

Michigan Health Information Network Shared Services  
(MiHINSS)

Request for Proposal to provide statewide

Shared Services and  
Initial Use Cases

In support of

Statewide Health Information Exchange

RFP NUMBER:  
1101

Date of Issuance:  
May 11, 2011

Prepared by: MiHINSS  
Released: May 11, 2011  
Status: Final Draft

TABLE OF CONTENTS

	Page
1 General Information .....	5
1.1 Michigan’s Health Information Exchange Strategic Plan .....	5
1.2 Purpose of Request for Proposal (“RFP”) .....	7
1.3 Issuing Organization – MiHIN Shared Services.....	8
1.3.1 Mission.....	8
1.3.2 Vision .....	8
1.3.3 Identification .....	8
1.3.4 Governance.....	9
1.3.5 Governance Guiding Principals.....	9
1.4 Letter of Intent to Respond .....	10
1.5 Calendar of Events .....	10
1.6 Scope .....	11
1.7 Problem Statement.....	11
1.8 Type of Contract.....	12
1.9 Term of Contract .....	12
1.10 Rejection of Proposals .....	12
1.11 Incurring Costs .....	13
1.12 Bidders’ Conference Call.....	13
1.13 Question and Answers.....	13
1.14 Addenda to the RFP .....	13
1.15 Response Date for Submitting Your Proposal .....	13
1.16 Economy of Preparation .....	14
1.17 One Proposal per Solution Provider.....	14
1.18 Potential Post RFP Submittal Activities .....	14
1.19 Prime Contractor Responsibilities.....	15
1.20 Proposal Contents.....	15
1.20.1 Confidential Information.....	15
1.20.2 Use.....	15
1.21 Best and Final Offers.....	15
1.22 News Releases.....	16
1.23 Restriction of Contact .....	16
1.24 Solution Provider’s Representation and Authorizations .....	16
1.25 Notification of Selection .....	17
1.26 Use of Electronic Versions of this RFP.....	17
1.27 Discussions with Solution Providers (Oral Presentation / Negotiations) .....	17
2 Proposal Response Format .....	17
2.1 Technical Submittal, in response to Required Technical Proposal Sections .....	18
2.2 Cost Submittal, in response to Required Cost Proposal Sections .....	18
3 Criteria for Selection .....	19
3.1 Qualifying Requirements.....	19

## MiHIN Shared Services

3.1.1 Proposal received on schedule from Solution Provider.....	19
3.1.2 Proposal cover letter properly signed by the Solution Provider. ....	19
3.1.3 Offer a statewide solution that is in production for other states. ....	19
3.1.4 Submitted financial information.....	19
3.1.5 Completed overall pricing sheet (Cost Submittal).....	19
3.2 Technical Nonconforming Proposals.....	19
3.3 Evaluation Criteria .....	19
3.3.1 Key Considerations .....	19
3.4 Solution Provider Responsibility .....	20
3.4.1 Responsive Proposal.....	20
3.4.2 Capability to Perform .....	20
3.5 Evaluation Process .....	21
4 General Terms and Conditions .....	21
5 Required Technical Proposal Sections .....	21
5.1 Statement of the Problem.....	22
5.2 Management Summary .....	22
5.3 Work Plan.....	22
5.4 Prior Experience .....	23
5.4.1 Hosting .....	23
5.4.2 Development Management .....	23
5.4.3 Simultaneous Implementation Management .....	23
5.4.4 Collaborative Management.....	23
5.4.5 Standards Management .....	23
5.4.6 Project Management.....	23
5.4.7 Multi-Stakeholder Initiatives .....	24
5.4.8 Integration Services.....	24
5.4.9 Implementation Strategies in other inter-organizational HIEs.....	24
5.5 Personnel.....	24
5.6 Training and Knowledge Transfer .....	25
5.7 Financial Capability .....	25
5.9 Standard Contract Terms and Conditions.....	26
6 Required Cost Proposal Section .....	27
6.1 Cost Overview and Summary .....	27
6.2 Year by Year Worksheets.....	27
6.2.1 Software.....	28
6.2.2 Hosting .....	28
6.2.3 Deliverables.....	28
6.3 Option Years.....	28
6.4 Hardware.....	28
6.5 Software .....	28
6.6 Personnel Rate Card .....	28
7 Scope of Work .....	28
7.1 Statewide Health Information Exchange Objectives.....	28
7.1.1 MiHINSS Technical Strategy .....	29

## MiHIN Shared Services

7.1.2 Specific MiHINSS Solution Objectives .....	29
7.1.3 Michigan’s Health Care Environment .....	31
7.2 Functional Requirements of the Shared Services .....	32
7.2.1 Shared Services .....	33
7.2.2 Use Cases .....	35
7.2.4 Privacy and Security .....	37
7.2.5 Service Descriptions .....	38
7.3 Support and Maintenance Requirements .....	40
7.3.1 Hosting Requirements .....	40
7.3.2 Operational Processes .....	43
7.3.3 System Environments .....	44
7.3.4 Training Requirements .....	44
7.4 Project Life Cycle .....	44
7.4.1 Implementation Timeline .....	44
7.4.2 Please explain your Project Life Cycle (PLC) based upon the calendar events. ....	45
7.4.3 Transition Function .....	45

## **1 General Information**

This Request for Proposal is designed to present Solution Providers with the necessary information for the preparation of competitive Proposals. The RFP process is intended to provide MiHINSS and its stakeholders with competitive information to assist in the selection process. It is intended to be directionally correct, but not 100% comprehensive. Each Solution Provider is responsible for determining all factors necessary for submission of a responsive Proposal.

This RFP is arranged into the following seven sections, plus appendices:

- Section 1: General Information provides a high level overview of who we are and what we need along with a series of topics to help guide a Solution Provider in building their RFP response.
- Section 2: Proposal Response Format provides a description of the physical response format and process and our intent to perform a thorough job in evaluating the Solution Provider's response.
- Section 3: Criteria for Selection provides a description of six non-waivable Qualifying Requirements and a summary of how the evaluation process will proceed.
- Section 4: General Terms and Conditions provides those Terms and Conditions MiHINSS considers necessary to reach a fair and equitable contractual agreement.
- Section 5: Required Technical Proposal Sections describes in detail how the Solution Provider's technical response should be organized (tabs/appendices) and what information is required to be included within the response as well as limits to the size of the response.
- Section 6: Required Cost Proposal Sections describes in detail how the Solution Provider's Cost response should be organized.
- Section 7: Scope of Work describes MiHINSS' direction, how it applies to the overall Michigan State Plan, and what products and services are being requested from the Solution Provider.

### **1.1 Michigan's Health Information Exchange Strategic Plan**

The Michigan Health Information Network Shared Services Strategic Plan and Operational Plans and Amendment can be found on the state's website ([www.mi.gov/MiHIN](http://www.mi.gov/MiHIN)). The Strategic Plan details the full vision for the State's efforts to promote the secure, statewide exchange of health information in order to drive improvements in healthcare outcomes. **The MiHINSS technical architecture has been divided into phases toward the full vision and is available at [www.MiHIN.org](http://www.MiHIN.org)**

#### **1.1.1 Guiding Principles**

The Guiding Principles describe how the MiHIN Shared Services must fit into the existing business and technical environment. The MiHIN Shared Services will be an open, scalable and extensible infrastructure that follows the following guiding principles:

## *MiHIN Shared Services*

- Be built from numerous vendor products which must interoperate
- Be vendor agnostic
- Support multiple communication protocols within reason (FTP, SOAP, Sockets, etc).
- Be a hybrid architecture that will not be entirely federated or centralized
- Comply with the latest interoperability standards but be practical enough to get something working
- Undertake an incremental approach to implementing a statewide architecture
- Be consistent with national industry standards (web services, etc)
- Focus on designing information exchange, not end-user applications
- Interoperate with sub-state HIEs
- Interoperate with existing state government health-related systems like public health surveillance and reporting
- Use web services for real-time communications where feasible
- Interoperate with the NWHIN
- Be highly secure and Health Information Portability and Accountability Act (HIPAA) compliant for all external communication paths and internal operations
- Maintain the privacy and security of patient data
- Be extensible (capable of adding new functions or services easily)
- Be scalable (capable of adding more users, transactions, other volumes of work easily)
- Support delegated user authorization, authentication & administration
- Support auditing
- Be able to support data and analytical capabilities
- Be cost-effective to maintain

### **1.1.2 Collaboration and Coordination**

Collaboration and coordination of Michigan's HIT and HIE efforts are essential to utilize limited resources in the most effective and efficient manner possible. The three key partners leading this effort are the State of Michigan, Michigan Health Information Technology Commission ("HIT Commission"), and the Michigan Health Information Network Shared Services ("MiHINSS").

- The State of Michigan's Health IT Coordinator provides leadership in coordinating the statewide efforts.
- The HIT Commission was created by legislation with members appointed by the governor. The commission acts in an advisory role to the Director of the Michigan Department of Community Health.
- The not-for-profit MiHINSS focuses on services to enable HIE, including establishing the technical, contractual, and business rules that will govern HIE in Michigan. MiHINSS initially will focus on the development of HIE services that can assist providers and hospitals in meeting the criteria for Meaningful Use incentive payments. MiHINSS was created in November 2010 by Michigan stakeholders in consultation with state government.

The MiHINSS Strategic Plan describes the structures and interrelationships between these partners in more detail.

### 1.2 Purpose of Request for Proposal (“RFP”)

MiHINSS is soliciting proposals to provide a statewide HIE infrastructure platform that meets the requirements set forth in the technical architecture. The overarching goal of the MiHIN Technical Architecture is the secure and efficient exchange of patient’s health care information to improve operational efficiency and patient care.

The technical architecture is designed to satisfy the following goals:

- Put current and comprehensive patient information in the hands of practitioners at the point of care;
- Electronically exchange clinical information between disparate health care information systems (e.g., hospitals, laboratories, physician offices, ambulatory treatment centers, and pharmacies) while maintaining the integrity and meaning of the information being exchanged;
- Facilitate delivery, access and retrieval of clinical data to provide safe, timely, efficient, effective, equitable, patient-centered care;
- Drive quality improvements and be patient-centered as opposed to driven by efficiency or cost reduction;
- Make HIE and HIT compatible and interoperable;
- Institute business process and behavior changes at the provider level to facilitate the sharing of information;
- Align HIE and HIT incentives for the adoption of such technologies;
- Free clinical data from their silos, transform it and deliver it securely, rapidly and reliably to the patient’s caregiver;
- Identify and develop HIT and HIE solutions for medically underserved areas, technology challenged areas or areas falling between naturally occurring sub-state HIEs;
- Promote national standards to guide the sharing of information and electronic data interoperability;
- Safeguard privacy and security of personal health information;
- Leverage existing health information systems.
- Create a statewide provider index.
- Support effective public health activities through electronic submission of relevant data.
- In future phases:
  - Aggregate and organize clinical data to inform physicians and other caregivers about the patient’s complete history and treatment, thereby enhancing quality and patient safety;
  - Promote the development of statewide master patient index and a record locator service (RLS)

The MiHIN Shared Services technical architecture is designed as a light-weight, modular state-level service designed to connect existing sub-state HIEs, starting with minimum technology necessary to connect nodes and moving to more complex technology over time. Details on the scope of work, requirements and deliverables are contained within this RFP. Solution Providers should demonstrate in their proposal:

## *MiHIN Shared Services*

experience, financial stability, a proven product, and the service offerings to implement, host and operate MiHIN Shared Services as outlined in the Technical Architecture.

### **1.3 Issuing Organization – MiHIN Shared Services**

#### **1.3.1 Mission**

MiHIN Shared Services is a nonprofit corporation supporting public and private collaboration dedicated to improving the healthcare experience, increasing quality and decreasing cost for Michigan's people by supporting the statewide exchange of health information and making accurate and timely health care data available at the point of care.

