CRISP

Request for Proposal

CRISP Patient Portal

July 15, 2020

All responses due no later than **July 31, 2020**, at 5pm EST

You are invited to submit a proposal for the provision of a portal where patients can securely access their health data, starting with their Covid-19 test results. Your proposal should describe how it will meet Chesapeake Regional Information System for our Patients (CRISP) requirements as described herein. All proposals should be submitted electronically to: adrienne.ellis@crisphealth.org

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

Contact: Adrienne Ellis
Email: adrienne.ellis@crisphealth.org

Please note that this Request for Proposal 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

CRISP

CRISP Background

CRISP is a 501(c)(3) non-profit company that currently provides the health information exchange service and solutions to Maryland, West Virginia, and Washington D.C. CRISP enterprise receives healthcare data from thousands of healthcare providers across the region. Inside CRISP technology infrastructure, this data is spread across multiple data centers (co-lo, Azure, AWS, as well as vendor-managed clouds), systems, databases, and data formats (Flat-file, XML, JSON, relational databases, etc.).

Project Objective

CRISP is looking for a partner to help build a patient portal where patients can view and download their health information. We have a bias towards using Azure-native PaaS platforms and toolset. CRISP prefers an open source tool or a solution with a transparent pricing structure.

The portal must provide patient identity authentication and the ability to view and download information. The most pressing and immediate portal need is for the delivery of COVID-19 test results to patients being tested at state run testing sites, which will serve as phase 1 of the implementation. CRISP is orchestrating much of technology stack for the testing locations, and the state is looking for a more effective way to deliver results directly to patients (~10,000 / month). Additionally, the portal solution will need to share utilization data with the Call Center system so that patients that view their results in the portal are not contacted by the call center; drastically reducing the average cost/customer engagement for negative test results delivery. Longer term, other types of clinical data available through CRISP may be displayed within the portal directly to patients.

Beyond the portal and patient authentication, CRISP is interested in proposals that would also include a solution for patient-authorized, third-party applications that would pull data from CRISP and send patient data to those applications for display to the patient.

Note: proposals must provide a solution for the patient portal and patient authentication. The proposals may, but are not required to, address the third-party application portion.

Patient Portal Project Deliverables

1. Create a patient portal where patients can securely view and download their health information. Initially, the patients will view and download their Covid-19 test results, but CRISP may wish to expand the information available to patients via the portal at a later date. The patient portal must do the following:
    a. Authenticate patients using industry standards and best practices
        i. Follow, at a minimum, the National Institute of Standards and Technology (NIST) Level 2 registration and identity proofing requirements as outlined in the most recent version of Special Publication 800-63: Electronic Authentication Guideline or its comparable industry best practices and may perform remote identity proofing;
        ii. Assign an authentication token specific to the patient that can leveraged by other portions of the CRISP infrastructure
    b. Use a simple and user-friendly user interface for patient log-in, view, and download of information
    c. Pull patient information from multiple data stores within the CRISP infrastructure, all available through Application Programming Interfaces (APIs), and present the health information in a complete yet understandable format that is viewable on screen and able to be downloaded
    d. Integrate with CRISP infrastructure, which includes but may not be limited to:
        i. SAML 2.0 Integration (ULP)
        ii. OAuth 2.0 Integration
        iii. Integrations with multiple RESTful APIs (all CRISP data and services are available as RESTful API's)
    e. Produce and consume data in various healthcare data specifications including but not limited to FHIR, HL7, IHE.
    f. Capture and provide audit logs based on be used for capabilities such as producing utilization per patient for inclusion on an accounting of disclosures form in compliance with Accounting of Disclosure Standards
    g. Provide telemetry that will allow a system administrator to understand key system utilization metrics and solve issues.
    h. Conform to CRISP security policies, performance standards, and code review
    i. Use industry accepted User Experience Guidelines and must include:
        i. Mobile first design
        ii. Responsive design
    j. Ability to show that code base was tested for any known bugs based on industry standards
    k. Provide the following documentation artifacts:
        i. User Guide

ii. API Documentation
iii. Any workflow and other diagrams as applicable

Third-Party Application Project Deliverables

Create a 3rd party application platform where patient-authorized applications can interact with CRISP on behalf of individual patients. The platform must:

a. Support API-based access for third-party software platforms to interact with
b. Allow applications to register and be approved based on CRISP-developed terms and conditions
c. Allow applications to provide previously captured patient authorization and authentication
d. Deliver data to third-party software platforms in a flexible way to accommodate the potentially multiple formats that the third-party software platforms are able to support (e.g. API-based exchange, CCDA, document-based exchange, etc.)
e. Integrate with CRISP infrastructure, including but not limited to;
    i. SAML 2.0 Integration (ULP)
    ii. OAuth 2.0 Integration
    iii. Integrations with RESTful Application Programming Interfaces
f. Capture and provide audit logs based on be used for capabilities such as producing utilization per patient for inclusion on an accounting of disclosures form in compliance with Accounting of Disclosure Standards
g. Produce and consume data in various healthcare data specifications, including but not limited to FHIR, HL7, IHE.
h. Provide telemetry that will allow a system administrator to understand key system utilization metrics and solve issues.
i. Conform to CRISP security policies, performance standards, and code review
j. Ability to show that code base was tested for any known bugs based on industry standards
k. Use industry accepted User Experience Guidelines and must include:
    i. Mobile first design
    ii. Responsive design
l. Provide the following documentation artifacts:
    i. User Guide
    ii. API Documentation
    iii. Any workflow and other diagrams as applicable

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.

