Community Physicians

REQUEST FOR PROPOSAL

The Lab Integration for Efficiencies (LIFE) Project

Sunt

RFP Release Date: 15 February 2015

Proposal Due Date: 16 March 2015

Team 1

Bill Marella

Gary Brown

Dan Runt

Heather Ball

Rebecca Algran

Cathy Denny

Kazi Russell

TABLE OF CONTENTS

1.　INTRODUCTION

The Lab Interface for Efficiencies (LIFE) Project is being performed for Sunt Community

Physicians (Sunt) to develop a world class laboratory processing center interfaced with all internal

locations and potential external clients. Sunt's goal for the project is to consolidate all practices'

laboratory work into a single Sunt-owned lab and facilitate online ordering and results reporting

where practical, thereby retaining lab-related revenue within the organization.

Sunt Community Physicians is a recently formed health care organization (HCO) which merged

three independent and well established private practice groups serving the local county and

nearby communities. Currently, the resultant HCO consists of just over 100 clinicians improving

patient lives across 28 separate offices. Staffing levels across the organization have not been

impacted by the merger; however, all C-level executives for Sunt have been identified. The

Information Technology organization has 18 Full Time employees (FTE) with experience in

electronic health records (EHR), project management, hardware, infrastructure, and software

development.

The current use of Health Information Technology is inconsistent across the newly formed group.

Five sites have limited use of an EHR system for scanning in charts for retention. Three large

multi-specialty sites operate a fully integrated EHR and their practitioners have all attested for at

least Meaningful Use (MU) Stage I. Ten have attested for Stage II. The remaining 20 sites are

smaller and they operate 2 EHR systems with 1 Practice Management System (PMS) in various

states of interfaces and with some MU attestation.

Sunt has identified synergies across our practices to reduce cost, increase revenue, increase

market share, and provide better care for our patients. Specific to the LIFE Project, the collective

sites currently handle the end-to-end laboratory processes in three significantly different ways and each process has unique requirements and needs. The merged operation currently includes a single, Commision On Laboratory Accreditation (COLA)-accredited lab that performs all lab work except pathology and cytology. Eight of the 28 practice sites have lab draw stations onsite. The other 20 sites send out their lab work. Out of the 28 sites 3 have a fully interfaced lab, computerized provider order entry (CPOE), and EHR system.

1 STATEMENT OF PURPOSE

The purpose of this document is to solicit proposals for providing Sunt with services to consolidate all practices' lab work within Sunt's lab and facilitate online ordering and lab work where practical. Current lab operations hinder excellence for Sunt as a significant portion of the tests are sent to outside labs for processing. For our patients, this means lengthier reporting times, and for our business this represents lost revenue and profits.

Sunt is not prepared to consolidate all sites to a single EHR at the present time. For now, we need an interface between our internally developed EHR system in use at several of our facilities. Additionally, Sunt requires the development of a web-based portal to allow the entry of lab orders to our existing lab system. The portal will also provide the ability to have our providers and patients query results. The new interfaces and the portal provide instant access to lab requisitions and real time reporting of results. Physicians and patients will have 24/7 access to results.

Our primary goals in implementing this project are as follows:

1. Create excellence for our patients by providing world class lab technology and service.

2. Rapid delivery of lab results to our valued patients and clinicians in as real time as possible.

3. Integrate lab functions across the entire enterprise and to increase Sunt's lab-related revenue and profit

4.	Improve our ability to service our customers by leveraging technology to achieve a competitive advantage

5.	Reduce overall operational costs by eliminating waste and improving efficiency.

Based upon internal market research, we have selected your organization to receive this formal **Request for Proposal (RFP)**. We are asking that you submit a formal proposal, **using the form provided**, which addresses the costs for the services requested from your organization. We have specifically defined certain "structural" items within this RFP. These include items such as hardware configuration, operating system environment, and telecommunications infrastructure. This has been done solely to provide an "apples to apples" cost comparison between the various suppliers. Although the actual operating environment may ultimately differ significantly based upon the specific recommendations of the selected supplier, we ask that you quote the listed configuration explicitly.

2 EXISTING ENVIRONMENT

### 2.1	Background

#### 2.1.1	Current Sunt Locations and Employee Count

Sunt Community Physicians consists of 77 physicians and a total of 32 Physician Assistants and Nurse Practitioners. The medical group serves patients in 28 office locations throughout the county. In addition, the group owns and operates a full service laboratory, a full service radiology facility, and a testing center. In order to accomplish its goals for providing comprehensive, high-quality patient care, Sunt is comprised of three formerly independent medical groups in this moderately sized medical market (which includes rural locations) which underwent a merger earlier this year.