#### **1.3.2 Vision**

The MiHINSS vision is to foster development of HIE that will reduce the overall cost of care while at the same time increasing the quality of care and patient safety. This Vision is supported by the corresponding MiHINSS goals, which include:

- Improve the quality and efficiency of health care delivery for Michigan citizens by accelerating the adoption and use of a collaborative model including health information technology (HIT) and health information exchange (HIE)
  - Minimize redundant data capture and storage, inappropriate care, incomplete information and administrative, billing and data collection costs
- Promote evidence-based medical care to improve patient safety and quality
- Encourage patient-centered care: connect health care providers – clinicians and facilities – to ensure continuity of care for every patient
  - Increase patient understanding and involvement in their care
  - Enhance communication between patients, health care organizations and clinicians
- Promote national standards to guide the sharing of information and electronic data interoperability
- Safeguard privacy and security of personal health information
- Leverage existing health information systems and sub state HIEs
- Create a business model that balances cost and risk
  - Implementing organizations must see sufficient value to justify their investment

#### **1.3.3 Identification**

MiHINSS is a Michigan non-profit corporation incorporated on November 1, 2010. The by-laws for the corporation were approved by the Board on March 18, 2011. MiHINSS is preparing to apply for status as a tax-exempt entity under Section 501(c)(3) of the Internal Revenue Code. MiHINSS' federal identification number is 27-3871301. MiHINSS has a contract (#20112129) with the State of Michigan Department of Community Health as the state designated entity under the State Grants to Promote Health Information Technology program. The federal agency name is Department of Health and Human Services. The federal grant award number is 90HT0033/01 and the award phase is four years. The federal program title is State Health Information Exchange Cooperative Agreement.

### 1.3.4 Governance

The governance body is made up of representatives of key stakeholder groups. The current composition of the Board of Directors of MIHINSS includes voting representatives for:

- HIT Commission
- Substate HIEs
- Health insurers
- State of Michigan

In addition the Executive Director of MiHINSS is an Ex-Officio non-voting member of the Board.

### 1.3.5 Governance Guiding Principals

The following guiding principles are based on the experience Michigan gained through the MiHIN *Conduit to Care* process and have been updated to reflect the current statewide and national HIT and HIE landscape. These guiding principles will serve as the foundation for the Governance of the MiHIN.

***Guiding Principle 1: Michigan citizens are at the center of the MiHIN goals to improve patient care and population health.***

Health information exchange in Michigan will be designed to benefit Michigan residents. Consumer privacy, security and confidentiality are paramount and as such the MiHIN will adhere to all federal and state laws regarding privacy and security to build trust.

***Guiding Principle 2: The MiHIN will leverage existing and planned information technology.***

Health information exchange will be made accessible to all naturally occurring and commerce-defined communities of providers by leveraging, and to the extent possible not duplicate, existing and planned information technology investments – by the State of Michigan, regional, community, private and other HIE initiatives.

***Guiding Principle 3: Multi-stakeholder collaboration is needed to implement achievable and measurable initiatives.***

Cooperation and collaboration on the implementation of health information exchange will drive innovation and change across the various stakeholders in the state as well as foster the sustainability and financial solvency of statewide HIE efforts.

***Guiding Principle 4: The MiHIN will conform to applicable federal guidelines.***

Statewide health information exchange will be designed and implemented to support Michigan priorities within the guidelines of the Office of the National Coordinator – Meaningful Use, standards, NHIN, etc. – in order to facilitate national health exchange and optimize funding.

**Guiding Principle 5: Those that benefit should participate in paying the cost.**

Long-term financial sustainability of the MiHIN will be dependent upon fair contribution from those who benefit.

**Guiding Principle 6: Adoption and use of the MiHIN is critical to success**

Since the benefit of statewide health information exchange comes from adoption and use, the MiHIN should be attractive to a broad range of healthcare stakeholders throughout Michigan and be designed and implemented in phases to deliver early results to support increased adoption.

**1.4 Letter of Intent to Respond**

All interested Solution Providers must submit a **Letter of Intent** to respond to this RFP. **The Letter of Intent** must be received by MiHINSS no later than May 24, 2011. If submitted by mail, the envelope should be addressed to:

MiHINSS  
Attn: RFP Committee  
Michigan Pharmacists Association  
408 Kalamazoo Plaza  
Lansing, Michigan 48933

Be sure to reference the RFP Number: 1101 in your letter. The Letter of Intent may be submitted via email to [Info@MiHIN.org](mailto:Info@MiHIN.org). Please place the following in the subject line of your email: "Letter of Intent for RFP1101". You may also fax your Letter of Intent to the attention of RFP Committee at 517-484-4893.

**1.5 Calendar of Events**

The following dates may be revised by MiHINSS without notice. Solution Providers are responsible to monitor the [www.MiHIN.org](http://www.MiHIN.org) website for any changes.

<b>Calendar of Events</b>	<b>Date</b>
Public Release of RFP on MiHIN.org website	Wednesday May 11, 2011
Last date to receive questions from Solution Providers (if any)	Tuesday May 17, 2011
Receive Letters of Intent from Solution Provider	Friday, May 20, 2011
Bidders conference call to respond to Solution Providers questions concerning the RFP	Monday May 23 to Wednesday May 25
Written answers to questions posted on MiHINSS website ( <a href="http://www.MiHIN.org">www.MiHIN.org</a> )	Friday May 27, 2011
Solution Provider proposals due to MiHINSS office by 4 pm, EDT	Wednesday June 8, 2011

## *MiHIN Shared Services*

Review and score proposals and develop set of questions for each Solution Provider	Friday June 17, 2011
MiHINSS questions sent to Solution Providers for review	Wednesday June 22, 2011
If necessary, MiHINSS to hold conference call with Solution Providers to clarify MiHINSS questions regarding proposals	Friday, June 24, 2011 to Tuesday, June 28, 2011
Solution Providers provide written response to questions due to MiHINSS office by 4 pm, EDT	Friday, July 1, 2011
Review proposals and responses to questions & score Solution Providers	Friday July 15, 2011
Solution Provider finalists demonstrations/presentation to RFP Evaluation Team.	Monday July 18, 2011 to Friday July 22, 2011
Recommend Solution Provider(s) to Board	Friday August 5, 2011
Sign contract(s) with services Solution Provider(s)	Wednesday August 31, 2011

### **1.6 Scope**

This RFP contains instructions governing the requested proposals, including the requirements for the information and material to be included; a description of the services to be provided; requirements which Solution Providers must meet to be eligible for consideration; general evaluation criteria; and other requirements specific to this RFP. Refer to the opening RFP paragraph for a summary of the RFP's organization and to Section 7 Scope of Work for a detailed description of MiHINSS' requirements for products and services.

### **1.7 Problem Statement**

MiHINSS is seeking a Solution Provider bringing demonstrated experience, financial stability, and a proven product, as well as possessing the ability to outline service offerings to implement, host and operate MiHIN Shared Services Vision as outlined in the Technical Architecture.

The MiHIN technical architecture will leverage Michigan's existing HIE investments and create a technology model that enhances what the sub-state HIEs have either implemented or are implementing through the use of Shared Services. Shared Services refer to a suite of services that can be utilized to connect Michigan's sub-state HIEs and other data sources together for statewide communication. The complete vision of Shared Services functionality includes state level directories such as a Master Patient Index, Master Provider Index and a Record Locator Service, Nationwide Health Information Network (NWHIN) gateway, Messaging Gateway and other functions as needed.

The first phase of the technology should include only the minimum necessary for statewide "push" of information between the sub-state HIEs and the relevant state of Michigan public health systems. It is expected that the first phase of technical components would include a statewide provider index, messaging gateway and security services.

### 1.7.2 Initial Use Cases

MiHIN Shared Services Entity will use a phased approach to incrementally build out technology that both satisfies use cases and implements fundamental components of the infrastructure that provide increasing capabilities.

Use Case 1 will consist of deploying technology that will enable two use cases that are related to Public Health Reporting. These use cases include: the transfer of lab results from the sub-state HIEs to the Michigan Department of Community Health's Disease Surveillance System and the transfer of Immunizations from the sub-State HIEs and the Michigan Department of Community Health's Immunization Registry.

Use Case 2 deployments will further build out the technical infrastructure to enable the push of structured data such as structured lab results and Continuity of Care Documents (CCD's) from the Sub-State HIEs to Emergency Departments and Physician Offices.

Upon award, the selected Solution Provider is expected to work with MiHINSS, the State of Michigan, and the broader Michigan health care community to enable use case 1 and 2 data exchanges to occur.

**NOTE:** Throughout this RFP and its attachments and appendices, the word "includes" (or including, or any other form of the word) is meant to convey that a list is not exhaustive. The word, or any form thereof, is to be construed to mean "includes (or including) but not limited to."

Additional detail is provided throughout this RFP.

### 1.8 Type of Contract

It is anticipated that MiHINSS will enter into a contract as a result of this RFP. It will be a **fixed price** contract containing the **Contract Terms and Conditions** as shown in the appendices. MiHINSS, in its sole discretion, may undertake negotiations with any Solution Provider whose proposals, in the judgment of MiHINSS, show them to be qualified, responsible and capable of performing the Project. MiHIN reserves the right to not grant any contract pursuant to this RFP.

### 1.9 Term of Contract

The anticipated term of the initial contract will commence on the **Effective Date**, which is anticipated to be on or before September 30, 2011, and will end February 2014 with one or more renewal options, each for an additional period of years maybe agreed upon during negotiations. The contract is subject to approval of the Board of Directors of MiHINSS and payment by the MiHINSS is conditional upon the MiHINSS receiving the funds from the State of Michigan and the Office of the National Coordinator for HIT

The selected Solution Provider(s) shall not start the performance of any work prior to the **Effective Date** of the contract and MiHINSS shall not be liable to pay the selected Solution Provider(s) for any service or work performed or expenses incurred before the Effective Date of the contract.

### 1.10 Rejection of Proposals

MiHINSS reserves the right, in its sole and complete discretion, to reject any proposal received as a result of this RFP.

### 1.11 Incurring Costs

MiHINSS is not liable for any costs the Solution Provider incurs in preparation and submission of its proposal, in participating in the RFP process or in anticipation of award of the contract.

### 1.12 Bidders' Conference Call

MiHINSS will host a bidders' conference call as specified in the Calendar of Events. The purpose of this conference call is to provide opportunity for clarification of the RFP. Solution Providers should forward all questions to MiHINSS in accordance with the instructions in 1.13 **Question and Answers** to ensure adequate time for analysis before MiHINSS provides an answer. Solution Providers may also ask questions during the conference call. The bidders' conference call is for information only.

Any answers furnished during the conference call will not be official until they have been verified in writing by MiHINSS. All questions and written answers will be posted to the MiHINSS website (<http://www.MiHIN.org>) as an addendum to, and shall become part of, this RFP. Participation in the bidders' conference call is **optional**.

### 1.13 Question and Answers

If a Solution Provider has any questions regarding this RFP, the Solution Provider must submit the questions to MiHINSS (**with the subject line "RFP 1101 Question"**) via email to [Info@MiHIN.org](mailto:Info@MiHIN.org). If the Solution Provider has questions, they must be submitted via email no later than the date indicated on the Calendar of Events. The Solution Provider **shall not** attempt to contact MiHINSS or any evaluation committee or board members by any other means other than via this email. MiHINSS shall post answers relevant to all bidders on the MiHINSS website by the date stated on the Calendar of Events.

All questions and responses as posted on the MiHINSS website are considered as an addendum to, and part of, this RFP in accordance with **Addenda to the RFP**. Each Solution Provider shall be responsible to monitor the MiHINSS website (<http://www.mihin.org>) for new or revised RFP information. MiHINSS shall not be bound by any verbal information nor shall it be bound by any written information that is not either contained within the RFP or formally issued as an addendum by MiHINSS.

