

ADDITIONAL QUESTIONS AND ANSWERS

1. Given the limited time to respond to this RFP, would the Commonwealth consider a four-week extension to the proposal due date?

The due date has been extended to May 24, 2010 at 1:30 PM EDT.

2. In Section I-12 Proposals on page 6, the RFP asks for two complete and exact copies of the entire proposal to be submitted on CD-ROM or a flash drive in Microsoft Office or compatible format. Please confirm the version of Microsoft Office for the submitted electronic files.

The Commonwealth prefers the use of Microsoft Office 2003.

3. In Section II-3 Work Plan on page 17, the RFP indicates that the task descriptions in Part IV of the RFP be used as a reference point when completing this section. However, Part IV Work Statement on pages 31-59 contains a number of sections that are informational in nature and do not appear to require a response. Please clarify which sections of Part IV Work Statement should be incorporated into the response for Section II-3 Work Plan.

All sections of the Work Statement must be addressed in the Offeror's technical response. As a reference point, the Commonwealth is asking for responses to be laid out in a similar manner to that in Section IV-3.3 of the RFP.

4. In Section II-3 Work Plan on page 17, the RFP asks that the Offerer complete Appendix M Service Level Matrix and return with the Technical Submittal. Please confirm what information in Appendix M should be completed, as it appears that the Service Level Matrix in the RFP document is not requesting that any additional information be provided.

Offerors may offer alternative Service Level Items, or may offer changes to those currently included. Changes should be highlighted or use a different font color for ease of review. If no changes or additions are being proposed, please state that in your response and you will not need to include the Appendix. Please note that proposals must be submitted according to Service Level Agreements and Methodology attached to the RFP, and may not be contingent upon negotiation of those original Service Level Agreements or the Methodology. Please reference Section II-8 of the RFP.

5. In Section II-4 Prior Experience on page 17, the RFP asks that Offeror describe their experience in a number of key areas. Please clarify if the response to the Prior Experience section should be included in the Technical Submittal as a part of Tab C – Work Plan, as an appendix, or if another nomenclature should be used.

The response to the Prior Experience Section II-4 of the RFP should be included as an Appendix.

6. In Section II-5 Personnel on page 18, the RFP asks that the offeror provide information on the team being proposed. Please clarify if the response to the Personnel section should be included in the Technical Submittal as a part of Tab C – Work Plan, as an appendix, or if another nomenclature should be used.

The response to the Personnel Section II-5 of the RFP should be included as an Appendix.

7. In Section II-7 Financial Capability on page 19, the RFP asks that the offeror describe their company's financial stability and economic capability to perform the contract requirements with financial documents such as three years of audited financial statements or recent tax returns being acceptable to the Commonwealth. As a non-public company, audited financial statements are not available. In the past, the Commonwealth has accepted similar consolidated financial information and nationally recognized debt rating in lieu of audited statements. Please confirm what information non-public companies should provide in order to satisfy the requirements of the RFP.

Non-public companies should provide three years of income statements and balance sheets. They do not need to be audited.

8. In Section II-9 Emergency Preparedness on pages 20-21, the RFP states that the response to this section should be included as Tab F; the document then indicates that the response to this section should be included as an appendix. Please clarify if the response to this section should be labeled as Tab F or included as an appendix.

The response to the Emergency Preparedness Section II-9 of the RFP should be included as Tab F.

9. In Section II-13 Lobbying Certification and Disclosure of Lobbying Activities on page 26, the RFP states that the form in Appendix F should be included in the response to the proposal. Please clarify if this form should be included in the Technical, Disadvantaged Business, or Cost submittal.

The Lobbying Certification and Disclosure of Lobbying Activities should be included with the Technical submittal.

10. RFP Section II-9: First says to place this information in Tab F then at the end of the statement that says "This section should be included as an appendix to your response". Please clarify the instructions.

Please see the response to number 8.

11. RFP Section II-3: The instructions for the Workplan say to Complete Appendix M Service Level Matrix, but the matrix does not require the vendor to provide any information. Please clarify the instructions.

