Care Management Request for Proposal

Attachment B Technical Narrative Questions

Technical Narrative Questions

The Technical Narrative Questions are designed to help OHCA learn about the technical capabilities of the proposed System. The OHCA will use the responses to these questions to determine how easily the proposed System will integrate into its technical environment. The responses to each of the questions in this section will be evaluated and the score will be one component of the selection criteria.

Answer each narrative question clearly and completely. Any unclear or incomplete answers will be deemed non-responsive, disregarded, and will receive a zero score. Be sure that the response provides sufficient detail to objectively evaluate the response, while not providing irrelevant information. Use separate pages and clearly reference the question number. References to websites or other external materials in lieu of a response as defined above may be deemed non-responsive and accordingly receive a score of zero.

APPLICATION ARCHITECTURE

Question
1.   Describe the basic components of the proposed System.
2.   Identify any vendor or third party proprietary components of the proposed System and whether any licensing rights must be obtained.
3.   Describe how the proposed System meets MITA architecture compliance. Describe how the proposed System meets N-Tier architecture standards.
4.   Are there a maximum number of workstations and peripheral devices that your proposed System can support? If so, please specifically list the device type(s) and applicable limitations.
5.   Describe how the proposed System responds to an incomplete/work-in-progress transaction at the time of an unplanned downtime event. Will the disruption cause the loss of data?
6.   What is your standard process for providing custom programming modifications? Describe the process for requesting, designing, testing, and implementing custom features. Include time frames for each step.
7.   Describe your standard data conversion strategy and include a detailed plan for data migration. Also include a description of any services or tools available to migrate the data from the current solution.
8.   What is your process to migrate scanned and uploaded documents?

BUSINESS CONTINUITY / DISASTER RECOVERY

Question
9.   Provide a high-level diagram of the off-site back-up system being proposed.
10.   How would you insure the System meets the System Availability requirements in the Non-Functional Tab of Attachment C - Specifications?
11.   In the event of a System failure at the Primary site, describe how the data is reconciled from the Fail-over site to the Primary site once the proposed System is restored.
12.   Describe the trigger and process for cutting-over the proposed System to a hot-site in the event of a failure in the Primary data center. Approximately how long does this take? How do you test the backup DR site?
13.   In the event of a System failure, what is the process to notify OHCA of the failure?

CONNECTIVITY / INTEGRATION

Question
14.   Provide a high-level diagram of the proposed System. Include servers, firewalls, networks, and storage. Highlight any failover preventions that are embedded in the system configuration. Describe which Uptime Institute Tier classification data center are you proposing and why?
15.   Provide a diagram of how your proposed System will integrate into the OHCA Enterprise environment. Use Figure 1, Care Management Enterprise Architecture in Section B as the basis. Describe your proposed integration approach with the OHCA MMIS integration

Question
services?

DATA

Question
16. Identify the encryption methods and technologies used in the proposed System. Describe how the proposed System protects PHI and PII in motion and at rest.
17. Describe the data layer of the architecture. How is it segregated from your other customers' data layer? Describe the processes for adding a new field to the database.
18. How many alternate environments (testing, training, development, etc.) do you recommend? Describe your process for creating and seeding the alternate environments. Describe how data is synchronized among the environments.
19. Describe your data breach procedures, including notification timeframes.
20. Describe how data is archived and your recommended archival period. Is archived data accessible by the user and if so, how?
21. Describe your transaction audit tracking and reporting processes, including customer accessibility to audit data.
22. Describe how data and text messages are stored on mobile devices.
23. Describe your process to work with the MMIS data warehouse staff to transform the proposed System data to load the warehouse.

SECURITY

Question
24. Describe the application security environment and how role-based security is implemented. Is there a limit to the number of roles?
25. Supply applicable security certifications that both you and your subcontractor(s) have received for the company or product.
26. Describe the physical hosting environment and the provider. Describe the physical plant security measures.
27. Describe how audit transactions are viewed and obtained by OHCA.
28. Does the System use multi-factor authentication techniques within the proposed solution? Describe how multi-factor authentication is used in the System.
29. What malware or antivirus detection software do you utilize in the hosting environment?
30. Explain how the solution will authenticate self-service users, such as Members and Stakeholders.

SYSTEM PERFORMANCE

Question
31. Describe the Event Management process for both the hosting and application environments and provide an outline of the processes for both.