2.1.2 Current Lab Environment

Sunt's current laboratory volume is shown in the following table. The bidder should assume that within 2 months of implementation, the current lab volume of 41,348 tests per year will increase to 68,576 annually as the 30 providers using the two newly interfaced EHRs begin ordering their labs through CPOE. A future project being considered for next year (excluded from the SOW in this RFP) may integrate one or more EHRs used by the remaining 38 Sunt providers, at which time the total lab volume would increase to 109,924 as shown in the table. Thereafter, assume lab orders will increase no more than 3% per year. The interface resource requirements should be sized to accommodate this projected increase in volume.

Test	% of Visits Where Ordered (CDC, 2010)	Current State			Future State		
		# of Physicians, ANPs, PAs	Visits, Annual (Nelson, 2013)	Annual Volume	# of Physicians, ANPs, PAs	Visits, Annual (Nelson, 2013)	Annual Volume
Blood							
Complete blood count (CBC)	12.0%	41	72,160	8,659	109	191,840	23,021
Lipids/cholesterol	7.8%	41	72,160	5,628	109	191,840	14,964
Glucose	6.0%	41	72,160	4,330	109	191,840	11,510
Glycohemoglobin (HbA1C)	4.3%	41	72,160	3,103	109	191,840	8,249
Prostate specific antigen (PSA)	2.0%	41	72,160	1,443	109	191,840	3,837
Other blood tests	12.1%	41	72,160	8,731	109	191,840	23,213
Urinalysis	8.2%	41	72,160	5,917	109	191,840	15,731
Pap test	2.9%	41	72,160	2,093	109	191,840	5,563
Chlamydia	0.7%	41	72,160	505	109	191,840	1,343
HIV test	0.5%	41	72,160	361	109	191,840	959
Pregnancy test	0.4%	41	72,160	289	109	191,840	767
HPV DNA test	0.4%	41	72,160	289	109	191,840	767
				41,348			109,924

Sources:

Centers for Disease Control and Prevention (CDC), 2010. National Ambulatory Medical Care Survey (NCAMS), NAMCS Summary Tables. http://www.cdc.gov/nchs/data/ahcd/namcs_summary/2010_namcs_web_tables.pdf. Table 17. Selected diagnostic, screening, and non-medication treatment services ordered or provided at office visits.

Nelson, R. 2013. Physician practice management essentials: keys for success.www.ahaphysicianforum.org/webinar/2013/management-essentials/management-essentials.pdf. Identifies typical annual physician office visits volume.

2.1.3 Current Computing Environment

The patient-driven Healthcare Information Technology Services (HITS) department at Sunt strives to improve the efficiency and enhance the quality of both the patient care and business needs. Currently Sunt has a mix of heterogeneous computing systems that consist of both in-house developed and commercial off-the-shelf software. Most Sunt practitioners have attested for at least

MU Stage I and many have attested for Stage II. All the systems excluding the practice's public website are hosted and maintained by Sunt's HITS. The department has 18 full-time employees with experience in EHRs, PMSs, project management, hardware, infrastructure, and software development. Sunt will give great consideration to competitive vendors who recommend a technical solution that is fully interoperable with our existing systems and meets all quality and regulatory requirements.

Three of our multiple specialty sites robustly use Epic's EpicCare EHR system for patient record, note taking, scanning, and computerized physician order entry. In addition, these three sites use the following Epic products: integrated PMS for capturing patient demographics, scheduling, billing, reporting and My Chart for patient portal. The system operates on a HP Alpha ES45 running Virtualization Machine (VMware 7.3.2). We are running MS SQL Server 2012 SP2 as database system and data is stored on a HP EVA SAN 5000. The clients access EpicCare through Citrix Metaframe applications across several Windows 2012 Servers.

Epic Beaker Clinical Pathology software is the Laboratory Information System (LIS) for our central COLA-accredited lab. The LIS system provides seamless integration with Sunt's EpicCare EHR that is used at our aforementioned three multiple specialty sites. Beaker's barcode-enabled workflows allow lab techs to track specimens within and across sites. Dynamic work lists display the lab's outstanding and overdue tests in real time. Lab staff members have instant access to the patient's chart and can control reference ranges based on a patient's medical condition. Beaker includes built-in support for the clinical lab and provides an ad-hoc reporting engine.

Sunt has 20 smaller sites which consist of various specialties that use two separate EHR systems. The family medicine, internal medicine and endocrinology departments use McKesson's Practice Partner software, a client-server based, fully-integrated practice management and EHR system. The psychiatric and adolescence practice sites use McKesson's Medisoft Clinical EHR system. Medisoft Clinical is also a client-server based integrated EHR and practice management system appropriate for smaller practices. These two EHR systems have bi-directional (inbound & outbound) interfaces with external laboratories for test requisition and result. Both EHR systems operate on Intel Xeon based Dell PowerEdge T320 Server running Windows 2008 R2 Server OS. Oracle 9 is the database system used to store the information and the information resides on a Dell Equal Logic PS6100S network storage Server.