### 1.14 Addenda to the RFP

If MiHINSS deems it necessary to revise any part of this RFP before the proposal response date, MiHINSS will post an addendum to the MiHINSS website at <http://www.mihin.org>. It is the Solution Provider's responsibility to periodically check the website for any new information or addenda to the RFP. Answers to the questions asked during the Questions & Answers period will also be posted to the website as an addendum to the RFP.

### 1.15 Response Date for Submitting Your Proposal

To be considered for selection, copies of proposals must arrive on or before the time and date specified in the Section 1.5 Calendar of Events at the MiHINSS office located at:

MIHINSS  
Attn: RFP Committee  
Michigan Pharmacists Association  
408 Kalamazoo Plaza  
Lansing, Michigan 48933

MiHINSS will **not** accept proposals via e-mail or facsimile transmission. Solution Providers who send proposals by mail or other delivery service should allow sufficient delivery time to ensure timely receipt of their proposals.

If, due to inclement weather, natural disaster, or any other cause, the MiHINSS office location to which proposals are to be returned is closed on the proposal response date, the deadline for submission will be automatically extended until the next business day on which the office is open, unless MiHINSS otherwise notifies Solution Providers. The hour for submission of proposals shall remain the same.

### **1.16 Economy of Preparation**

Solution Providers should prepare proposals simply and economically, providing a **straightforward, clear and concise** description of the Solution Provider's ability to meet the requirements of the RFP. Marketing materials should not be included in any response to this RFP. Page limits listed in various sections of this RFP are based on double sided responses. A single double sided sheet counts as two (2) pages. Responses should have one inch margins and be written in a font size of 12 point for ease of review.

### **1.17 One Proposal per Solution Provider**

MiHINSS has identified the basic approach to meeting its requirements, and encourages Solution Providers to be creative by proposing their best solution for meeting these requirements. MiHINSS will not accept more than one proposal per Solution Provider.

### **1.18 Potential Post RFP Submittal Activities**

Some responsive Solution Providers may be expected to demonstrate their product. If deemed necessary, they will be asked to provide an oral clarification of their proposals to MiHINSS and the RFP Committee. This activity is to ensure that the RFP Committee has a thorough understanding of the proposed solution. MiHINSS will initiate scheduling of such responsive Solution Provider's demonstration and provide a list of items for clarification. Each Solution Provider's demonstration is expected to be scheduled within the time period established in the Section 1.5 Calendar of Events. Prior to the Demonstrations, the expected agenda, logistics, and clarification questions will be sent to and discussed individually with each responsive Solution Provider.

Solution Provider(s) may be asked to demonstrate proof of scalability. MiHINSS will initiate the request and define objectives of the exercise to be accomplished per the time period established in the Section 1.5 Calendar of Events.

Solution Provider(s) may be asked to conduct a HOSTING SITE visit. MiHINSS will initiate the request and define objectives of the visit to be accomplished per the time period established in the Section 1.5 Calendar of Events.

### **1.19 Prime Contractor Responsibilities**

The contract will require the selected Solution Provider to assume responsibility for all services offered in its proposal whether it produces them itself or by subcontract. MiHINSS will consider the selected Solution Provider to be the sole point of contact with regard to all contractual matters. Teaming arrangements are encouraged as well as responses from small businesses, minority-owned firms, and women's business enterprises.

### **1.20 Proposal Contents**

#### **1.20.1 Confidential Information**

MiHINSS is not requesting, and does not require, confidential proprietary information or trade secrets to be included as part of Solution Provider's submissions in order to evaluate proposals submitted in response to this RFP. Accordingly, except as provided herein, Solution Providers should not label proposal submissions as confidential or proprietary or trade secret protected. Any Solution Provider who determines that it must divulge such information as part of its proposal must additionally provide a redacted version of its proposal, which removes only the confidential proprietary information and trade secrets.

#### **1.20.2 Use**

All material submitted with the proposal shall be considered the property of MiHINSS and may be returned only at MiHINSS' option. MiHINSS has the right to use any or all ideas not protected by intellectual property rights that are presented in any proposal regardless of whether the proposal becomes part of a contract.

Notwithstanding any Solution Provider copyright designations contained on proposals, MiHINSS shall have the right to make copies and distribute proposals internally for its own internal use and to comply with any rule or order of any court of competent jurisdiction.

### **1.21 Best and Final Offers**

While not required, MiHINSS reserves the right to conduct discussions with Solution Providers for the purpose of obtaining "best and final offers." To obtain best and final offers from Solution Providers, MiHINSS may do one or more of the following, in any combination and order:

- A. Schedule oral presentations;
- B. Request revised proposals; and/or
- C. Enter into pre-selection negotiations.

MiHINSS will limit any best and final offer opportunities to responsible Solution Providers - defined in Section 3 Criteria for Selection - whose proposals MiHINSS has determined to be within 70% of the highest technical score as defined in Section 3.4 Solution Provider Responsibility and whose proposals are reasonably susceptible of being selected for award. The Evaluation Criteria found in Section 3 Criteria for Selection, shall also be used to evaluate the best and final offers.

## **1.22 News Releases**

Solution Providers shall not issue news releases, Internet postings, advertisements or any other public communications pertaining to this Project without prior written approval of MiHINSS, and then only in coordination with MiHINSS.

## **1.23 Restriction of Contact**

From the issue date of this RFP until MiHINSS selects a proposal for award, MiHINSS is the sole point of contact concerning this RFP through [info@mihin.org](mailto:info@mihin.org). Any violation of this condition may be cause for MiHINSS to reject the offending Solution Provider's proposal. The Solution Provider may contact MiHINSS via the email instructions detailed in Section 1.13 Questions and Answers. The Solution Provider shall not attempt to contact MiHINSS by any other means other than email.

If MiHINSS later discovers that the Solution Provider has engaged in any violations of this condition, MiHINSS may reject the offending Solution Provider's proposal or rescind its contract award. Solution Providers must agree not to distribute any part of their proposals beyond MiHINSS. Solution Providers should not communicate with each other unless submitting a joint proposal.

## **1.24 Solution Provider's Representation and Authorizations**

By submitting its proposal, each Solution Provider understands, represents, and acknowledges that:

All of the Solution Provider's information and representations in the proposal are material and important, and MiHINSS may rely upon the contents of the proposal in awarding the contract(s). Any misstatement, omission or misrepresentation shall constitute fraudulent concealment of the true facts relating to the Proposal submission.

The Solution Provider has arrived at the price(s) and amounts in its proposal independently and without consultation, communication, or agreement with any other Solution Provider (except with regard to joint proposals), or teaming arrangements, potential Solution Providers or MiHINSS board members or employee. Any unrelated Solution Providers wishing to combine their products and services in a joint proposal must submit express written notification of its intent to do so. Where two or more Solution Providers combine their responses to the RFP, the Requirements Matrix must indicate the particular Solution Provider that provides the requested functionality. The proposal must also discuss how the requirement of Section 1.19 Prime Contractor Responsibilities and Section 1.20 Proposal Contents will be met and describe in detail how the proposed legal and contractual relationship between the two Solutions Providers will be addressed for the purposes of contracting with MiHINSS.

The Solution Provider has not disclosed the price(s), the amount of the proposal, nor the approximate price(s) or amount(s) of its proposal to any other firm or person who is a Solution Provider or potential Solution Provider for this RFP, and the Solution Provider shall not disclose any of these items on or before the proposal submission deadline specified in the Calendar of Events of this RFP.

The Solution Provider has not attempted, nor will it attempt, to induce any firm or person to refrain from submitting a proposal on this contract, or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal or other form of complementary proposal.

## *MiHIN Shared Services*

The Solution Provider makes its proposal in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive proposal.

To the best knowledge of the person signing the proposal for the Solution Provider, the Solution Provider, its affiliates, subsidiaries, officers, directors, and employees have not been disbarred or excluded from Federal contracting and are not currently under investigation by any governmental agency and have not in the last four years been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding or proposing on any public contract, except as the Solution Provider has disclosed in its proposal.

The Solution Provider has not made, under separate contract with MiHINSS, any recommendations to MiHINSS concerning the need for the services described in its proposal or the specifications for the services described in the proposal.

Until the selected Solution Provider receives a fully executed and approved written contract from MiHINSS, there is no legal and valid contract, in law or in equity, and the Solution Provider shall not begin to perform any work on behalf of or for MiHINSS.

### **1.25 Notification of Selection**

MiHINSS will notify one or more selected Solution Provider(s) via email and a phone call to the contact provided in the response of its selection for negotiation after MiHINSS has determined, taking into consideration all of the evaluation factors, the proposal(s) that are the most advantageous to MiHINSS.

### **1.26 Use of Electronic Versions of this RFP**

This RFP is being made available by electronic means. If a Solution Provider electronically accepts the RFP, the Solution Provider acknowledges and accepts full responsibility to ensure that no changes are made to the RFP. In the event of a conflict between a version of the RFP in the Solution Provider's possession and MiHINSS' version of the RFP, MiHINSS' version shall govern.

### **1.27 Discussions with Solution Providers (Oral Presentation / Negotiations)**

An oral presentation by a Solution Provider may be required of responses. However, MiHINSS may award a contract based on the initial proposals received without discussion with the Solution Provider. If oral presentations are required, they will be scheduled after the submission of proposals. Oral presentations will be made at the Solution Provider's expense.

This process is a Request for Proposal/Competitive Negotiation process. Each Proposal shall be evaluated, and each respondent shall be available for negotiation meetings at MiHINSS' request. MiHINSS reserves the right to negotiate on any and/or all components of every proposal submitted. From the time the proposals are submitted until the formal award of a contract, each proposal is considered a working document and as such, will be kept confidential.

## **2 Proposal Response Format**

Solution Providers must submit their proposals in the format, including heading descriptions, outlined below. The Proposal shall be typewritten on 8.5" x 11" paper and sent in a sealed envelope. Please include with your response a Table of Contents. To be considered, the proposal must respond to all requirements in this part of the RFP. Solution Providers should provide any other information thought to be relevant, but not applicable to the enumerated categories, as an appendix to the Proposal. All cost data relating to this proposal should be kept separate from and not included in the Technical Submittal. Each Proposal shall consist of the following **TWO** separately sealed submittals:

## **2.1 Technical Submittal, in response to Required Technical Proposal Sections**

## **2.2 Cost Submittal, in response to Required Cost Proposal Sections**

Solution Providers should submit a complete response to this RFP to MiHINSS providing **fifteen (15) paper copies of the Technical Submittal and fifteen (15) paper copies of the Cost Submittal**. In addition to the paper copies of the proposal, Solution Providers shall submit two **(2) complete and exact copies of the entire proposal** (Technical and Cost, along with all requested documents) on CD-ROM or Flash drive in PDF or Excel, as appropriate.

The electronic copy must be an exact duplicate of the paper copy and any spreadsheets must be in Microsoft Excel. The Solution Providers may not lock or protect any cells or tabs. Solution Providers should ensure that there is no costing/pricing information in the Technical Submittal. Solution Providers should not reiterate technical information in the Cost Submittal. The CD or Flash drive should clearly identify the Solution Provider, RFP#1101, and include the name and version number of the virus scanning software that was used to scan the CD or Flash drive before it was submitted.

The Solution Provider shall make no other distribution of its proposal to any other party. Each proposal page should be uniquely numbered for ease of reference. An official authorized to bind the Solution Provider to its provisions must sign the proposal. If the official signs the Proposal Cover Sheet and it is attached to the Solution Provider's proposal, the requirement will be met. For this RFP, the proposal must remain valid for at least 120 days from the proposal due date. If MiHINSS selects the Solution Provider's proposal for award, the contents of the selected Solution Provider's proposal will be attached to the agreement and become contractual obligations of the Solution Provider, except to the extent the contents are changed through Best and Final Offers or negotiations.

MiHINSS reserves the right to request additional information which, in MiHINSS' opinion, is necessary to assure that the Solution Provider's competence, number of qualified employees, business organization, and financial resources are adequate to perform according to the RFP.