Please see the response to number 4.

12. RFP page 46: Provider Directory User ID – is PHIX contemplating centralized user provisioning where the end-users are directly provisioned within PHIX – we understand this to be necessary for the EMR Lite or approaches where PHIX viewers are used to access the data. However, we would expect that HIE to HIE communication or IDN to IDN communication could be conducted with each “edge” provider network responsible for its local user provisioning – with PHIX providing standards based data (such as a CCD) – Please clarify if this is your expectation. Another example would be to support standards such as CCOW that do not require direct provisioning and management of user context.

The Commonwealth envisions the use of a federated identification model.

13. RFP Section IV-3.3.C page 45: Please provide a definition of the term “user” in the context of the authentication requirement (C.4).

Please refer to the Appendix G Glossary for the definition of “user”.

14. RFP Section IV-3.3.C page 45: Please confirm that requirement 7 is meant to reflect the handling of “Protected Health Information” in the first sentence.

No, this refers to all Health Information, as that term is defined in the RFP. To clarify, the most stringent requirement for handling and storage of any information falling under the definition of Health Information is the requirement that must prevail in the procured solution, whether it is the HHS/ARRA guidance standard, the Commonwealth ITB standard, or other required standards.

15. Appendix I: In requirement 6 it states that during the weekly planned maintenance period that “the Offeror is expected to rollover to a backup site during maintenance periods”. For the routine weekly maintenance is it required that the rollover occur to a remote location or can the backup site used for maintenance periods be collocated with the production servers.

The backup site used for maintenance periods may be collocated with the production servers. This does not negate the need for a hot site Disaster Recovery environment as set out in the requirements of the RFP.

16. RFP Section II-6: Please clarify what is intended by the statement “level of instructors”. Is the Commonwealth referring to the experience of the instructor?

Yes, the Commonwealth is referring to the experience of the instructors being proposed.

17. RFP Section IV-3.6: Could the Commonwealth please provide a clear definition of what individuals are included within the terms “System Administrators” and “Users”?

Offerors are expected to propose training based on their solution and related experiences. The Commonwealth views ‘system administrator’ as individuals who need an understanding and proficiency in the procured application to fulfill necessary activities. The term ‘end-user’ is considered equal to ‘user’ which is defined in the glossary.

18. RFP Section I-12: Please confirm that the intent of the statement “or until a contract is fully executed.” Would only apply if the Offeror Received a Notification of Selection and the Commonwealth and Offeror were in contract negotiations.

This assumption is correct unless proposals are otherwise extended by the Offeror(s).

19. RFP Section I-23: When does the Commonwealth expect to award and sign the contract? When would work start?

The timeframe necessary to award a contract will depend largely on the number and size of responses received, and therefore cannot be determined at this time. The Commonwealth would hope to accomplish this by late summer 2010.

20. RFP Section II-12 and II-13: Please identify which Volume and Tab or Appendix to include the following forms:

- Domestic Workforce Utilization Certification contained in RFP Appendix B

This should be included with the Technical submittal. No separate tab or Appendix is necessary.

- Lobbying Certification and Disclosure of Lobbying Activities contained in RFP Appendix F

This should be included with the Technical submittal. No separate tab or Appendix is necessary.

21. RFP Section IV-2: Is connection to the NHIN in scope of this project?

Yes. Refer to IV-1.B.5

22. RFP Section IV-3.1.B: Edge Service availability and operations including backup are not within the scope of this contract. Correct?

No. Refer to IV.3.3.F for more detailed guidance on edge servers than IV.3.1.B. Edge servers provided as part of the hosted solution are included in the scope of the contract to the extent described in the RFP. Edge servers connected to PHIX, but provided by an

entity not party to the Contract resulting from this RFP are outside the scope of the Contract resulting from this RFP.

23. RFP Section IV-3.2: CCD Gateways would be limited to standards based data exchanges, just like the description for the Exchange Gateway Module on Page 26. Correct? If not, please specify the interfaces that would be supported by the CCD Gateway.