Seven sites, including two rural sites, use in-house developed non-integrated EHR and PMS systems. No discrete data is captured in this customized EHR system. However, patient records, lab results and images are scanned into this EHR system. Both the EHR and PMS reside on a IBM System X300 M4 server running Windows 2008 and MS SQL servers.

Sunt's standard operating systems consist of: Microsoft, VMware and Linux as well as standard databases that consist of SQL and Oracle. Sunt's standard hardware consists of Dell/HP/IBM servers, Dell workstations, and Cisco network equipment. Sunt is moving away from individual servers to Virtual Machine (VM) Ware technology whenever possible. Our health IT department manages approximately 150 desktop devices consisting of 100 personal computer running Windows OS, 50 laptops and various mobile devices running on IOS, Windows and Android OS. These devices connect to the network through 100/1000 MB switches residing on a 10 GB Ethernet backbone. Sunt has dedicated T1 lines to interconnect all its 28 practice locations. Sunt runs e-mail services on a clustered Microsoft 2008 servers running on VMware ESX servers. Sunt outsources the hosting of its public web site. A clustered SideWinder firewall serves as protection from privacy through the Internet and protects confidential information housed within the Sunt network with a Cisco VPN Concentrator primarily for vendor support. Sunt has recently implemented the Corporate Edition of Symantec Antivirus for protection from the outside sources by detecting and cleaning files that may be infected with viruses. Norton Antivirus is installed on every Server and personal computer throughout the practice.

4. SUPPLIER REQUIREMENTS & INSTRUCTIONS

4.1 GENERAL INSTRUCTIONS

Information is to be provided as requested for all sections within this document. To facilitate our internal review of your proposal all your responses should be provided in the attached spreadsheet (*RFPResponse.xlsx)*. You will find areas for providing your responses to each of the elements within the various sections. You may include additional supplemental information as part of your proposal; however, it should be clearly separate from your spreadsheet responses. If supplemental

information is submitted, this information should be cross-referenced to the outline provided in Appendix B.

2.2   RFP Questions

Our objective is to insure that we provide you with all of the information you need in order for you to provide the most complete response to this RFP as possible. As such, we welcome any and all questions which you might have. Questions or requests for clarification must be emailed to Sunt's Project Manager, Bill Marella, at wmarella@sunt.com by **February 24, 2015 by 4:00 PM EDT**. A copy of all questions and their associated responses will be e-mailed to all RFP recipients by **March 1, 2015, 4:00 PM EDT**.

2.3   Response Format, Deadline, and Delivery

2.3.1   Delivery

Responses to the attached spreadsheet (*RFPResponse.xlsx)* should be e-mailed to the address listed below. If you are submitting any supplemental information, it should be submitted electronically as an attachment to the same email as your response. The email submission of your completed proposal should be accompanied by an attachment that is a signed cover letter from a duly authorized individual of your company stating that your proposal is submitted by an official authorized to bind your company.

All RFP responses (both the spreadsheet and any other supplemental information) must be submitted no later than **March 16, 2015, at 4:00 PM EDT**. Late proposals will not be evaluated. Electronic delivery of your proposal will be acknowledged within 24 hours.

Please submit to:

Name: William Marella
Organization: Sunt Community Physicians
Address: 877 Main Street

City: Anytown, NM 12345
Phone: (279) 555-3846
Cell: (279) 555-8392
Email: wmarella@sunt.com

2.3.2   Presentation

Prior to proposal award, Sunt may request that your company deliver an in-person presentation summarizing your offer and responding to questions from our proposal evaluation team. This presentation will be conducted at Sunt's corporate headquarters, and your participation will be at your company's expense.

2.3.3   Important Due Dates

Date to be Received	Items to be Returned
15 Feb 2015	RFP release
4:00 PM EDT, 24 Feb 2015	Supplier Questions and Clarification Requests Due
1 Mar 2015	Anticipated release of responses to supplier questions
4:00 PM EDT, 16 Mar 2015	Completed Response to RFP Due
TBD	Supplier presentations
15 Apr 2015	Anticipated award date

3   TERMS AND CONDITIONS

Suppliers are required to adhere to the below terms and conditions.

3.1   Information Access

The information provided within this, or any other document supplied by Sunt, is to be considered strictly confidential and shall be considered proprietary to Sunt. This information is not to be shared

with individuals outside of your organization unless Sunt has specifically provided either written

or verbal consent allowing said individuals access to this information. Should your company decide

not to respond to this RFP, please return all materials and any duplicates to Bill Marella at Sunt**.**

3.2 General Conditions

3.2.1 Contract Duration

For purposes of this RFP, prices quoted for software and services to be provided by your

organization, or contracted through your organization, are to be valid for a minimum period six (6)

months.

3.2.2 Expenses

Any costs incurred by you in preparing and providing a response to this RFP are solely the

responsibility of your organization. In addition, should your organization be chosen as one of the

organizations asked to provide an onsite demonstration of your software, the costs associated with

that process will similarly be the sole responsibility of your organization.