MiHINSS may make investigations as deemed necessary to determine the ability of the Solution Provider to perform the Project according to the terms of the Contract, and the Solution Provider shall furnish to MiHINSS all requested information and data. MiHINSS reserves the right to reject any proposal if the evidence submitted by, or investigation of, such Solution Provider fails to satisfy MiHINSS that such Solution Provider is properly qualified to carry out the obligations of the RFP and to complete the Project as specified.

Each Solution Provider submitting a proposal specifically waives any right to withdraw or modify it, except that the Solution Provider may withdraw its proposal by written notice received at the address listed in Section 1.15 Response Date for Submitting Your Proposal for proposal delivery prior to the exact hour and date specified for proposal receipt. A Solution Provider or its authorized representative may withdraw its proposal in person prior to the exact hour and date set for proposal receipt, provided the withdrawing person provides appropriate identification and signs a receipt for the proposal. A Solution Provider may modify its submitted proposal prior to the exact hour and date set for proposal receipt only by submitting a new sealed proposal or sealed modification which complies with the RFP requirements.

### 3 Criteria for Selection

#### 3.1 Qualifying Requirements

The following five requirements are MANDATORY and are non-waivable. The Solution Provider should ensure that these items are completed.

##### 3.1.1 Proposal received on schedule from Solution Provider.

##### 3.1.2 Proposal cover letter properly signed by the Solution Provider.

##### 3.1.3 Offer a statewide solution that is in production for other states.

Offer a broadly-scaled solution that is in production for other states, or within specific geographic regions or among widely-dispersed partners, with significant inter-organizational (outside the business entity) exchange successfully taking place among disparate Health Information Exchanges. This should be supported by at least three (3) unique letters of support (which must be submitted with the Solution Provider's Technical Submittal) from existing, current HIE clients. References should be submitted in Appendix One: Reference Letters of Support of your response.

##### 3.1.4 Submitted financial information per section 3.4 and 5.7 (Response Tab G)

##### 3.1.5 Completed overall pricing sheet (Cost Submittal)

#### 3.2 Technical Nonconforming Proposals

The five items set forth in Section 3.1 Qualifying Requirements are the only proposal requirements that MiHINSS will consider to be *non-waivable*. MiHINSS reserves the right, in its sole discretion, to (1) waive any other technical or immaterial nonconformity in a Solution Provider's proposal, (2) allow the Solution Provider to cure the nonconformity, or (3) consider the nonconformity in the scoring of the Solution Provider's proposal.

#### 3.3 Evaluation Criteria

The following criteria will be used in evaluating each proposal:

##### 3.3.1 Key Considerations

The success of the overall MiHINSS initiative and the Solution Provider's response will depend on the extent to which the Solution Provider's response can:

1. Demonstrate an understanding and acceptance of the technical architecture – Shared Services and initial use cases.

2. Demonstrate an ability to integrate statewide and regional HIE into the daily activities and workflows of clinicians.
3. Demonstrate interoperability based on federal and State of Michigan requirements.
4. Demonstrate an ability to work in collaboration with a diverse set of constituents that include substate HIEs, payors, and representatives from local, state, and the federal government.
5. Demonstrate an ability to support metrics that validate the impact of HIE on patients, populations, providers, and the overall governing organization.
6. Demonstrate an ability to support various means of generating revenues consistent with any future MiHINSS Sustainability plans.
7. Assure compliance with all security and privacy regulations, policies and procedures as well as supporting over time a range of authentication and authorization mechanisms.
8. Identify strategies to improve value to patient care and to increase adoption of health information exchange.

### **3.4 Solution Provider Responsibility**

To be responsible, a Solution Provider must submit a responsive proposal and possess the capability to fully perform (directly or through subcontract arrangement with other qualified reliable entities) the contract requirements in all respects and possess the integrity and reliability to assure good faith performance of the contract.

#### **3.4.1 Responsive Proposal**

In order for a Solution Provider to be considered responsive to this RFP and therefore eligible for selection for best and final offers or selection for contract negotiations:

- A. The total score for the technical submittal of the Solution Provider's proposal must be greater than or equal to 70% of the highest scoring technical submittal; and
- B. The Solution Provider's financial information must demonstrate that the Solution Provider possesses the financial capability to assure good faith performance of the contract. MiHINSS will assess each Solution Provider's financial capacity based on industry standard analysis of the Solution Provider's financial information submitted with the Technical Submittal. This may include:
  - a. ratio, horizontal or vertical analysis;
  - b. industry comparison using Dun & Bradstreet's Key Business Ratios to measure Solution Provider's solvency, efficiency and profitability;
  - c. the ratio of the Solution Provider's annual sales revenue to the expected annual spend for this contract;
  - d. the percentage of the Solution Provider's annual sales revenue attributed to MiHINSS or other entities within the State of Michigan; and
  - e. the Solution Provider's sustainable growth rate.

#### **3.4.2 Capability to Perform**

A Solution Provider must demonstrate sufficient financial capability to assure good faith performance of the contract as specified herein to be considered by MiHINSS, in its sole discretion, for best and final offers or contract negotiation.

### **3.5 Evaluation Process**

A committee of qualified MiHINSS stakeholders will review and evaluate timely submitted proposals. This committee will be scoring the various sections of the Solution Provider's response. MiHINSS will notify in writing the responsible Solution Provider whose proposal is determined to be the most advantageous to MiHINSS as determined by the MiHINSS evaluation process.

## **4 General Terms and Conditions**

The Solution Provider is expected to negotiate expediently, and in good faith, to reach a fair and equitable contractual agreement no later than **August 31, 2011**. To that end, the Solution Provider must include a copy of their usual and customary agreement for implementation of the solution as embodied in their response to this RFP and should be marked as Response **Appendix Two Solution Provider's Standard Contract Terms and Conditions** in the response.

The contract should contain provisions addressing terms and conditions typically found in software licensing and hosting agreements as well as any special terms and conditions which, by their nature, are necessary for the successful purchase and implementation of the Vendor's solution (the "Expected Contracting Terms").

MiHINSS is a State Designated Entity under Section 3013(f) of the American Recovery and Reinvestment Act of 2009. The State of Michigan is subcontracting with MiHINSS for the delivery of portions of its obligations under the State HIE Cooperative Agreement between the State of Michigan and the Office of the National Coordinator for HIT pursuant to Section 3013 of the American Recovery and Reinvestment Act of 2009.

The Expected Contracting Terms are discussed in greater detail in Appendix Two – Contract Terms and Conditions.

## **5 Required Technical Proposal Sections**

The proposal should consist of the following sections, as described below, and should be clearly marked and complete (page limit).

**Proposal Cover Sheet**

**Technical Response Table of Contents**

**Tab A -Statement of the Problem (3)**

**Tab B -Management Summary (5)**

**Tab C -Work Plan (10)**

**Tab D -Prior Experience (10)**

**Tab E -Personnel (10)**

**Tab F -Training (3)**

**Tab G -Financial Capability (5)**

**Tab H -Emergency Preparedness (5)**

## **Appendices**

**Appendix One -Reference Letters of Support**

**Appendix Two -Solution Provider's Standard Contract Terms and Conditions**

**Appendix Three -Requirements Matrix**

**Appendix Four -Product Table Matrix**

**Appendix Five -Hosting Site Checklist**

**Appendix Six –Cost Matrix**

**Appendix Seven -Security Matrix**

**Appendix Nine – Service Level Methodology**

**Appendix Ten – Service Level Matrix**

### **5.1 Statement of the Problem**

State in succinct terms your understanding of the problem presented or the service required by this RFP. This section of your response should be labeled clearly as **Tab A**. This section should not exceed three (3) pages.

### **5.2 Management Summary**

Include a narrative description of the proposed effort and items to be delivered or services to be provided. Describe services offered to assist in identifying metrics against which the system can be benchmarked and subsequently measured. This section should be a high level overview of your proposed solution. This section of your response should be labeled clearly as **Tab B**. This section should not exceed five (5) pages.

### **5.3 Work Plan**

Describe in narrative form your plan for accomplishing the work and deliverables. Use the task descriptions in Scope of Work of this RFP for ease of reference. Note that MiHINSS prefers to implement Off the Shelf (“OTS”) software and is expecting Solution Provider’s solution to be predominately OTS and already in productive use with several customers. MiHINSS understands that new interface(s) to Qualified Organizations, state and federal institutions or systems, and other suppliers or consumers of information yet to be determined will be required over the life of the project. Solution Provider should ensure the Project Management and Project Life Cycle (PLC) methodologies are explained with special attention made to interfaces of all types. Modifications of the task descriptions are permitted; however, reasons for changes should be fully explained. Indicate the number of person hours allocated to each task. Include a Gantt chart or similar type display, time related, showing each event. If more than one approach is apparent, comment on why you chose this approach. Include an organization chart and staffing model based on your proposed solution. This section of your response should be labeled clearly as **Tab C**. This section should not exceed twenty (10) pages.

In addition, using the instructions contained in each workbook, complete **Appendix Three -Requirements Matrix, Appendix Four -Product Table Matrix, and Appendix Five -Hosting Site Checklist** and return with

the Technical Submittal. The completed **Appendices** should be Appendix Three, Four, and Five respectively in your response.

## **5.4 Prior Experience**

This section of your response should be labeled clearly as **Tab D**. Describe experience in the following key areas:

### **5.4.1 Hosting**

Include for each **named** statewide or regional health information exchange the start date, current status and end date if applicable, duration of project in years, project scope and exchange types in production, and number of unique organizational participants, unique users and transaction volumes.

### **5.4.2 Development Management**

Level of involvement in development and/or management of modules or services providing:

- Clinical Messaging and Referrals
- Query
- ePrescribing
- Public health reporting and alerts
- EMPI
- Record Locator Service
- Security
- NWHIN Gateway
- Education and Outreach to Consumers and Providers for HIE
- Clinician Index

### **5.4.3 Simultaneous Implementation Management**

Simultaneously managing implementations and hosting contracts for multiple clients.

### **5.4.4 Collaborative Management**

#### **5.4.4.1 Within Michigan**

Creating a collaborative environment and promoting interoperability among health information exchange participants across Michigan.

**5.4.4.2 Across the country** Creating a collaborative environment by promoting interoperability between MiHINSS, NWHIN, and other national efforts underway or developing.

### **5.4.5 Standards Management**

Participating with or leading roles in regional or national efforts to achieve interoperability in health information technology standards or governance policies.

### **5.4.6 Project Management**

Utilizing a methodical approach to the discipline of planning, organizing, and managing resources to bring about the successful and timely completion of specific project goals and objectives.

#### **5.4.7 Multi-Stakeholder Initiatives**

Leading and participating in complex, large multi-stakeholder initiatives.

#### **5.4.8 Integration Services**

Providing integration services to existing state or federal systems

#### **5.4.9 Implementation Strategies in other inter-organizational HIEs**

In addition to Tab D, references that support answers in this Prior Experience Section should be submitted in Appendix One: Reference Letters of Support to your response. Provide a minimum of three (3) references of clients providing unique letters of support as referenced in **Section 3.1.3 Offer a statewide HIE solution that is in production for other states or geographic regions** under Section **3.1 Qualifying Requirements** above.

Note that experience shown should be work done by individuals who will be assigned to this project. Studies or projects included must be US based, identified by project name and the name of the customer, including the name, address, email address, and telephone number of the responsible contract manager of the customer, company, or agency who may be contacted by MiHIN.

In addition, each reference should include:

- Length of time in production, including starting date (year, month)
- Number of daily users (including periodic peak numbers - daily, monthly, seasonally, etc.)
- Number of total users
- Types of transactions
- Transaction volumes (ideally daily and monthly, including peak volumes)
- Number and types of system interfaces (how many facilities – hospitals, labs, practices, etc.)
- Nature of interfaces (Lab, ADT, eRx, CCD, X12 eligibility, etc. - Cite standards where possible.)
- Which transports and connectivity solutions are in use (VPN, TLS, HTTPS, SOAP etc.)
- Which standards are in use in production (web services, HL7, CCD, CCR, etc.)
- Average response times
- Down times per month or quarter or year (or other pertinent SLA measures)

If the experience of any proposed Subcontractor is being used to meet the areas listed above, then the same information must be provided for the contracts cited and the experience must be presented separately within this section, clearly identifying the Subcontractor experience and name of the Subcontractor. Describe what quantifiable benefits (return on investment or quality measures) your customers have achieved from implementing your proposed HIE products, services, or both.