Exchanges are to comply with federally recognized standards. Refer to IV.3.3.G.

24. RFP Section IV-3.2: EHR interfaces would be limited to standards based data exchanges, just like the description for the Exchange Gateway Module on Page 26. Correct? If not, please specify the interfaces that would be supported by the EHR Interface.

Exchanges are to use federally recognized standards.

25. RFP Section IV-3.2: Additional Interfaces would be limited to standards based exchanges, just like the description for the Exchange Gateway Module on Page 26. Correct? If not, please specify the interfaces that would be supported by the Additional Interfaces.

Exchanges are to use federally recognized standards.

26. RFP Section IV-3.2: So that all vendors use the same sizing parameters, please provide the number of Clinical Messages per year. (Example: Providers * xx messages per day * 365)

Using the baseline assumption of 3000 providers, the Commonwealth expects Offerors to use their prior experience to estimate an average number of Clinical Messages per year.

27. RFP Section IV-3.3.B.4: Where you use the term batch, did you mean requesting information on multiple patients or requesting information for a single patient using a queue or scheduling process?

Offeror's are to explain their batch functionality and capabilities.

28. RFP Section IV-3.4: Please identify the anticipated quantity and role of the users who would be contacting the Customer Support Center.

Offeror's are to use the implementation timeline assumptions in conjunction with their experience and proposed approach to PHIX to forecast anticipated quantity and roles.

29. Cost Matrix Year One: Do we need to name all project personnel in the Cost Matrix or just Hours by Role?

Where a named resource is available, please identify the project personnel.

30. Cost Matrix Year Two: Do we need to name all project personnel in the Cost Matrix or just Hours by Role?

Where a named resource is available, please identify the project personnel.

31. RFP Section IV-3.6: For in-person training, does the Commonwealth have properly equipped training facilities?

Offeror's proposed training solution should address any facility needs and should not rely on the Commonwealth facilities.

32. RFP Section IV-3.6: How is the Offeror to provide proposals for both web-based training modules and in-person training?

Proposals for web-based training modules and in-person training should be included in your technical submittal. If this does not answer the question as intended, please clarify the question.

33. RFP Section IV-1.A and Exhibit C to Appendix A: Given the request for a hosted solution, it is Respondent's understanding that the Commonwealth expects the Contractor to hold all licenses (for the HIE solution software and any infrastructure software) and own any associated infrastructure equipment for the hosted solution. Since any software would be licensed between the Contractor and its supplier(s), please clarify what software licenses the Commonwealth expects to hold in its own name to which Exhibit C (Software License Requirements) would apply.

The Commonwealth does not expect to hold any software licenses in its name for this project.

For any software not licensed directly to the Commonwealth during the term, but which the Contractor will be licensing for its use in the delivery of the hosted services, please advise if there are any expectations for those software licenses to be transferred or assigned to the Commonwealth at the end of the contract.

No, there are no expectations at this time that the software licenses would be transferred or assigned to the Commonwealth.

34. RFP Section III-3: Will the Cost Evaluation be based on the TCO over the Five Year Contract?

The Cost Evaluation will be based on the Total Cost of Ownership over the five year base contract and the five optional one year renewal terms.

35. Appendix M: Is it correct to assume that all components of the solution directly provided by the offeror as a result of this contract are to be included under maintenance and are subject to associated SLAs?

This is correct.

The Offeror assumes that those components that are provided under separate agreement with data providing entities are not subject of SLAs under this contract.

Please list the components which you believe may be provided under separate agreement.

36. Cost Matrix Year One: As the Edge Server may need to be configured to handle non standards based systems, please provide target application specifications.

PHIX is to use federally recognized standards and related specifications where they exist. In the case where non-standard based system specifications for interfaces are a necessity, the Offeror is expected to develop such specifications with consideration to industry norms, best practices and consideration for migration to standards based specifications.

37. RFP Section IV-3.3.F: Please provide the specific quantity of hosted Edge Server the Commonwealth wants included in the Cost Matrix.