3.2.3 Response Preparation

Your response should clearly state the ability of your organization to satisfy the requirements

defined within this document. In addition, you should provide your most aggressive pricing

related to the various components of this RFP. It is the intent of Sunt to use this pricing both as a

key element in the ultimate decision regarding the selection of a supplier, as well as a part of the

determination of the budget for the project. You may propose any configuration of hardware,

software, network connectivity, etc. and use any supplier you choose, provided your proposed

configuration is compatible with Sunt's current computing environment as described in this RFP.

We want to achieve a specific "apples to apples" comparison of pricing among vendors

responding to the RFP, so submit your pricing in the format required in the spreadsheet. This will help us to insure that every organization is judged against exactly the same set of criteria.

It is expected that all proposals submitted would be in accordance with what has been clearly outlined in the RFP. Once a bid proposal has been submitted it is final. The time for questions will be from the date you receive the RFP to the date stipulated above.

3.3 Bid Evaluation and Negotiation

3.3.1 Evaluation Criteria

This request for proposal is designed to allow Sunt to make the best possible decision as to the future of this project. Each supplier will be evaluated against exactly the same set of criteria, and will be provided a "score" for each category in the evaluation. The categories associated with the evaluation are listed below.

3.3.2 SUPPLIER RANKING

Software Vendor Evaluation Matrix Template
[NOTE to Creator: Update criteria & factors as needed to maintain consistencey with RFQ]

Criteria	Weight	Unweighted Score			Weighted Score			
		Vendor 1	Vendor 2	Vendor 3	Vendor 1	Vendor 2	Vendor 3	
1 Adherence to RFQ Instructions	15	2.5	3		12.5	15.0	0.0	
2 Company Information	15	2	3		10.0	15.0	0.0	
3 Project Understanding & Solution Vision	10	0	2		0.0	6.7	0.0	SAMPLE DATA IN TABLE-Delete before using
4 Functional & Non-functional Requirements	20	2	3		13.3	20.0	0.0	
5 Product Viability & History	15	2	3		10.0	15.0	0.0	
6 License/Maintenance Agreement Terms & Conditions	5	2.5	3		4.2	5.0	0.0	
7 Vendor Involvement in Project	5	2	2.5		3.3	4.2	0.0	
8 Vendor Demonstrations	5	3	3		5.0	5.0	0.0	
9 Fee Summary	5	0	3		0.0	5.0	0.0	
TOTAL (out of 100)	95				58.33	85.83	0.00	

	Score	Level	Description
Scoring Criteria	3	Excellent	SI has fully addressed and comforms to best practices
	2	Strong	SI has adequately addressed this factor. Minor deviations from best practices.
	1	Cause for Concern	A critical issue raises doubt as to SI qualification with this factor. Factor is inadequately address. Large deviations from best practices

3.3.3 Bid Effectiveness

Your formal response to this RFP shall constitute your official "bid" regarding the defined opportunity presented within this document. The formal bid submitted by supplier must, in no way, be contingent upon any review or approval by supplier.

3.4 Acceptance or Rejection

Sunt at its sole discretion, reserves the right to either accept or reject any and all proposals. The existence of this request for proposal shall not, in any way, obligate Sunt to take any action regarding any response submitted by a supplier to this request.

3.5 Contract Provisions

In the event that a proposed solution is accepted by Sunt, it is the intent of Sunt to incorporate the spreadsheet *RFPResponse.xlsx*, as well as any other supplemental material provided as part of this RFP response, in their entirety, into the final contract with the supplier.

3.6 Responsibilities as Independent Contractor

Any personnel provided by supplier shall be considered to be personnel or agents of the supplier. Under no circumstances will said personnel be considered to be agents or personnel of Sunt. However, Sunt reserves the right to demand the removal and potential replacement of any one or group of individuals provided by supplier to work on the project.

If your organization intends to utilize a third party organization to perform any of the tasks associated with any aspect of the proposal, this intent must be disclosed as part of the proposal. For example, if it is your intent to have an organization other than your own perform implementation and project management services as part of the proposed engagement, you must indicate this as part of the proposal. In addition, responsibility for any items or activities provided by any subcontracting or third party entity must be assumed by your organization. For purposes of this

engagement, Sunt intends to contract exclusively with your organization for the support functions required to insure a successful implementation. This means that your organization will be the sole contact concerning contractual matters, invoicing and associated payments.

3.7   Staffing

As part of this engagement, it is assumed that your organization will assign project personnel that possess the necessary skills to make significant contributions to the completion of the project. Which personnel are assigned to the project shall be completely at the discretion of your organization. However, Sunt reserves the right to require the supplier to remove and possibly replace personnel who are not meeting expectations or who do not interact in a positive manner with other project personnel.

3.8   Insurance

In order to provide services to Sunt, your organization must maintain the following insurance:

Worker's Compensation and Employer's Liability Insurance in accordance with the applicable state laws in which the work is to be performed, or in accordance with the applicable laws of the state in which the contractor is obligated to pay compensation to employees engaged in the performance of the work. The policy limit under the Employer's Liability Insurance section shall not be less than one million dollars ($1,000,000.00) for any one accident.