### **5.5 Personnel**

Summarize the number of executive and professional personnel, analysts, auditors, researchers, programmers, consultants, etc., who will be engaged in the work. Show where these personnel will be

## *MiHIN Shared Services*

physically located during the time they are engaged in the Project. Indicate the responsibilities each individual will have in this Project and how long each has been with your company. Provide an organizational chart showing your proposed staff and project assignments. Identify by name any subcontractors you intend to use and the services they will perform. After key personnel are assigned and approved by MiHINSS, the Solution Provider may not divert or replace personnel without written approval of the MiHINSS authorized representative and in accordance with the procedures described below. Provide information on your personnel's involvement in any applicable national standards and policy development work. This section of your response should be labeled clearly as Tab E.

In addition, in Tab E include resumes, for key personnel such as Program Director, Project Manager, Technical Lead, and Functional Lead, include the employee's name and, thorough resume, CV, or similar document, the Project personnel's education and experience in leading, managing and successfully implementing health information exchanges at the state or regional level.

The selected Solution Provider must provide notice of proposed diversion or replacement to MiHINSS at least thirty (30) calendar days in advance and provide the name and qualifications of the person who will replace the diverted or removed staff. MiHINSS will notify the selected Solution Provider within ten (10) business days of receiving the diversion notice whether the proposed diversion is acceptable and if the replacement is approved.

Advance notification and approval is not required for changes in key personnel due to resignations, death and disability, dismissal for cause or dismissal as a result of termination of a subcontract or any other cause that is beyond the control of the selected Solution Provider or its subcontractor. However, MiHINSS must approve the replacement staff and receive the same documentation as received for other staff members.

MiHINSS may request that the selected Solution Provider remove one or more of its staff persons from this project at any time, with written notice. In the event that a staff person is removed from the project, the selected Solution Provider will have ten (10) business days to fill the vacancy with a staff person acceptable in terms of experience and skills, subject to MiHINSS' approval.

### **5.6 Training and Knowledge Transfer**

Indicate recommended training of **MIHINSS** project personnel as well as appropriate members of the Qualified Organization(s) implementation teams. Include the personnel to be trained, the number to be trained, duration of the program, place of training, curricula, training materials to be used, number and frequency of sessions, and number and level of instructors. Assume at least two technical people per sub state HIE. Use the requirements in **Scope of Work** of this RFP as your reference point. This section of your response should be labeled clearly as **Tab F**. This section should not exceed 3 pages.

### **5.7 Financial Capability**

Describe Solution Provider's financial stability and economic capability to perform the contract

requirements. Solution Provider should submit financial statements for the past three fiscal years. If Solution Provider's company is a publically traded company, please provide a link to Solution Provider's financial records on Solution Provider's website; otherwise, provide three (3) years of Solution Provider's financial documents such as audited financial statements. Financial statements must include the Solution Provider's Balance Sheet, and Income Statement or Profit/Loss Statements. Also include Dun & Bradstreet (D&B) comprehensive report if available. Financial statements, tax returns, and/or D&B comprehensive reports should be submitted as Tab G: Financial Capability. All other narrative for this section of your response should be labeled clearly as Tab G.

### **5.8 Emergency Preparedness**

To support continuity of operations during an emergency, including a pandemic, MiHINSS needs a strategy for maintaining operations for an extended period of time. One part of this strategy is to ensure that essential contracts that provide critical business services to MiHINSS have planned for such an emergency and put contingencies in place to provide needed goods and services.

This section of your response should be clearly labeled as **Tab H**. The following questions are to be addressed in the Solution Providers proposal:

- A. Describe how you anticipate such a crisis will impact your operations.
- B. Describe your emergency response/disaster recovery/continuity of operations plan. Please attach a copy of your plan, or at a minimum, summarize how your plan addresses the following aspects of pandemic and hazard preparedness:
  1. Employee training (describe your organization's training plan, and how frequently your plan is shared with employees)
  2. Identified essential business functions and key employees (within your organization) necessary to carry them out
  3. Contingency plans for:
    - a. How your organization will handle staffing issues when a portion of key employees are incapacitated due to illness.
    - b. How employees in your organization will carry out the essential functions if contagion control measures prevent them from coming to the primary workplace.
- C. How your organization will communicate with staff and suppliers when primary communications systems are overloaded or otherwise fail, including key contacts, chain of communications (including suppliers), etc.
- D. How your organization will communicate to staff and suppliers when the crisis has ended and normal operations will commence
- E. How and when will your emergency plan be tested, whether you participate in community based exercises and whether the plan will be tested by a third-party.

### **5.9 Standard Contract Terms and Conditions**

The Solution Provider must include a copy of their usual and customary agreement for implementation of the solution as embodied in their response to this RFP and should be marked as **Appendix Two** in your response.

## **6 Required Cost Proposal Section**

The information requested in this **Required Cost Proposal Section** shall constitute the **Cost Submittal**. The total proposed cost shall be broken down into the components as shown in the Proposal Cost Matrix contained in the Appendices, using the instructions contained therein. **All costs must be inclusive of travel, subsistence, equipment and all other expenses. These or other items may not be billed separately.** Solution Providers should not include any assumptions in their cost submittals. If the Solution Provider includes assumptions in its cost submittal, MiHINSS may reject the proposal. Solution Providers should direct in writing to MiHINSS pursuant to the directions in Section 1.13 Questions and Answers any questions about whether a cost or other component is included or applies. All Solution Providers will then have the benefit of MiHINSS' written answer so that all proposals are submitted on the same basis.

MiHINSS will reimburse the selected Solution Provider for work satisfactorily performed after execution of a written contract and the start of the contract term, in accordance with contract requirements, and only after MiHINSS has issued a notice to proceed.

MiHINSS reserves the right, during negotiations with the selected Solution Provider, to allow for changes to the deliverables. The work plan developed by the Solution Provider, as agreed to by MiHINSS, will serve as the basis for measuring timely completion of each deliverable.

### **6.1 Cost Overview and Summary**

The Cost Summary worksheet must contain costs for each of year one through four as well as option years five through ten. The Solution Provider is responsible for reviewing all totals carefully and ensuring all formulas are correct. Note that adding, modifying, or removing columns or lines within any worksheet could affect the accuracy of any formula.

In an additional worksheet, the Solution Provider may describe an alternative cost model that would support the establishment and continued support of the solution. Some options for the alternative cost model include a transaction-based model, a capped transaction-based model, a hybrid transaction-based model, a capped or hybrid at-risk model, etc. Note that this additional worksheet will not be included in the total costs used for cost scoring purposes.

### **6.2 Year by Year Worksheets**

Within each of the four yearly worksheets, all costs associated with the proposed solution should be captured.

As a guide, the fixed costs have been broken out into ITEMS similar to the descriptions of the SHARED SERVICES. In addition, sections have been added to capture the costs for secure messaging and future interfaces. At a minimum, the costs for these ITEMS must be broken out separately. Additional ITEMS can be introduced into the Fixed Costs items by the Solution Provider to provide clarity and completeness to the cost response.

Solution Providers should be familiar with the available state and federal matching program for these ONC funds and propose the timing of costs in accordance to optimize solution acquisition by MiHINSS.

### 6.2.1 Software

The Software costs should include licensing, support and maintenance.

### 6.2.2 Hosting

The Hosting costs should include hardware licensing, support, maintenance, disaster recovery, security and ongoing operations.

Each of the deliverables listed correspond to a line item as defined in Section 7 Scope of Work. The costs for each deliverable listed must be broken out separately. Additional Deliverables can be introduced into the Deliverables section by the Solution Provider to provide clarity and completeness to the cost response.

### 6.2.3 Deliverables

Deliverables should be completed using the example shown above the deliverable section within each worksheet. Context and additional detailed information about the deliverables can be found in Section 7 Scope of Work. If the Solution Provider would like to propose optional Value Added Services that could be implemented, the corresponding additional costs to implement and support should be highlighted and included in your response.

### 6.3 Option Years

The Option Years worksheet should include all costs associated with continuing to operate the proposed solution for additional years.

### 6.4 Hardware

The Hardware worksheet must be filled out separately and will not be included in the total cost for cost scoring purposes.

### 6.5 Software

The Software worksheet must be filled out separately and will not be included in the total cost for cost scoring purposes.

### 6.6 Personnel Rate Card

The Rate Card worksheet must be completed with the position titles and associated hourly rates proposed for this project. This worksheet will not be included in the total costs used for cost scoring purposes.

## 7 Scope of Work

### 7.1 Statewide Health Information Exchange Objectives

Michigan Health Information Network Shared Services Strategic and Operational Plans set the full vision for the State's efforts to promote the secure, statewide exchange of health information in order to drive improvements in healthcare outcomes. The MiHINSS technical approach includes phasing toward the full vision. Please note that the originally submitted Strategic and Operational plans have been refined and now include a phased approach. **This RFP is meant to address only the first phase toward the full vision.** More information about the first phase toward the vision is addressed in this section. The State of

Michigan Strategic and Operational plans as well as relevant amendments are available at [www.mihin.org](http://www.mihin.org).

### 7.1.1 MiHINSS Technical Strategy

MiHINSS is soliciting proposals to provide a statewide health information exchange infrastructure platform for statewide Shared Services to provide services for an initial set of use cases that are expected to become more advanced over time to be accessed by Qualified Organizations representing providers, physicians, hospitals, other health care organizations, and payors. It is expected that the Solution Provider will propose to use (and potentially host) an integrated health information exchange product currently in use in the health care marketplace to implement and operate the Shared Services and to provide secure access to the initial use cases according to the requirements of this RFP.

The solution will allow the MiHINSS to offer internet-based, secure, statewide Shared Services to support statewide health information exchange complying with federal and state standards, laws, and policies and will help enable health care providers to achieve Meaningful Use of health information technology.

The MiHIN Shared Services is an infrastructure design that enables widespread interoperability among disparate systems. This design is both vendor agnostic and technology agnostic, and focuses on technical standards, protocols, and architectural patterns.

The intent of this technology infrastructure design is to look long-term at networking infrastructure and business models that support many different needs for information exchange and act short-term beginning with a few kinds of information exchange that encourage provider and organizational participation and generate cost savings that lead stakeholders to accept long-term financial participation in the networks.

Since standards are critical for long-term viability of the MiHINSS the architecture has an overarching goal to be compliant with the national standards for healthcare interoperability recognized by the Secretary of the Department of Health & Human Services (HHS). Specifically, HHS recognizes interoperability specifications containing harmonized standards published by the Healthcare Information Technology Standards Panel (HITSP), and as such, the MiHIN is being designed as a HITSP-compliant and HITSP-consistent (where no direct conformance criteria exist) architecture.

For any event in which MiHINSS employees or their designees will have access to data created, passed, or stored as part of this solution, such access shall be compliant with MiHINSS policies and procedures.

### 7.1.2 Specific MiHINSS Solution Objectives

MiHINSS will accomplish the following through this procurement:

1. Implementation of and ongoing hosting of operations of the Shared Services and initial use cases as specified in this document.
2. 24 x 7 availability and support.
3. Business continuity and disaster recovery functionality with fail-over and redundant capacity.