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. Please provide 2 references with contact information whom CRISP may contact regarding performance on past projects.
6. Please describe your work with other HIEs or healthcare entities, if any.
7. Please describe your work with patient facing solutions, including patient portals, and patient interfaces, including patient authentication, if any.
8. Please comment on your ability to meet the expected timeline for the delivery of the solution(s) outlined in this RFP.
9. If you are providing a proposal for the third-party application platform, please describe any experience you have establishing APIs and registering/validating third-party applications.

Pricing

Outline your financial proposal in an excel spreadsheet and include it as Section P2/P3 in your response. Please break costs down into specific categories, for example and as applicable:

- Software license expense
- Software maintenance and support expense
- Services expense
- Hosting expense
- Third-party hardware and software expense
- Implementation expense
- Any other relevant specific costs

Each of the line items should have the appropriate level of additional detail (such as multiple line items for service). Please clearly label one-time expenses versus on-going expenses, including the initial purchase and/or on-going purchase or licensing fees. Document any other costs that CRISP may incur in doing business with your company for this area of work. Also include the hourly expense for each resource type that may be engaged in this effort. In your financial proposal, detail any escalation in costs based on the inclusion of any functions that are necessary and that CRISP may not be anticipating or defining in this RFP.

Response Format

CRISP discourages responses that are merely marketing collateral, therefore brochures or other presentations – beyond those sufficient to present a complete and effective proposal – are not desired. CRISP encourages proposals which are concise and of succinct length. Proposals should sufficiently explain how your solution will achieve the goal and deliverables of the project. ***Vendors may provide a comprehensive proposal for both the patient portal and the third-party application platform, or vendors may choose to provide a proposal for the patient portal only. If you choose to provide a comprehensive proposal, please provide separate pricing proposal for each deliverable.***

Response Section	Title	Format
A	Cover Letter	Letter on company letterhead signed by representative with legal contracting capacity. No more than 2 pages.
B	Table of Contents	
C	Executive Summary	No more than 3 pages.
D	Response to Patient Portal Project Deliverables	Pages as required.
**E*	*Response to Third Party Application Project Deliverables*	*Pages as required*
F	Response to General Questions	Pages as required.
G	Appendices	Pages as required.
P1	Resource Resumes	Pages as required.
P2	Pricing Proposal for Patient Portal	Pages as required.
**P3*	*Pricing for Third Party Application Platform*	*Pages as required*
P3	Acceptance of Terms	Executed copy of Acceptance of Terms (pages 4-5).
P4	Standard Contract	Pages as required.
**Note these items are not required, but must be included if vendor choose to provide proposal to achieve both deliverables*		

RFP Timeline

Event	Dates	Notes
RFP Released	July 15	Published on the CRISP website.
Clarifications/Q&A	July 20	Questions will be accepted until 5pm EST on July 20.
Vendor responses due	July 31	Proposals must be submitted via email by 5pm EST.
Vendor selection and contracting	August 5	CRISP will contact selected bidder(s) to initiate contracting process. CRISP may reach out to clarify elements of responses prior to selection.
Contract execution	August 10	Contract will begin upon execution

Expected Timelines for Delivery of Patient Portal

Task	Timeframe	Proposed Major Deliverables
Detailed technical SOW and implementation plan	August 17	Vendor must be able to support the project immediately upon selection and will work with stakeholders to finalize requirements and begin project kick-off.
Development	August / September	Necessary development or configuration, load testing, user testing, performance testing, demonstration of testing to CRISP
Implementation	September / October	CRISP will perform a code review using standard security practices and deploy within CRISP Dev and Test environments. Vendor will help CRISP IT team understand how to deploy in Production and will be available to assist with the deployment.
System Training and handoff to CRISP IT Team	October 15	Vendor will be expected to make available some documentation and training so that support can be provided inhouse at CRISP going forward.

RFP Terms and Conditions

Proposal Response

CRISP reserves the right to reject any/all responses 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 responses were not accepted will be notified that a selection is made, or if it is decided, that no responses 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. All responses, assertions, and commitments made in this proposal will be part of any contract.

Response Becomes CRISP Property

All responses become the property of CRISP and will not be returned to bidders.

Formal Contract

A bidder receiving a positive response to their submission 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 five (5) days of receiving a positive response, bidder is 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.

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 response.

Cost of Response 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: _____