Commercial General Liability Insurance covering the work, the performance of the work and everything incidental thereto, with limits of not less than five million dollars ($5,000,000.00) per occurrence combined single limit, or in whatever higher amounts as may be required by Sunt.

This policy shall be endorsed to cover:

Contractual liability assumed by the contractor under the indemnity agreement set forth below. If any of the work is sub-contracted, independent contractor's liability providing coverage in

connection with such portion of the work, which may be sub-contracted, broad form property damage liability, and personal injury liability.

Automobile Liability and Property Damage Insurance, including coverage on owned, hired, and non-owned automobiles and other vehicles, if used in connection with the performance of the work, with bodily injury and property damage limits of not less than five million dollars ($5,000,000.00) per occurrence combined single limit.

3.9   Equipment

As part of this proposal, the supplier will be required to submit a quote for a defined hardware, operating system, and infrastructure environment. The various configurations are defined in the spreadsheet *RFPResponse.xlsx* which accompanies this document. We understand that this may not be the operating environment which is ultimately chosen. However, in order to provide a direct comparison between the various supplier proposals, it is important that the specified configurations be quoted. Unless specifically stated, you can choose any supplier you want for the equipment, so long as the quoted equipment meets the stated specifications.

Sunt reserves the right to purchase any and all required hardware, operating systems, and infrastructure hardware and services from a supplier of its choice. Awarding of the business for the lab integration system to a given supplier should not be construed as an award for procurement of the hardware and associated services from that supplier.

3.10   Intent to bid

Unless required by the action of a court of law, supplier agrees that all material which has and will be disclosed regarding Sunt, its customers, products, finances, marketing programs and the like are the confidential and proprietary information of Sunt. As such, supplier agrees to maintain the confidentiality of this information.

In the event that your organization chooses not to respond to this RFP, all material provided within this RFP should be immediately returned to the listed Sunt contact individual.

3.11   Contract Item Costs

3.11.1 General

We regard this process as one in which Sunt will choose a partner to assist it in implementing a new business information system. As such, Sunt will look to the chosen supplier to actively and aggressively pursue those practices which will serve to minimize the cost to Sunt both during implementation and in the future operation of its business.

3.11.2 Price Protection

The rates for software and services provided by supplier in response to this RFP must be valid for a period of six (6) months. Furthermore, once a proposal has been accepted, all defined rates for services to be provided under any resulting agreement must be guaranteed at the proposed rate for a period of two (2) years from the date of project initiation.

4   SCOPE OF THE RFP

This RFP is a solicitation for bids to design and develop certain interfaces and a web-based portal for the exclusive use of Sunt and their designated patients. The project has three high level requirements:

1) Develop an interface between our McKesson Practice Partner Software system and our Epic Beaker Clinical Pathology lab system. Orders placed in the McKesson system are currently being routed to an external vendor and results are fed back to the McKesson Practice Portal System. We need the orders and results interfaced to our Beaker LIS.

2) Develop an interface between our McKesson Medisoft Clinical EHR and our Epic Beaker Clinical Pathology lab system. Orders placed in the Medisoft system are currently being routed to an external vendor and results are fed back to the Medisoft System. We need the orders and results interfaced to our Beaker LIS.

3) Develop a web-based portal that allows for the input of lab orders and displays results. Both practitioners and patients will have access to results (assuming appropriate clearance). This new portal will replace our current manual system whereby orders are faxed to the lab and results are faxed back to our practitioners. Sunt recognizes that this is functionality typically found in CPOE applications, but we are seeking scaled-down features because this system will be used only until we consolidate our EHR systems.

Much of the software we are looking to have developed is similar to functionality available in commercial applications but we only need certain features. Vendors are welcome to propose the use of off-the-shelf components and/or custom development. Just be sure to describe this and include any and all costs in your proposal.

4.1 Product Software Pricing

In your response, please outline your pricing for the described needs of the project. Pricing should be itemized by task (project management, design, programming, etc.), resource type (project manager, designer, programmer, etc.), hours, and rate. Vendors must supply estimates of all supporting hardware, software, infrastructure, etc. needed to run proposed solution.

Any extra features or additions that go above and beyond the basic goals of this RFP may be included in a section labeled *optional add-ons*. These will not be included in the total cost estimate,

but may be added to the project for the specified cost at Sunt's discretion. Further explanation in the Optional Services section.

4.2 Project Management

Sunt has identified a project manager and the selected vendor will provide their own project manager to provide ongoing project status. A key element is a weekly status report which will include a review of tasks, finances, schedule, issues, risks, and action items.

4.3 Mentoring technical staff

Included in any vendor's proposal will be a plan to instruct and mentor Sunt's existing IT staff to support the product. The following items should be considered and mentioned:

- On site training of Sunt's IT staff on the system internals, administration and operating guidelines.