## *MiHIN Shared Services*

4. Selection of a Solution Provider that demonstrates the following about its solution and services:
  - a. A product based on nationally recognized or promulgated standards complying with applicable federal privacy and security laws.
  - b. Demonstrated experience with the exchange of discreet data elements as well as clinical data as represented in CCD, CCR, or similar formats.
  - c. Successful, operational implementation(s) by the Solution Provider or its subcontractor of the proposed solution in other states or other geographic regions that are achieving inter-organizational data exchange.
  - d. Exchange data types supported corresponding to those contained in CMS's and ONC's regulations related to Meaningful Use of health information technology and any underlying standards.
  - e. Configurability in order to comply with Michigan's relevant laws and policies (including privacy and security law and policy).
  - f. The ability to establish trust with end-user organizations, promoting broad acceptance and usage of the exchange.
  - g. System architecture and hosting capabilities of the product designed to accommodate:
    - i. Edge servers and federated databases among the various partners,
    - ii. Changes in health information technology, data exchanges, standards, law and policy landscape, and
    - iii. Scalability to meet Michigan's size and needs.
  - h. Methodology for iterative development of health information exchange types or interfaces and reporting features to support evaluation and performance improvement needs, including operational usage reports.
  - i. An established library of interfaces to leading health information systems, electronic health records systems, and other relevant clinical systems that can be used to help control implementation, licensing, deployment, and operational costs.
  - j. Services including:
    - i. Periodic review and customization of the implementation plan, as approved and required by MiHINSS.
    - ii. Development of agreed upon design and creation of the Shared Services and initial use cases infrastructure, network, customer support center.
    - iii. Requirements traceability from RFP requirements to delivered functionality.
    - iv. Extensive testing processes to ensure adequate error-free functionality.
    - v. Comprehensive support and maintenance activities. Solution Provider should provide their target standard service level agreement and any associated pricing criteria, if applicable.
    - vi. Charge back facilities such as the capacity to support possible transaction-based financing (metering).
    - vii. Work with principle stakeholders, according to the periodic review and customization of the implementation plan, to provide implementation on-boarding support.
    - viii. Project Life Cycle activities that define a Release Management approach including configuration, testing, data, network and security support services that support

## MiHIN Shared Services

efficient and timely rollout timetables, including phased rollout approaches to minimize disruption and ensure success.

- ix. Design, develop and deliver training.
  - x. Design, develop and provide data management for any data stored within MIHINSS.
  - xi. Provide appropriate level of knowledge transfer to MIHINSS stakeholders during normal operations and final transition.
5. Connection capability across disparate health systems within Michigan and other states, current and future Qualified Organizations, and the Nationwide Health Information Network (NWHIN).

The following Message Platform guidelines should be followed, except where noted by the Solution Provider:

- There shall be a common transport layer for all messages. The Messaging Platform should be based on SOAP 1.2 (or more current) messages over HTTPS. All higher-level messaging elements (e.g. HL7 v3) and attachments need be bound to a SOAP message.
- Reliable messaging should be available to support specific information exchanges, but it is not a requirement for every MiHINSS service.
- Messages between the statewide MiHINSS and Qualified Organizations must be secure. This will necessitate the use of encryption as part of the message transport layer.
- The common message envelope should support assertions about security and trust between qualified organizations.
- Public Key Infrastructure (PKI) is used to establish a technical “trust fabric” for MiHINSS.
- The basis for authentication for participants shall be X.509 certificates. All MiHINSS certificates will be issued by a common trusted certificate authority. All MiHINSS to Qualified Organization messages must be digitally signed for the purposes of authentication and non-repudiation.
- The MiHINSS shall be based on interoperability profiles that have been fully approved as an industry interoperability standard and are capable of being implemented by Qualified Organization nodes using available SOA platforms.

### 7.1.3 Michigan’s Health Care Environment

The Shared Services will be the official state infrastructure for health information exchange across Michigan, for access to the state of Michigan public health systems as identified in the initial use cases and, eventually, for connection to the Nationwide Health Information Network (NWHIN). The use of a secure statewide health information exchange via access through Qualified Organizations can offer information to health care practitioners at the point of care to improve health care delivery, patient outcomes and patient safety.

The Shared Services will be utilized by Qualified Organizations within Michigan. A **Qualified Organization** is currently defined and identified in the Michigan Strategic and Operational Plans to be a sub-state Health Information Exchange organization that has met the connectivity standards set forth by the MIHINSS Board. The State of Michigan Health Information Exchange, which

## MiHIN Shared Services

connects relevant public health systems at the Michigan Department of Community Health is also a Qualified Organization for the purposes of the shared services and the initial use cases. Other Qualified Organizations may be recognized in the future (such as payors) and technology will need to be scalable to meet future needs. These standards address privacy and security, technology, sustainability, and governance. The Qualified Organizations standards will emphasize security but also address a breadth and depth of a variety of organizations and data sources. There are currently six sub state HIEs in production that meet the criteria as a Qualified Organization as identified in the amendment to the Strategic and Operating Plans approved by ONC found at [www.michigan.gov/mihin](http://www.michigan.gov/mihin). Each sub-state HIE in Michigan is autonomous and distinguished by its own policies, security framework and standards subject to meeting MiHINSS minimum standards.

### 7.2 Functional Requirements of the Shared Services

This section provides the functional components and corresponding requirements of the overall statewide Health Information Exchange project. The MiHIN Shared Services and initial use cases will include all of the required components – hosted at a secure site needed to permit the secure exchange of health information between Qualified Organizations. This includes ‘push’ capabilities in the first phase and ‘pull’ capabilities in the final solution. Where ‘push’ would enable users and/or systems to send results and clinical documents to other users and ‘pull’ would permit users and/or systems to query and locate matching patient records. The initial phase of the Shared Services will also include components or interfaces that aid providers in achieving Meaningful Use or that enhance the operations of the Shared Services. Phase 1 is meant to be accomplished in the context of the larger vision. **This RFP is meant to focus primarily on the first phase of the MiHIN Shared Services, which focuses on push capabilities between Qualified Organizations.**

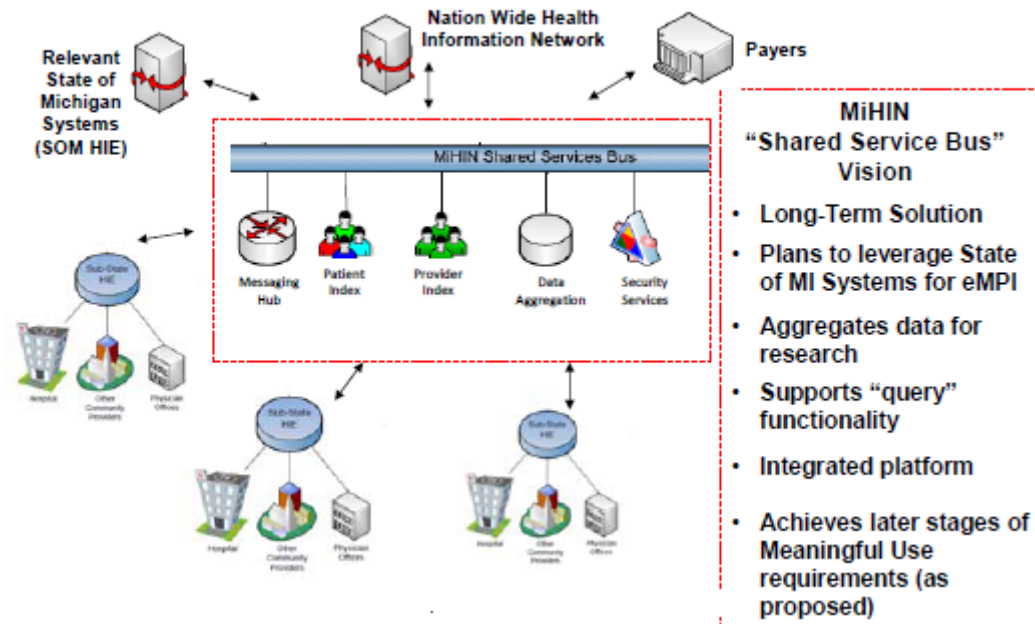
Michigan’s technical approach to statewide HIE consists of two layers of services:

- *Shared Services*: Services to help organizations locate, positively identify, and determine how to exchange information securely across organizational boundaries; and,
- *Initial Use Cases*: Services to help organizations meet the federal criteria and state requirements for the Meaningful Use of certified EHR technologies.

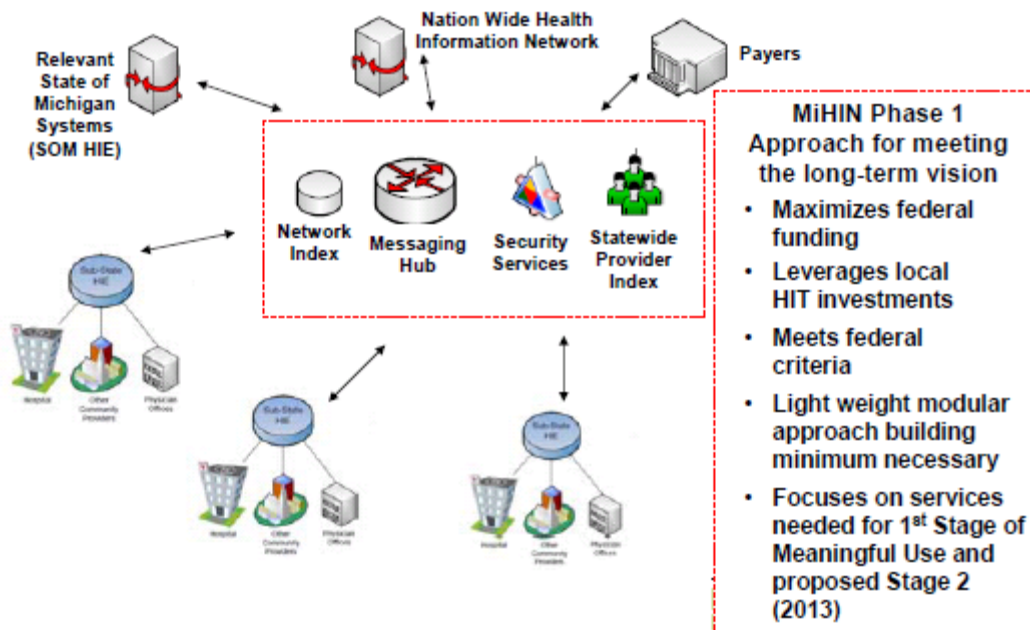
All components must be scalable to accommodate the incremental implementation approach envisioned over the life of the project. The relationships between components and consumers of HIE is depicted in the following diagram:

## MiHIN Shared Services

MiHIN Shared Services Vision:



MiHIN Shared Services Phase 1:



### 7.2.1 Shared Services

The goal of first phase of the Shared Services is to provide a lightweight and flexible infrastructure to provide push functions and serve as the gateway through which Qualified Organizations securely access the relevant state of Michigan public health systems and exchange data among themselves.

## *MiHIN Shared Services*

Shared Services create a foundation for organizations and participants to exchange health information across their organizational boundaries, such that two entities that have not necessarily exchanged information previously can:

- Identify and locate each other in a manner they both trust;
- Exchange information in a secure manner that supports both authorization decisions and the appropriate logging of transactions.

The architecture, based on a “hub of hubs,” assumes that although much HIE is local, increasing value will accrue to broader HIE, from obtaining information relevant at the point of care such as non-local encounters and analytical services such as clinical decision support to public health and emergency response.

The Phase 1 Shared Services consist of the following:

### **7.2.1.1 Security Services (Trust Broker)**

The Security Services or Trust Broker enables transaction-based routing. The component is an index of participating entities (or Qualified Organizations) including organizational details. It will store participating entity rules (based on data sharing agreements) to enable the sharing of clinical records.

Information involved in the trust broker transactions includes but will not be limited to roles, participating entity provisioning, entity de-provisioning, auditing transactions, reporting transactions, compliance with policies and procedures, authentication of participating entities and certificate authority. Security services are meant to be between the Qualified Organizations.

