumed that all Q&A will be finalized by **November 23, 2016**. Please email questions and requests for clarification to: Seth Sacher [Seth.Sacher@crisphealth.org](mailto:Seth.Sacher@crisphealth.org).

### iii. Vendor Partnerships

CRISP welcomes proposals developed by multiple vendors in a partnership for the solution. The lead partner should submit the joint RFP response. Prior history of working with other vendors/solutions should be included in the response. Any combined responses must include a Service Level Agreement (SLA) with specific roles and responsibilities between the partners (this should be further detailed and included in Section 3C of the response).

### iv. Vendor Specialization

CRISP welcomes proposals that serve only the core component of this procurement. For this engagement, we envision a vendor with a specialized end product for a Master Provider Index to submit a response inclusive of that component of the solution. In this case, CRISP would envision either suggesting vendor partnerships or segmenting the work efforts into multiple contracts.

### v. Innovation

CRISP has set forth in this RFP our planned concept for a regional Healthcare Directory. However, we understand that through ongoing work efforts, vendors are rapidly developing innovative solutions. CRISP welcomes RFP responses that meet State objectives that rely on innovative concepts outside of our identified framework.

## Terms and Conditions and Confidentiality

All responses become the property of CRISP and will not be returned to responders. Responses may be disclosed to CRISP and CRISP advisors as deemed appropriate by CRISP. All pricing information will be treated confidentially.

CRISP expressly reserves the right to make any decision regarding future direction or future technology partners. This includes the right to not award a contact pursuant to this RFI/RFP process. CRISP also reserves the right to:

* Accept or reject any and all proposals or parts of proposals received in response to this RFP
* Amend or modify the RFI/RFP or cancel this request, with or without the substitution of another RFI/RFP
* Waive or modify any information, irregularity, or inconsistency in proposals received
* Request additional information from any or all respondents
* Follow up on any references provided
* Negotiate any terms of contract or costs for any proposal
* Request modification to proposals from any or all contractors during review and negotiation
* Negotiate any aspect of the proposal with any individual or firm and negotiate with multiple individuals or firms at the same time

Submission of a proposal in response to this RFP constitutes acceptance of all the conditions of this procurement process described here and elsewhere in the RFP.

A bidder receiving a positive response to their RFP proposal should be prepared to immediately begin negotiation of final terms based on the RFP and other mutually agreed-to 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 that a contract will be entered into; CRISP may discontinue negotiations with a bidder at any time, at our sole discretion. Until and unless a formal contract is executed by CRISP and responder, CRISP shall have no liability or other legal obligation to a responder whatsoever, relating to or arising from this RFP, the RFP process, or any decisions regarding pursuit of a formal solicitation.

CRISP will hold responses as confidential.

In no event will CRISP be responsible for damages or other remedies, at law or in equity, arising directly or indirectly from any decisions or any actions taken or not taken in response to or as a result of this RFP or response by a vendor. All responder’s costs from response preparation, response delivery, and any negotiation will be borne by the responder.

## Submission Instructions

Responses to this RFP should be submitted by **November 23th, 2016 no later than 5 pm (EST)** to **Seth Sacher** at **Seth.Sacher@crisphealth.org****.** Vendors should submit the proposal as a single file containing all response and supporting materials.

The maximum size for all individual files should be <15MB. Therefore, please compress screenshots or diagrams.

## Proposal Evaluation

Proposals will be evaluated based on:

* Vendor meeting minimum qualifications of at least one deployed solution;
* A preliminary examination to determine completeness of the response;
* An evaluation of the Healthcare Directory Solution, including the project management plan and team;
* The solution’s ability to meet communicated requirements based on response information;
* Strength of proposed work plan and ability to satisfy the deliverables and meet the timeframe;
* Reference review;
* Review of estimated price in the financial proposal.

# 3. Technical Proposal Content

The technical proposal provides CRISP with an understanding of your company, proposed team, and your work plan. Resumes for the proposed team may be included in appendices and do not count towards page limit.

## A. Summary

Provide a summary of the proposal including company overview, proposed team and work plan. (1 – 2 pages)

## B. Company Overview

In this section, provide a company overview including the proposed team and a description of similar projects client references. This section should describe the experience and qualifications of the individual team members to be assigned to this project. Resumes may be attached as an appendix and do not count towards the page limit. The vendor should provide two customers for reference (use table format in Figure 3). References should be for customers with requirements similar to those described in this RFP. CRISP will provide vendors notice before contacting any references.