- On site training of Sunt's trainers who will subsequently train internal users..

5 SUPPLIER QUESTIONNAIRE

In order to provide a direct comparison between the various suppliers, a standardized RFP Response form has been provided using the RFP (*RFPResponse.xlsx*). Please complete this form in detail. This form will be the only means whereby data provided by your organization can be compared to that of other organizations. In addition, it is the only place from which information specific to your organization will be taken from for purposes of evaluating the various potential suppliers. It is important, therefore, that this spreadsheet be completed properly and that the appropriate amount of time be committed to this task.

5.1 **Supplier Background**

In this section, we are seeking information regarding the background of your organization in order

to access the ability of your organization to bring the project to a successful conclusion.

5.1.1 Financials/General Information

- ❖ Provide a brief history of your company, including how long you've been in business, and the location of corporate headquarters and other offices.

- ❖ Provide contact information for the principle individual(s) to be contacted regarding the information in this RFP.

- ❖ Indicate the total number of employees, by location (if appropriate) and function (product development, instructional design, sales & marketing, customer service, technical support, etc.).

- ❖ Is your company currently or planning to negotiate for divestiture, transfer of operating rights or licensure to third parties for the software development/support functions of your company for the relevant products?

- ❖ Indicate whether your company is currently being investigated by any governmental agency.

- ❖ Indicate whether your company is currently in litigation with any organization regarding fulfillment of contractual obligations, performance, or copyright and patent infringement.

- ❖ Conflict of Interest Certification: certify that your firm has no real or potential conflicts of interest which would prevent the supplier from acting in the best interests of Sunt.

- ❖ Organization chart and senior management profiles.

- ❖ Relative size of this project in comparison to current customer base (revenue, processing, etc.).

- ❖ Describe how and why Sunt and Sunt's LIFE Project will be a good business

  relationship and project for your organization.

5.2 Customer Base and References

❖ Provide the following information of three (3) current client references we may contact that are in production status and most comparable to our practice. References will only be contacted at the end of the software selection process. Please include:

➢ Customer contact name, title, telephone number, email address.

➢ Date of system implementation and system modules implemented.

➢ Number of locations/sites.

➢ Specialty and subspecialties

❖ How many active customers do you have?

❖ How many customers have you lost in the last three (3) years?

The identified customers should be willing to answer questions regarding your company's performance and services.

5.3 Pricing Structure

Vendor will provide cost proposals to accomplish the scope outlined above. The budget is expected to be all inclusive. Please include the total costs to design and develop the requested solution including software, hardware/equipment, implementation, training, recurring annual costs/maintenance/support, estimated travel and any other fees. Sunt anticipates awarding a Time and Materials (T&M) contract. We recognize that not every contingency can be identified, but the final contract will have a not-to-exceed cap. Any changes in scope must be described in a change request document and must be approved by Sunt. Travel arrangements must be agreed and approved in advance by Sunt's project manager. See the Appendix for further details.

5.4   Implementation Services

5.4.1   Methodology

In this section of the RFP, Sunt asks the vendor to please describe in detail their typical implementation plan for a laboratory interfacing project, and to attach a sample implementation plan to the end of this RFP. Ensure that the vendor's quality assurance and project management processes are included within the implementation plan description. In addition, please provide thorough answers to the following questions (Note: these questions are included in the attached *RFPResponse.xlsx*):

❖ What is the average timeline for implementation of a solution similar to Sunt's requested interfacing capability? Can you provide examples from prior projects?

❖ How will milestone progress be measured and communicated to Sunt throughout the endurance of the project?

❖ What tools are used by vendor for milestone tracking and schedule maintenance?

❖ How does vendor ensure mutually agreed upon timeline by Sunt and vendor is followed? What steps are taken if the project is pushed beyond contract terms?

❖ How are vendor resources allocated? Provide a brief description of resources involved in a typical implementation.

❖ What types of communication and implementation planning will done prior to implementation of the laboratory interfacing software?

5.4.2   Technology Transfer

Sunt is interested in any available training for their internal team to be provided by the vendor. Please include a recommended training outline based on knowledge of Sunt's background and

objectives, as well as previous vendor experience with laboratory interface projects. Also include

the following training details (Note: use the attached *RFPResponse.xlsx* to complete this section) :

- ❖ Are customized trainings available for different user levels (for example, lab manager vs. practice manager vs. physician)? Describe.

- ❖ What types of training documentation are provided? What documentation formats are available?

- ❖ Are there optional, additional costs for different training options?

Please also elaborate upon the following questions related to technical system support:

- ❖ Describe the available system support provided by vendor.

- ❖ Discuss the organizational structure of vendor support staff and relative experience regarding support of laboratory interfacing software.

- ❖ Does vendor have a technical support center? Where is it located and what are the hours of operation?