### **7.2.1.2 Messaging Services**

The Messaging Services consist of a uniform transport and security infrastructure based on web services standards and a Service Oriented Architecture, and is responsible for mediating all access to and from other SHARED SERVICES: the various partner entities, the trust broker, the State of Michigan, and the NWHIN gateway. The Messaging Services are based on the NWHIN messaging platform standard as approved by HHS. This simplifies interoperability and provides the gateway between the other Shared Service components and the requestors, receivers, and information providers, while also ensuring that proper basic security is enforced. The Messaging Services handle all transactions to and through the SHARED SERVICES. Messaging Services typically include an Integration Engine or equivalent functionality, to provide the methods to transform, translate, and transport information. It works with the Trust Broker to establish authentication and maintains statistics on users, transactions, and information traffic, as well as required audit logging. The messaging services are meant to be between the Qualified Organizations.

### **7.2.1.3 Master Provider Index**

It is preferred that the Master Provider Index is a lightweight, low-cost approach that utilizes planned and currently operational technologies. The goal would be to implement a solution that requires only lightweight administration in the Shared Services.

This component is a central index containing all relevant information on all registered clinicians within Michigan and relevant bordering areas. Data elements must also include facility information, network location information, messaging routing information, and any necessary authorization information. Proposals should address how this component processes additions, deletions, and updates to all this

information, including who does this and where in the system these events are managed. If central operations by the Solution Provider are proposed, details should be specified and costs included as appropriate.

The Provider Index component will process and reply to requests for relevant clinician information. "Clinician" is broadly defined to include all certified and licensed clinicians (e.g., physicians, nurse practitioners, nurses, certified nursing assistants, medical assistants, pharmacists and others, as determined by MiHINSS).

Recognizing that valid data will be available from multiple sources, the proposal must include details on how the Solution Provider would partner with these sources. For example, some of the sources used to build this index may include, but not be limited to, existing databases such as the MCIR provider index or a given payor's provider index. Once established and loaded, details should be given describing ongoing operations, additions, validations, pruning, etc.

The information in the index must include all data necessary for correctly routing messages to the right organization for delivery to the clinician. Proposals should include examples of successful implementations of such an index in a market of similar size, as well as a detailed model of operations, with explanations.

Proposals should include examples of successful implementations of such an index in a market of similar size, as well as a detailed model of operations, with explanations. The provider index is meant to interface between the Qualified Organizations.

### **7.2.1.4 NWHIN Gateway**

The NWHIN Gateway provides for a single statewide implementation of the CONNECT and NWHIN Gateway (or a technically equivalent solution) available as a web service for authorized partners, users, and entities. This service is the required standard for interoperability with federal agencies, and the proposed standard for the exchange of clinical information across the NWHIN.

## **7.2.2 Use Cases**

The initial use cases will help Qualified Organizations meet the federal criteria for the Meaningful Use of certified EHR technologies. The initial use cases are listed below.

The State has identified two use cases for initial deployment:

- 1 Electronic Public Health Reporting
- 2 Push of structured data

- **7.2.2.1 Electronic Public Health Reporting Immunization event to the Michigan Care Improvement Registry:** a provider has administered a reportable vaccine. The information is reported electronically to MCIR, the State of Michigan system for immunization tracking. The data providers send the required information through sub-state HIEs to the required public health agency in a structured format suitable for consumption by an electronic system. MCIR is the state of Michigan's immunization registry.
- **7.2.2.2 Reportable laboratory result to the Michigan Disease Surveillance System:** a laboratory encounters a result that is required to be reported to a public health agency. The data providers send the required information through sub-state HIEs to the required public health agency in a structured

format suitable for consumption by an electronic system. MDSS is the State of Michigan system for disease surveillance.

The State of Michigan is working to develop the detailed specifications and requirements for each of the use cases. The State will update its immunization registry to receive data through MiHINSS in a format as required by the final federal rule on standards and certification. The Michigan Department of Community Health's (MDCH) Immunization Registry will be capable of electronically recording, retrieving, and transmitting immunization information in accordance with national standards and specifications.

- **7.2.2.3** Push of structured data from sub-state HIE to sub-state HIE through shared services: The sub-state HIEs collect structured data and then utilize the Shared Services to push the structured data to other data receivers. Examples of the push of structured data include structured lab results and patient summary documents like the Continuity of Care Document. Data elements should start simply and grow in complexity over time and will be developed in partnership with the MIHINSS and other relevant data partners.

### 7.2.3 Value Added Services

This sub-section **describes future** functionality / services that may become part of the overall MiHINSS offerings at some future date and are not part of this implementation unless already available in the Solution Provider's offering at no or minimal additional cost. Access to these services may be provided through the Qualified Organizations. The Solution Provider should select at least one of the Value Added Services below and describe the "flexibility and extend-ability to incorporate additional services" of their solution. In addition, the Solution Provider, should, if possible, describe as an appendix to their response additional value added services that could be offered via their solution, associated separately priced costs to implement, and associated estimated value.

MiHINSS will explore the viability of additional Value-Added Services that provide specific functions needed for HIE that are not otherwise available to Qualified Organizations and/or to the counterparties with whom they need to exchange health information. These services would be layered on top of and accessed through the Core Services based on the following criteria:

- Consistent with Meaningful Use or other federal/state requirements.
- Complementary to State developed Enterprise Services.
- Aligns with identified clinical priorities.
- Shared access accrues mutual benefit.
- Contributes to the overall sustainability model.

Candidate Value-Added Services currently under consideration include, but are not limited to:

#### 7.2.3.1 Continuity of Care Document Translation

This service will offer a centralized clearinghouse for transforming clinical summary data among HIE's. This service would be analogous to the laboratory-routing clearinghouse, and would enable organizations that may lack standards-compliant EHR systems to also exchange clinical summary data. This service will allow for the clinical summary exchange for care coordination, capability and capacity for the translation of

legacy messaging to standardized CCD.

### **7.2.3.2 Eligibility Checking**

This service provides central transactional access to retrieve insurance eligibility information via appropriate messaging methods across various payers in Michigan. This service would facilitate electronic eligibility checking and the fulfillment of the corresponding Meaningful Use criteria for the connected systems, suggesting a revenue model for sustainability. In concert, the same access point may be used in the future to enable web-based access to eligibility information for those eligible providers as yet unable to take advantage of these transactions.

### **7.2.3.3 Decision support and results**

A service to provide expanded functionality for the laboratory-routing clearinghouse, to include a decision-support component able to automatically determine which test results can and/or must be transmitted electronically to which providers/patients/agencies per Michigan statutes and regulations. With this, providers may access data for the purposes of improving the quality of care and increasing patient safety.

### **7.2.3.4 Messaging Normalization and Semantic Interoperability Services**

A service to transform all transiting messages to conform to the format, coding, and transport requirements of the receiving HIE or public health agency.

### **7.2.3.5 Syndromic Results to MSSS**

Syndromic result to the Michigan Syndromic Surveillance System (MSSS) enables the transmission of emergency department admission to the MSSS.

### **7.2.3.6 Lab Results Inquiry**

Lab results inquiry enables a sub-state HIE to query across all persisted lab results, providing a central registry of lab results and enabling the transmission of the lab result from the repository to the sub-state HIE.

## **7.2.4 Privacy and Security**

The Solution Provider will support an organization that is governed through comprehensive data-sharing agreements and user agreements.

Solution Providers should describe their approach to:

- Limiting access to authorized users and monitoring unauthorized access at MiHINSS level.
- Monitoring use, as well as successful and unsuccessful security incidents.
- Breach notification and other violations of policies.
- Compliance with controls taken from the HITRUST Common Security Framework as more fully described in Appendix Seven -Solution Provider Security Matrix.

This matrix of HITRUST controls is comprised of the fifty (50) controls required for 2010 HITRUST certification. However, MiHINSS is not requiring that the Solution Provider apply for or obtain HITRUST certification at this time. Compliance with the criteria will be based on contractual obligations between

Solution Provider and MiHINSS but willingness to work toward HITRUST certification is desired. The level of compliance for each individual control is based on recommendations of HITRUST for medium sized organizations as well as independent review of the implementation criteria for the various levels. The HITRUST Common Security Framework is available at [www.hitrustcentral.net](http://www.hitrustcentral.net).

- Coordinating both privacy and security policies between Solution Provider's internal staff and operations and those of MIHINSS.
- Compliance with applicable federal and state laws.

The Solution Provider should describe their experience with the HITRUST Common Security Framework.

### 7.2.5 Service Descriptions

A comprehensive set of services will be required to begin effective use of patient-centered information in initial care settings. The following sections describe some expectations surrounding initial use and raises questions that Solution Providers should consider in describing their approach. They are listed in alphabetical order (not priority order) for convenience.

#### 7.2.5.1 Administration

Administration of exchange services requires a complex set of relationships between individual contributors, various intermediary parties, governing bodies, advisory bodies, and clinical users. The Solution Provider is not expected to provide unguided "turn-key" operations but instead should be a participant with other project management, governing, and stakeholder groups. The Solution Provider should describe how they best balance administrative and governing relationships. Issues that could be addressed include:

- A. How will the Solution Provider interact with the governing bodies, advisory boards, and clients?
- B. What local and remote involvement with MIHINSS stakeholders will the Solution Provider commit to during development and in subsequent operations?
- C. Does the Solution Provider use local sub-contractors for management, technical development, or local relationships?
- D. How does the Solution Provider address liability issues?
- E. How might the Solution Provider's approach have a positive impact on providers seeking compliance with ARRA Meaningful Use provisions?
- F. What types of routine reports are most useful and to whom?
- G. How does Solution Provider address issues requiring extensive coordination between Solution Provider at MiHINSS such as i. Development of consistent privacy and security policies; ii. Successful security incident investigation, risk analysis and mitigation?
- H. How does Solution Provider make notification of data integrity disruptions?
- I. How does Solution Provider recommend handling patient inquiries both for audit logs, accounting of disclosures and later for direct access to some aspects of the services provided through HIE?

#### 7.2.5.3 Audit usage logs and perform intervention, if applicable

Solution Providers must provide efficient and effective means of auditing all transaction of exchange services. Basic reliable auditing services are essential to insure the execution of MiHINSS policies and control. Accordingly Solution Providers should address:

- A. How auditing services are performed;
- B. What audit items are included;
- C. How security of audit functions is assured;
- D. How audits can be codified and transmitted “downstream” to other exchanges as part of an NWHIN effort
- E. How audit results are archived;
- F. How automated notification is performed;
- G. Disclosure tracking.

### **7.2.5.4 Authentication**

Institutions, regions, and the State of Michigan each are migrating toward common approaches to authentication and identity management. A range of options will have to be considered and final decisions will be based both on technical feasibility, administrative practicality, cost, and data-sharing/use agreements. What is the Solution Provider’s approach towards this rapidly changing landscape? How does the Solution Provider system support authentication based on:

- A. Name-password or other ID-based approaches;
- B. Two-factor approaches;
- C. Site-based (e.g., IP zone or through institutional web portal);
- D. Role-based (e.g., role, location);
- E. Combinations of approaches such as SSO and 2-factor authentication;

### **7.2.5.5 Authorization**

Authorization is often implicit through use or location and not explicit. What is the Solution Provider’s current approach and how is this approach expected to change over time? How does the Solution Provider approach authorization that is:

- A. ID-based;
- B. Site-based;
- C. Role-based;
- D. Based on other approaches.

### **7.2.5.6 Breach Notification**

A breach is, generally, an impermissible use or disclosure under the Privacy Rule that compromises the security or privacy of the protected health information such that the use or disclosure poses a significant risk of financial, reputational, or other harm to the affected individual.

#### **Breach Notification Rule**

Interim final breach notification regulations, issued in August 2009, implement section 13402 of the Health Information Technology for Economic and Clinical Health (HITECH) Act by requiring HIPAA covered entities

and their business associates to provide notification following a breach of unsecured protected health information. Similar breach notification provisions implemented and enforced by the Federal Trade Commission (FTC), apply to Solution Providers of personal health records and their third party service providers, pursuant to section 13407 of the HITECH Act.