**Figure 3: Client References**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***Client Company Name & Industry*** | ***Client Contact Name*** | ***Client Phone and/or e-mail*** | ***Implementation Date*** | ***Approximate Cost of Engagement*** |
| 1. |  |  |  |  |
| 2. |  |  |  |  |

## C. Proposed Work Plan

In this section, the vendor must describe their proposed work plan and key steps for completing the tasks and meeting the deliverables described in Consumer Provider Lookup. The work plan should include timeframes for tasks and deliverables. The work plan should demonstrate the vendor’s ability to meet the timeframes described in the RFP.

## D. General and Technical Questions Responses

CRISP requests responses to all questions listed in Appendix A, and all answers should 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, while providing sufficient depth to answer each question thoroughly.

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 the contract.**

# 4. Financial Proposal Content

Distributed with this RFP is an Excel document, entitled “CRISP\_HealthcareProviderDirectory\_Pricing”. At minimum, please conform your estimates to the structure provided considering only Consumer Provider Lookup. Supporting documents may be provided as required.

The financial proposal should estimate labor and expenses for the project.

* Labor: Vendors should provide the hourly rates by labor category and estimate hours allocated to the project. The vendor will be able to reallocate resources among labor categories but may not exceed the Labor Project Total.
* Expenses: Vendors should estimate the total expenses for the project. Please note, vendors will only be reimbursed for travel expenses documented by receipts.

**Expenses**

The vendor should also provide an estimate of expenses associated with the project including estimated trips and travel expenses.

**CRISP resources**

The vendor should describe the CRISP resources, by role, they expect to need to be successful along with the estimated time commitment for each.

**Other CRISP borne costs**

If the solution requires additional systems or capabilities not included in the vendor’s proposal, those should be delineated in the final tab of the spreadsheet in any form you find suitable. For example, the vendor’s solution requires 1 SQL Server license; with the expectation that CRISP will purchase the license.

# Appendix A: General and Technical Questions

#### General

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? How many FTE are allocated to the specific product.
5. Is the company privately held or publicly traded?
6. Please note any relevant accreditations your organization has achieved.
7. 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.

#### Technical Requirements

For the capabilities listed below, please assert whether or not the proposed technology solution can support the listed functionality in Consumer Provider Lookup. 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.

**General Healthcare Provider Directory Questions**

1. Please provide a general overview of your Healthcare Provider Directory product offering including technical / data flow and data model diagrams. Include any other supporting diagrams as necessary.
2. Provide one (1) demonstration (by screenshot, video, or other means) of existing solutions and capabilities included in this document.
3. Please describe the ability to track utilization and any various reports that may be available.
4. Describe your solution’s approach to matching records from disparate sources.
5. Please describe your ability to meet the expectations outlined in “Vender Qualifications.”

**General Technical Requirements**

1. What is the deployment model (Software as a service, hosted, on premise at CRISP, other)? If on premise, describe the expected landscape.
2. How would you enable audit and monitoring of the production landscape?
3. Describe your solution’s approach to Data Governance.

**CRISP-Specific Technical Requirements**

1. Please explain in detail how you have worked with other HIEs in the past, if applicable.
2. Have you ever worked with master person index technology vendors? If so, please identify what MPI technology vendor and provide a description of your work.
3. Please describe your ability to consume RESTful Application Programming Interfaces (APIs) and examples thereof.
4. Please describe how your solution can rely on or update an external relationship source.

**Customer Support**

1. Please describe the administrative toolset. What can be done through a user interface by CRISP staff and what will require coding?
2. How would your proposed training allow CRISP technical resources to be proficient in managing your solution?
3. Describe your approach to customer support, including your issue escalation process and how you track and resolve problems.
4. Describe your first and second level support processes.
5. Describe your executive escalation process.
6. Please include a copy of your Service Level Agreement (SLA), and document different levels of support and pricing, if applicable.

**Privacy and Security**

1. Generally, how does your solution ensure the security and confidentiality of sensitive information?
2. If your solution is not hosted by CRISP, would you agree to an annual audit from an industry recognized third party (for instance SSAE16)? Would there be a cost to CRISP?
3. Have your applications or similar applications to the one you are proposing been subjected to penetration testing? If so, please provide those reports.

#### Additional Use Cases

If you would like to share your ability to satisfy the other provided use cases, use whatever means and methods you feel are appropriate to convey your message.

# Appendix B: CRISP\_HealthcareProviderDirectory\_Requirements.xlsx



# Appendix C: CRISP\_HealthcareProviderDirectory\_Pricing.xlsx



# Appendix D: CRISP\_HealthcareProviderDirectory\_Architecture.pptx