- ❖ Will vendor be on-site at Sunt for support during implementation of interfacing into the live environment? If so, which vendor support staff will be present and/or otherwise available?

- ❖ What types of support are provided post-implementation, and how long are these services available?

- ❖ Who is responsible for implementation and training of future system upgrades?

5.4.3 Documentation

Sunt asks that the vendor answer the following questions regarding solution documentation details:

- ❖ Please define the type(s) of documentation available related to vendor's solution

  - ➢ How is this documentation maintained?

- ❖ Will vendor be providing database diagrams and/or dictionaries?

➢ Who maintains this documentation? What is the methodology and timeframe of such upkeep?

❖ Are vendor's messaging standards documented? How are these standards maintained and how will updates/revisions be communicated to Sunt?

❖ Are reference ranges and alert algorithms available and documented?

❖ How customizable is the laboratory interface? How are customizations documented and maintained and who is responsible for this?

5.4.4 Project Management

Please identify your anticipated project manager and provide the following information:

❖ Name, title, and contact information for vendor project manager.

➢ Brief background of this individual including experience with similar implementation projects.

➢ Number of hours per week this individual will be allocated to Sunt's LIFE project and overall period of time expected to be retained.

❖ Name, title, and contact information for vendor technical lead(s).

➢ Brief background of individual(s) including experience with similar implementation projects.

➢ Number of hours per week to be allocated to Sunt's LIFE project and overall period of time expected to be retained.

❖ What planning and project management tools does vendor currently employ for similar projects? Explain.

5.4.5 Project Resources

Please identify additional resources planned to be used for the LIFE project:

❖ Describe the types of resources and qualifications of your project team.

❖ How many employees (FTEs) does vendor expect to be involved with the LIFE project, and from what organizational areas?

❖ What are the minimum and recommended number and distribution of vendor resources necessary for the LIFE project to be successful?

❖ What physical resources are required to ensure successful completion of the LIFE project? Please describe in detail.

5.5   Technology

Sunt asks that the vendor please provide a response to the following questions as they relate to technology requirements of vendor's laboratory interface solution:

❖ What types of systems has vendor previously interfaced using your software? Please provide examples.

❖ Does vendor's solution follow Health Level 7 (HL7) interface standards for both importing and exporting of electronic data between systems?

❖ Describe what types of communication protocols are supported by vendor's solution.

❖ What interface format will be used to transmit information between Sunt's EHR and the onsite laboratory?

❖ What type of interface customization is available? Does the vendor provide flexibility to add/change the interface design at a later date? What does this entail?

❖ How are client requests for any enhancements and/or customizations handled?

❖ How can data be extracted from interfaced messages if necessary?

❖ How does the vendor ensure privacy and security of the messages? What standards are utilized?

❖ Describe the test and live environments to be used for implementation of the interface solution.

❖ What makes the vendor's solution superior to others from a technical perspective?

❖ Does vendor have standard processes in place around application development? If so, please describe.

❖ Describe vendor's "hot fix" process.

5.6   Invoicing

In this section, Sunt asks that the vendor describe their contract terms and fee schedule for Sunt's LIFE project. Please ensure that the following is included:

❖ A breakdown of payment terms including up-front analysis, implementation, training, ongoing maintenance, project completion costs.

❖ Differentiation between any one-time vs. annual vs. other ongoing payments.

❖ Pricing for all available training options, ongoing system maintenance and other support

❖ Terms associated with multi-year or other discounts, if available.

❖ At what point(s) throughout vendor proposed fee schedule will Sunt have the option to obtain a full or partial refund on payments previously made and the ability to forfeit remaining responsibilities?

❖ If the LIFE project is not completed according to vendor terms and mutually agreed upon time frame between Sunt and vendor, who assumes cost for additional work?

❖ Please attach a standard contract example that would be relevant for the LIFE project.

5.7   APPENDIX A - Company and Transactional Detail

The following information describes the Sunt Corporation and the number and type transactions it routinely processes:

Primary SIC :   8011

                      Offices And Clinics Of Medical Doctors

Facility Locations: Albuquerque, NM

                      Los Ranchos, NM

                      Rio Rancho, NM

                      Tijeras, NM

                      Corrales, NM

                      Bernalillo, NM

Company Wide Transactions per Year:

Patient Visits	191,000
Lab Orders (from all practices)	109,000
Lab Orders (currently processed by lab)	41,000

5.8   APPENDIX B - Required Proposal Outline

The following table summarizes the format requirement for your proposal. In addition, attached to this document you should receive an Excel based spreadsheet (*RFPResponse.xls*) which contains a series of forms for you to complete. There is one form (tab) associated with each section of the proposal. Please complete the information on this spreadsheet and return it in electronic form along with the electronic copy of your proposal.