How does Solution Provider address:

- A. Notification to MiHINSS in the event of a suspected successful security incident or other unauthorized access, use or disclosure of PHI.
- B. Coordination of a risk analysis and forensic analysis.
- C. Legal analysis of Federal & State breach reporting requirements.
- D. Mitigation techniques including both technical and administrative measures to lessen the impact of the breach.
- E. Reporting to Attorney's General Office of Civil Rights, consumers and others as well as any coordination with credit reporting bureaus.
- F. Involvement of Covered Entities who's PHI has been breached.

#### **7.2.5.7 Communication**

Solution Providers must describe their approach to communication of clinical data and messaging. Solution Providers should describe:

- A. Their general approach to secure messaging;
- B. Examples of successful messaging deployments;

#### **7.2.5.8 Standards and Protocols**

The proposed solution should be compliant with nationally recognized standards and protocols as defined in the Requirements Matrix found in the Appendices. Compliance with these standards and protocols will ensure that users of the MiHINSS will be able to exchange vital health information with other compliant state and national health care providers, HIEs, registries, agencies, etc.

### **7.3 Support and Maintenance Requirements**

This function includes all of the activities to appropriately support and maintain all of the current and prior years' work. Some of the sub-functions that need to be addressed are Hosting, Operational Processes, System Environments and Training.

#### **7.3.1 Hosting Requirements**

The MiHINSS technical infrastructure, including the services needed to run, maintain, and support MiHINSS SHARED SERVICES, shall be securely hosted by the selected Solution Provider. The following HOSTING Requirements are the minimum necessary to satisfy this RFP. The vendor should describe how they comply with these requirements.

1. The selected Solution Provider shall supply all hosting equipment (hardware and software) required for performance of the Contract.
2. The selected Solution Provider shall provide secure access to all levels of users via the internet.

## *MiHIN Shared Services*

3. The selected Solution Provider shall use commercially reasonable resources and efforts to maintain adequate internet connection bandwidth and server capacity.
4. The selected Solution Provider shall maintain all hosting equipment (hardware and software) and replace as necessary to maintain compliance with the Service Level Agreements found in the Appendices.
5. The selected Solution Provider shall make available the system and any custom software on a 24 x 7 basis as established by the RFP. This includes the ability to perform a HOT SWAP of all (with alternate or hot site) or part of the system configuration if necessary to resolve a down time situation or during system maintenance activities.
6. The selected Solution Provider shall perform routine maintenance during the planned weekly maintenance period. Routine maintenance shall include, but is not limited to, server upgrades/patching, software upgrades/patching and hardware maintenance. In order to maintain system availability, the Solution Provider is expected to maintain continuous services during maintenance periods.
7. The selected Solution Provider shall perform non-routine maintenance at a mutually agreeable time with two (2) weeks advance notice to MiHINSS.
8. From time to time, emergency maintenance may be required to bring down the system. In such situations, if possible, the selected Solution Provider shall give advance notice, before the system goes down for maintenance, to MiHINSS and its users. The selected Solution Provider will limit the emergency maintenance to those situations which require immediate action of bringing down the system that cannot wait for the next scheduled maintenance period. It is expected that the Solution Provider will maintain continuous services during any such emergency maintenance.
9. The selected Solution Provider shall monitor, prevent and deter unauthorized system access. Any and all known attempts must be reported to MiHINSS within the timeframe set out by the RFP.
10. The selected Solution Provider shall allow MiHINSS or its delegate, at times chosen by MiHINSS, to review the hosted system's location and security architecture.
11. The selected Solution Provider shall periodically (minimum 12 months) conduct a third party independent security/vulnerability assessment (SAS 70 Type II, SSAE16 or similar) at its own expense and submit the results of such assessment to MiHINSS within the timeframe set forth in the RFP.
12. The selected Solution Provider shall comply with MiHINSS directions/resolutions to remediate the results of the security/vulnerability assessment to align with the standards of MiHINSS.
13. The selected Solution Provider shall use industry best practices to protect access to the system with a firewall and firewall rules to prevent access by non-authorized users and block all improper and unauthorized access attempts.
14. The selected Solution Provider shall use industry best practices to provide system intrusion detection and prevention.
15. The selected Solution Provider shall use industry best practices to provide virus protection on all servers and network components.
16. The selected Solution Provider shall provide service protection via data and service redundancy/mirrored site. The solution provider should present service level agreements for return to operation and restore point objective.
17. The selected Solution Provider shall use industry best practices to update all systems and third

## MiHIN Shared Services

party software security patches to reduce security risk.

18. The selected Solution Provider shall be solely responsible for all data storage required.
19. The selected Solution Provider shall take all necessary measures to protect the data including, but not limited to, the backup of the servers on a daily basis in accordance with industry best practices and encryption techniques.
20. The selected Solution Provider shall employ reasonable disaster recovery procedures to assist in preventing interruption in the use of the system.
21. The selected Solution Provider's support and problem resolution process shall provide a means to classify problems as to criticality and impact and with appropriate resolution procedures and escalation processes for each classification of problem.
22. The selected Solution Provider's staff, directly responsible for day-to-day monitoring and maintenance, shall have industry standard certifications applicable to the environment and system architecture used.
23. The selected Solution Provider shall locate servers in a climate-controlled environment. Solution Provider shall house all servers and equipment in an operational environment that meets industry standards including climate control, fire and security hazard detection, electrical needs, and physical security.
24. The selected Solution Provider shall examine system and error logs daily to minimize and predict system problems and initiate appropriate action. The Solution Provider will propose a structured timetable for when and how they will review system and error logs that are consistent with the severity of the risk being mitigated.
25. The selected Solution Provider shall utilize a secured encrypted backup solution to prevent loss of data and ensure recoverability at all times. Storage of backup media offsite is required. Stored media must be kept in an all-hazards protective storage safe at the worksite and when taken offsite. All back up data and media shall be encrypted.
26. The selected Solution Provider shall completely test and apply patches for all third-party software products before release.
27. The vendor will put in place mechanism to ensure that retrieval of data meets current state and federal regulatory reporting requirements.

Please explain in your response your remote hosting experience and capabilities including, at a minimum, how you will meet the above requirements and the following scenarios:

- A. Increased usage – discuss ability to scale resources to handle proposed needs over life of contract.
- B. Various operational and external interruptions – discuss how your hosting operations workflow and management team will maintain operations without interruption or delay – 24 x 7.
- C. Changes in applicable federal and state requirements – discuss how you will deal with new regulations or requirements
- D. System or major component failure – discuss how a secondary hot, off-site location with HOT SWAP rollover and redundancy will be utilized and the rollover accomplished
- E. Major environmental or *force majeure* (act of God) event rendering hosting location un-useable – discuss Disaster Recovery process, timeline, actions
- F. User assistance – discuss the various levels of customer support for technical problems and related management reports.
- G. Service Level expectations – Discuss how you anticipate complying with Service Level Methodology

and Service Level Matrix requirements found in the Appendices. Please include your projected response time for conducting various transactions (search for encounters, aggregated results, CCD, discrete data, etc) across a statewide HIE network.

- H. Third party audit results – Disclose, if applicable:
  - a. The redundancies employed in the data center which will house the solution and, if available, the Tier level of the data center as determined by the Uptime Institute.
  - b. A copy of any recent audit of the data center, including the most recent SSAE 16 type II (formerly SAS 70) audit.
  - c. Documentation supporting any certification of the data center such as ISO 27002 or ISO 9000 certifications.

### 7.3.2 Operational Processes

The MiHINSS hosted solution will require daily operational processes to be executed to maintain effectiveness and responsiveness to the MiHINSS stakeholders. Some operational areas include service lifecycle management, data quality management, user management, system recovery, system capacity planning, message tracing, operational reporting, policy adherence, etc. The following list contains some of the operational processes that should be performed on a continuous basis and covered as part of the Solution Provider's response along with a description of how they will specifically relate to the proposed solution for MiHINSS:

1. Engineering of anticipated solutions to satisfy and enhance operational needs.
2. Installation of new or rebuilding of existing servers and configuring hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements.
3. Installing and configuring application systems or additional modules to support increased functionality.
4. Developing and maintaining installation and configuration procedures.
5. Developing, enhancing and maintaining system standards.
6. Performing daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
7. Performing regular security monitoring to identify any possible intrusions.
8. Performing daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary.
9. Performing regular file archival and purge as necessary.
10. Creating, changing, and deleting user accounts per request.
11. Providing support per request from various stakeholders.
12. Application of OS patches and upgrades on a regular basis, and upgrading administrative tools and utilities. Configuring / adding new services as necessary.
13. Performing ongoing performance reporting to support capacity planning.
14. Performing ongoing performance tuning, hardware upgrades and resource optimization as required. Configuring or adding CPU, memory, and disk partitions as required.

15. Creating various operational reports that directly support the ongoing operation of a system. These reports should do, but not be limited to, the following type actions:
  - a. Verify that task-oriented information at a granular level of detail that can be used to verify that intended information was entered and appropriate results were returned.
  - b. Monitor and respond quickly to a variety of short-term situations, including processing anomalies of various kinds by combine data from multiple parts of the solution.
  - c. Provide month to month usage as well as projections for future usage.
16. Maintaining data center environmental and monitoring equipment.

### **7.3.3 System Environments**

The MiHINSS solution established, hosted, and maintained by the selected Solution Provider is expected to be deployed across multiple environments. Maintenance of the environments is to follow a documented migration methodology and corresponding plan.

Please describe your system environments and migration plans for the following:

- A. Development and Unit Testing.
- B. Component Integration Testing.
- C. Production Staging to be used for System, Stress, and User Acceptance Testing (UAT).
- D. Production.
- E. Training.
- F. Conversion.
- G. Hot site (disaster recovery).

### **7.3.4 Training Requirements**

Appropriate MiHINSS and Qualified Organization end-users will need to be trained on the supplied functionality.

Please explain your training approach, process, staffing and timeframes including how you will meet the following requirements:

- A. Provide training plan including proposals for staffing approach.
- B. Provide hard copy and electronic training materials.
- C. Provide state-wide training approach, including super-users.
- D. Provide proposals for both web-based training modules and in-person training.
- E. Provide experience and options for courses and component training.

## **7.4 Project Life Cycle**

It is anticipated that the Solution Provider will define, adapt and follow their PLC methodology in performing the requirements of this RFP. A final PLC methodology, along with a list of specific deliverables and activities, shall be established during Contract negotiations.

### **7.4.1 Implementation Timeline**

MiHINSS has set forth an aggressive timeline that includes the release of this RFP and the identification of a vendor by the end of the summer 2011 with a contract signed by the end of August. The implementation

## *MiHIN Shared Services*

of Shared Services is scheduled to begin immediately after final contract signatures are obtained and is planned to be in production no later than January, 2013.

### **7.4.2 Please explain your Project Life Cycle (PLC) based upon the calendar events.**

### **7.4.3 Transition Function**

This function includes all activities needed to successfully transition the work of the resulting Contract to any other entity, as defined by MiHINSS.

This function includes all activities needed prior to the end of the contract in order to successfully transition to any other entity. This includes collaboration, participation, and knowledge transfer. The selected Solution Provider is expected to provide complete and accurate documentation to allow the successful transition of the Shared Services and all use cases to a new entity at the expiration of this contract.

Deliverables include, but are not limited to:

1. Transition strategy plan
2. Transition execution signoff

**END OF SECTION 7**

## *MiHIN Shared Services*

Appendix One:	Proposal Cover Sheet
Appendix Two:	Contract Terms and Conditions
Appendix Three:	Requirements Matrix
Appendix Four:	Product Table Matrix
Appendix Five:	Hosting Site Checklist
Appendix Six:	Cost Matrix
Appendix Seven:	Solution Provider Security Matrix
Appendix Eight:	Intentionally blank
Appendix Nine:	Service Level Methodology
Appendix Ten:	Service Level Matrix

THIS PAGE REPRESENTS THE END OF THIS REQUEST FOR PROPOSAL