Question
32. Describe any limitations of the proposed System on the number of records or database size. Based on the proposed System hardware and System software configuration, what are the threshold limits for the database size, maximum number of concurrent users, and maximum daily transactions before the System experiences performance degradation issues?

IMPLEMENTATION

Question
33. Describe your implementation process and timeline. Show/discuss planning, building, testing, and acceptance. Highlight OHCA's involvement in the process. Specifically, describe the configuration process indicating the responsibilities of both OHCA and your organization. Provide diagrams, charts, or description in your response. Provide templates of deliverable documents. Provide a sample implementation work plan indicating: a) Tasks Required;   b) Sequencing and any key dependencies between tasks;   c) Responsible parties for each task (Vendor, OHCA, Third Party, etc.);   d) Estimated time to complete each task.
34. In what circumstances would your company allow a custom modification to the product?
35. What SDLC methodology do you use and why?
36. Describe your Project Management methodology. Identify and describe the tools you would use on a project of this size and scope.

INTERFACES

Question
37. What HIPAA standard transaction sets do you currently support?
38. Do any of your existing installations of the proposed software exchange data with an MMIS? Do you have any experience working with DXC, formerly HPE, and exchanging data with them? Please describe the systems and identify the data and interfaces.
39. OHCA connects to the Federal Data Services Hub (FDSH), which requires it comply with MARS-E V. 2. Adding additional connectors to the ESB for other services requires SOA governance abilities to help clear authorization boundaries between SOAP services. Describe how the solution would help meet this requirement for the agency.

CARE MANAGEMENT

Question
40. Describe how the proposed solution or services help facilitate continuity of care.
41. Do you have a fully automated workflow? Describe how your Care Management System's automated workflow integrates with internal or external workflows or systems.

MITA AND CMS CERTIFICATION

Question
42. Have you participated in the CMS MECT Certification process? Has a client with your System received CMS certification?

RELEASE MANAGEMENT

Question
43. Complete the Release Management Table in Appendix A by providing the number of product releases and patches the proposed software available to your general customer base for the timeframes listed. What is the average number of new features added to the product in 2017?
44. Describe your standard process and timeframe, including notification to OHCA for installing upgrades and bug fixes. Identify the proposed roles and responsibilities of the parties.
45. In what year did your company first release the proposed system(s)?
46. What is the product roadmap for the system you are proposing?

TRAINING SUPPORT

Question
47. Describe the training approach and schedule you recommend for the OHCA **technical initial project team training.** Include the course type and type of individuals who should attend. Is there a limit to the number of individuals that can be trained? What limits do you have on class size? Are there special requirements for User licenses?
48. How quickly are technical and user documentation updates made available to all customers after a new software release? How soon is user on-line help available after each release?
49. How does your company work with user's groups? How are user's groups involved in your product development processes?

CUSTOMER SERVICES AND SUPPORT

Question
50. Describe your helpdesk tiers. Describe the helpdesk process and who is contacted when maintenance is required by the Contractor, when a System outage occurs, and other help desk processes.

51. Describe your company's support organization, addressing specifically:
    a) Number of support person by title (programmer, support rep, account rep);
    b) Customer Support Standards, including routing and escalation procedure of calls; and
    c) Call tracking, resolution and monitoring procedures.

52. What holiday or after-hours support is available to customers? What charges will be incurred for additional support?
53. What is the average response time to calls for software support that your company is prepared to guarantee? What customer reports do you provide that show response time performance?
54. What is your requirement for customer upgrade frequency that will avoid limiting, jeopardizing or otherwise impacting support or maintenance agreements? Are there any limits to the number of back releases supported?

Question
55. Describe your perfective maintenance process and how modifications requested by OHCA are prioritized.
56. Describe how the proposed System allows OHCA to monitor System performance and capacity.
57. Describe how the Contractor's Help Desk System information interfaces with other Help Desk Systems.

VALUE-ADD SECTION

PREDICTIVE MODELING AND ANALYTICS

Question
1. Describe how the Predictive Modeling solution integrates all components with the proposed Care Management System.
2. Describe the risk stratification tool(s) and groupers used in the Predictive Modeling solution.
3. Describe how and why your model(s) work. List an example of cost savings or improved outcomes resulting from interventions recommended by your model(s).

Appendix A - Release Management Table

Question 55

Complete the following table by providing the number of product releases and patches of the proposed software available to your general customer base for the following times periods:

Year	Number of Major Releases	Number of Minor Releases	Number of Software Patches
2015			
2016			
2017			
Planned for 2018			