Section	Section Title	Section Content
0	Executive Summary	Executive Summary
1	Supplier Background & Company Financials	Response to Section 7.1
2	Customer Base & References	Response to Section 7.2
3	Qualifications of Personnel	Response to Section 7.3
4	Pricing Structure	Response to Section 7.4
5	Implementation Services	Response to Section 7.5
6	Technology	Response to Section 7.6
7	Invoicing	Response to Section 7.7

6.4 APPENDIX D – Project Schedule

Dates shown below are illustrative. Vendors should provide their own estimates.

Milestone	Details	Owner	End Date
Project Kickoff	Official meeting to begin work.	All	
Discovery and Requirements Gathering	Vendor works with SMEs to determine all requirements for interfaces and Portal..	Vendor and Sunt SMEs	
High-Level Design &	Vendor prepares High-Level	Vendor	

Review	Design document and reviews with Sunt.	
Interface and data model design	Develop SQL Server data model and define interface layout.	Vendor
Detailed System design specifications and Review	Vendor prepares detailed design document which must be reviewed and approved by Sunt.	Vendor
Software Development	Vendor coding, unit tests and system testing are completed	Vendor
Implementation		
Creation of Production and Test environments.	With guidance from vendor, Sunt procures and installs all hardware and software required for the solution. NOTE: This task occurs as Software Development nears completion.	Sunt
User Acceptance Testing	SMEs fully test the delivered solution. Preparation of a test plan is required by Sunt in advance. This phase includes time to fix	Sunt and Vendor for fixes.

	issues reported by SMEs.	
Implementation Execution	Vendor will have prepared an Implementation Plan which is executed in this step.	All
Project Completion	After going live, vendor and Sunt will sit down and complete an assessment of what went well, not so well, and lessons learned.	All
Ongoing Maintenance	As required per contract	Vendor

7.5 APPENDIX E –Cost Proposal

Sunt Community Physicians seeks firm prices for all possible expense items required to fulfill all needs of the LIFE project described in this RFP. Please include a proposed payment schedule including necessary retainer, milestone payments, and all startup costs for hardware, software, etc. If support payments are required, indicate the amount and due date for the first and subsequent payments. The following table provides an area to include all anticipated costs. If more detail or new items are needed, be sure to expand the table as needed.

The Vendor assumes all liabilities with respect to any ambiguity in presentation of cost. Note: Sunt Community Physicians does *not* wish for the Vendor to include its own quotation format.

COST PROPOSAL Section 1 – Software Development

List all software development costs being proposed. Expand on the sections below to breakdown the tasks by resource type and specific scope item (McKesson Practice Partner Interface, Medisoft Interface, and Portal).

Cost Item and description	Hours	Rate	TOTAL COST
Project Oversight			
Project Management			
Discover & Requirements Gathering			
High Level Design			
Interface & Data Model Design			
Detailed Design			
Software Development			
Implementation			
Training			
Follow Up/Completion			
COST PROPOSAL Section 1 TOTAL			

COST PROPOSAL Section 2 – Additional Items

List all additional cost items including hardware, software, travel costs, maintenance, and any other item.

For each of these items, provide specifics and itemize. Examples are noted.

Additional Items	One-Time and/or ANNUAL COST
Hardware (Servers for test, production, database, etc. Provide specs in terms of CPUs , Memory, Disk Space, etc. Include any needed routers, switches, backup devices, etc.)	
Software (Operating system, database, security, IIS, UI controls, middleware, development software, etc.)	
Annual support for any and all solution components. Vendor should indicate any warranties and start times.	
Application support from vendor. Define various service levels and cost (i.e. 8am-5pm support for 7 days/week, 24/7/365 support).	
Travel Expenses. At a minimum, indicate number of trips and average cost per trip for the entire project.	
Any additional cost items. Itemize and describe as specifically as possible. A non-specific contingency or miscellaneous cost should not be added.	
COST PROPOSAL Section 2 TOTAL	

The undersigned certifies that this proposal will satisfy all elements and requirements of the

related RFP.

Proposer

Name:_____

Signature:_____

Title:_____

 Date:_____

REFERENCES

City of Ft Worth Purchasing Division. (2009). *Request for Proposal Laboratory Information*

System (RFP No. 09-0087). Retrieved from City of Ft Worth Publishing Division website:

https://view.officeapps.live.com/op/view.aspx?src=http%3A%2F%2Ffortworthtexas.gov%2Fuplo

adedFiles%2FPurchasing%2FRFP%252009-0087%2520LIMS%2520FINAL%2520(2).doc

CPSP Technologies. (n.d.). SW Vendor Matrix. Retrieved from:

http://webcache.googleusercontent.com/search?q=cache:jpLyEjqHM48J:www.cpcstech.com/SW

%2520Vendor%2520Evaluation%2520Matrix%2520Template.xls+&cd=5&hl=en&ct=clnk&gl=

us

Standards & Interoperability (S&I) Framework - Laboratory Results Interface Quickstart Page.

(n.d.). Retrieved from

http://wiki.siframework.org/Laboratory+Results+Interface+Quickstart+Page