

WRITTEN QUESTIONS AND ANSWERS

DH-18-0003 Third Party Consultant

ANSWERS ARE IN RED

1. (Section 1.1 page 2) *“...provide project resources to complete the Meaningful Use project for the Public Health Reporting Objectives as they relate, at minimum, to the Syndromic Surveillance, Immunizations, Electronic Lab Reporting and Cancer registries.”*

Question: Who has performed this work in the past? Are the persons/companies identified state employees, contractors, or a mix?

Answer: Contractors in regards to what is being asked for in this RFP.

2. (Section 1.18.C.1) *Anticipation to Award*

Question: Does ADH have an expected timeframe to determine the successful Contractor (a date range when we can expect to see an anticipation to award announcement)?

Answer: An anticipated date range of November 15 -30, 2017

3. (Section 3.1.D & E / 3.4.H) *“D. Bidder must have experience using Rhapsody Integration Engine...
E. Bidder must have experience using Rhapsody Management Console and Dashboard....”*

“Technical Support”

Question: Please further explain contractor responsibilities regarding Rhapsody platform. For example, do these activities include system operation, technical system development/support, or other?

Answer: Knowledge and experience building routes, interfaces, communication points and a thorough understanding of how information is validated from input to output in system.

4. (Section 3.1.F-H) *“Bidder must have experience...”*

Question: How will the following experience examples impact functional operations of the contractor? DOS, Windows Scheduler, Java Script, and SQL Server?

Answer: Reporting jobs are setup and scheduled on a regular basis. Tracking database operates on SQL Server and is queried on a regular schedule. Java scripting is key to the way we use Rhapsody.

5. (Section 3.2.C.9) *“Vendor must review the existing Meaningful Use Registration and Reporting System (MURCS) to provide support and recommendations for additional incentive measures, analytical data, graphs, and reports.”*

Question: Please further explain MURCS platform activities. For example, do these activities include system operation, technical system development/support, or other?

Answer: MURCS is the central repository where the interface setup, configuration and progress is recorded for each provider and each public health interface as they move through the 5 onboarding phases.

6. (Section 3.2.C.10) *“Vendor must work on-site at ADH offices and travel to participant locations to facilitate deployment and implementation.”*

Question: Please further explain the vendor office presence you expect. What project staff do you expect will be housed at ADH? Are necessary programmers expected to be housed within this office location?

Answer: Yes, it is expected that the project staff be working out of one of the ADH locations, most likely Central Office on Markham Street location.

7. (Section 3.2.C.10 / 3.4.H) *"Vendor must work on-site at ADH offices and travel to participant locations to facilitate deployment and implementation."*

"Outreach and Onboarding.... Failure to increase the number of Arkansas participants may result in below standard VPR rating and/or cancellation of contract"

Question: Are onsite meetings required with providers? If so, how many visits are anticipated per year?

Answer: Infrequent onsite visits could be required depending on the needs and circumstances of providers. Number of visits would be dependent upon circumstances.

8. (Section 3.2.C.6) *"Vendor must communicate with multiple registries to determine best practices for process improvement regarding data validation."*

Question: Will the contractor develop interfaces between clinic's EHRs and Rhapsody? Will the contractor develop interfaces between Rhapsody and ADH's registries?

Answer: Will assist in the development of interfaces between EHR's and the public health registries.

9. (Section 3.4.H) *"Outreach and Onboarding.... Failure to increase the number of Arkansas participants may result in below standard VPR rating and/or cancellation of contract"*

Question: How many providers are currently engaged?

Answer: Currently, there are 3,670 registrations in MURCS. Registrations include both providers and hospitals.