The Commonwealth is looking for the Edge Server costs to be estimated on a per Gigabyte per month fee, using the baseline assumptions for sizing.

38. Does the 6.0 Technical Infrastructure statement “PHIX will be built on a secure, internet-based architecture that enables health care data transfer using recognized federal and state health information technology standards,” indicate that PHIX will require vendors to follow the work of the Healthcare Information Technology Standards Panel (HITSP) for patient/consumer consent and auditing:

- for implementation of the patient consent model:
 - TP20 – Access Control Transaction Package
 - TP30 – Manage Consent Directives Transaction Package
- for audit requirements:
 - T15 – Collect and Communicate Security Audit Trail Transaction
 - T16 – Consistent Time Transaction?

Offeror’s shall use federally recognized standards and related specifications and this may include the work of HITSP.

39. What role is the Vendor expected to take in recruiting participation in PHIX by hospitals, individual practices, labs and other sources of patient information?

The Commonwealth governing entity will be responsible for recruitment and outreach of the provider community.

40. What role is the Vendor expected to take in developing and implementing policy and operational procedures?

The Commonwealth governing entity will work with the selected Offeror to develop and implement procedures based on the policies defined by the Commonwealth governing entity.

41. Will Dental providers be included in the targeted users? Will that require any specific functionality, user interfaces, or gateway standard formats not included in the medical solutions?

The initial targeted users are clinicians in the medical arena. Expansion to dental providers will be addressed in annual planning and customization efforts.

42. p. 26 – Cost Submittal. “Offerors should not include any assumptions in their cost submittal.” Can you clarify how you define an assumption? Can offerors append additional costing breakdowns for clarification? Can offerors append additional costing breakdowns when such breakdowns may be beneficial to the Commonwealth?

Assumptions are qualifying statements that condition the response. Offerors may not append additional costing breakdowns, although the Commonwealth may ask for this as part of Best and Final Offers. If a cost item is missing from the Cost Submittal, please notify the Issuing Officer so that revisions may be made if necessary.

- Can you clarify the definition of the CCD Gateway? Can the CCD Gateway be interpreted as an interface between an EMR/EHR that produces CCD documents, so that the CCD documents can be registered and stored in the HIE repository without further transformation?

This is correct in the context of having a federated HIE architecture.

- Separate from the category of CCD Gateway is the category of EHR interface. Can this be defined as an interface to an EHR system that does not provide CCD conforming documents and thus requires transformation from the non-compliant format into CCD format?

This is correct.

- Separate from this category is the category of “Additional Interfaces”. Can this be interpreted as interfaces to ADT information for the EMPI Service, transcoding of Lab results into LOINC compliant LAB-CCD format, and transformation of textual radiology reports into CCD compliant documents?

These are valid examples.

43. Is the Commonwealth open to pricing structures other than that included in Appendix C Costing Tables?

No, the costs must be scored on an “apples to apples” basis.

44. How should Offerors reflect pricing for items included in the requirements but not in Appendix C Costing Tables? For instance, NHIN connections, Public Health Reporting, Eligibility and Claims Management.

The Eligibility and Claims Management is to be included in the costs for Clinical Messaging. The Public Health Reporting cost is also to be included in the costs for Clinical Messaging. NHIN connection costs should be included with additional interfaces.

45. How does the Commonwealth intend to handle pricing for new requirements that emerge after the RFP responses are submitted?

New requirements will be negotiated with the selected Offeror using rate card pricing for personnel resources.

46. p. 10 – Where should the signed form for section c. (Appendix E trade secret/confidential proprietary information notice) be inserted into the proposal layout?

The Appendix E should be completed, signed, and returned with the technical submittal. It does not need to have a specific tab or appendix.

47. p. 10 – How should a redacted copy be submitted? Hardcopy? CD? If CD, should the redacted submission be on a separate CD apart from the non-redacted CD? Can the redacted copy follow under separate cover, at a later date?

The redacted copy should be submitted on a separate CD or Flash Drive and must be received on or before the bid due date. It may be submitted under separate cover, but may not be late.

48. p. 18 – II-4. Can you clarify what pieces of this section should remain inside this Tab vs. as an appendix section? That is, does this entire section (Prior Experience) live inside Tab C? Or does the entire Prior Experience section get included as an appendix in the Technical Submittal? Or are only pieces of Prior Experience intended to be appended?

The entire response to Prior Experience Section II-4 should be included as its own appendix.

49. p. 18 – II-5. Can you clarify what pieces of this section (Personnel) should remain inside this Tab vs. as an appendix section? That is, does this entire section live inside Tab C? Or does the entire Personnel section get included as an appendix in the Technical Submittal? Or are only pieces of Personnel intended to be appended?

The entire response to Personnel Section II-5 should be included as its own appendix.

50. p. 19 - II-7. Can you clarify what pieces of this section should remain inside this Tab vs. as an appendix section? That is, does this entire section live inside Tab D as a new section? Or does the entire Financial Capability section get included as an appendix in the Technical Submittal?

The entire response to Financial Capability Section II-7 should be included as its own appendix.

51. p. 21 – II-9. Can you clarify what pieces of this section should remain inside this Tab F vs. which parts are expected to be presented in as an appendix to the Technical Submittal?

The response to the Emergency Preparedness Section II-9 of the RFP should be included as Tab F.

52. p. 24 – Is the requirement to “envelope” seal away this submittal (volume) from other volumes fulfilled by being boxed separately, with individual binders shrink-wrapped inside each box?

The Disadvantaged Business submittal must be separately sealed i.e. in a separate box or package from the technical and cost submittals.

53. p. 25 - Is the requirement to seal away this submittal (volume) from other volumes fulfilled by being boxed separately, with individual binders shrink-wrapped inside each box?

The Cost submittal must be separately sealed i.e. in a separate box or package from the technical and disadvantaged business submittals.

54. p. 26 – II-12. Shall this form be an appendix to the technical volume?

The Domestic Workforce Utilization Certification should be included with the Technical submittal as an appendix.

55. p. 26 – II-13. Shall this form be an appendix to the technical volume?

The Lobbying Certification and Disclosure of Lobbying Activities should be included with the Technical submittal as an appendix.

56. p. 38-43: Is the number of interfaces per implementation year cumulative or additive (reference to table below)? The total number of interfaces in year 1 is 18. The total number of interfaces in year 2 is 20. Does this mean that in year 2 only two new interfaces are added, or are 20 new interfaces added, for a total of 38? Likewise, are 4 or 24 added in year 3, and zero or 24 in years 4 and 5?

Interface Type	Year 1	Year 2	Year 3	Year 4	Year 5
CCD	4	4	6	6	6
E H R	6	6	6	6	6
Additional	8	10	12	12	12
Total / year	18	20	24	24	24
additive	0	38	62	86	110
cumulative	0	2	4	0	0

The numbers are cumulative, and are for purposes of submitting cost proposals on an “apples to apples” basis . The actual numbers will change based upon the solution proposed as well as the annual review and customization efforts.

57. Appendix N Strategic Plan.pdf - Can you please provide an update on the PHIX organization structure (beyond that listed in the Strategic Plan), including the roles, names of individuals dedicated to PHIX, hiring plans and hiring timeline?

This information is not available at this time.

58. Appendix A Contract Terms and Conditions.doc - Can these terms be negotiated in good faith, as part of a contracting discussion?

Yes, the Terms and Conditions can be negotiated, per Part II-8, but also note that any negotiation will be undertaken solely in the Commonwealth’s discretion, and that proposals must be submitted on the basis of the RFP, and any Addenda, as written.

59. Appendix M Service Level Matrix.xls – Can these terms be negotiated in good faith, as part of a contracting discussion? What is uptime expectation (100.0000%)?

Please see answer to 58. The Commonwealth expects the PHIX to have 100% uptime.

60. Would PHIX grant an extension of the current due date of this bid, to provide time for vendors to prepare the best proposals and partnerships for the Commonwealth?

The due date has been extended to May 24, 2010 at 1:30 PM EDT.