



Request for Proposal:
Population Health Analytics Solution

10/12/2020

Nebraska Health Information Initiative (NEHII)

La Vista, NE
Anh Nguyen, PhD, MSPH
Senior Director Enterprise Analytics
anguyen@nehii.org

Request for Proposal

10/12/2020

Introduction:

The Nebraska Health Information Initiative, Inc. (NEHII) is seeking a vendor to provide a Software as a Service (SaaS) **Population Health Management Solution** to support the analytics needs for the organization. While not every solution will meet all criteria, the ideal solution should include:

- Evidence-based population health management reports and dashboards
- Population identification
- Population health stratification and risk management
- Outcome measurements and quality metrics
- Financial analytic ability
- Clinical analytic ability
- Clinical and financial integrated analysis

NEHII is an IRS section 501(c)(3) organization with a public-private governance model that includes health systems, providers, commercial payers, and State of Nebraska public health and Medicaid representatives. NEHII manages the statewide Health Information Exchange (HIE) and the Prescription Drug Monitoring Program (PDMP) designed to share clinical and administrative data among providers and pharmacies in Nebraska and contiguous states. NEHII works closely with and supports several initiatives with the State of Nebraska's Division of Public Health and Medicaid and Long-Term Care, such as state immunization registry, electronic laboratory reporting, syndromic surveillance and a number of registries. In 2018, NEHII became a Qualified Clinical Data Registry (QCDR) and achieved NCQA electronic clinical quality measure (eCQM) certification for 18 quality measures in for the 2019 reporting year.

NEHII is recognized by the Centers for Medicare and Medicaid Services (CMS) and the *Office of the National Coordinator* for Health Information Technology (ONC) as an industry leader in interoperability, data democratization and governance standards and ability to deliver economic value. In conjunction with Nebraska Medicaid, NEHII founded the Nebraska Healthcare Collaborative, Inc. (NHC). The NHC is an IRS section 501(c)(3) organization with a board of directors that represent health systems, Medicaid managed care organizations, and the Department of Health and Human Services (DHHS) with a mission to facilitate cross-sector partnerships towards optimizing healthcare delivery and maximizing value through

data science, business acumen, medical ethics, and political science with a statewide population health utility.

The following pages guide preparation of a proposal that will enable vendors to address the technical, financial and legal requirements of a proposal. All respondents are encouraged to focus on the capability areas proposed specific to NEHII. Responses are required to the specific information outlined below and additional information can be provided if it offers further insight into vendor capabilities. To advance proposals, **all responses to this RFP must be received electronically by 5:00 PM (CST) on 12/18/2020**. All vendors submitting a response must submit a letter of intent along with any questions they may have by 11/13/2020. All questions from all vendors will be consolidated and answered in writing by 5:00 PM (CST) on 12/4/2020. Answers will be posted on our website and returned to those submitting questions. Questions and completed responses should be sent to contact information located on the face page.

Terms and Instructions:

Timeline	
Process	Deadline
Issue RFP	10/12/2020
Intent to Respond Due	11/13/2020
Written Questions Due	11/13/2020
Responses Posted	12/4/2020
RFP Responses Due	12/18/2020
Vendor of Choice Selected	2/1/2021

Letter of Intent to Respond

NEHII requires that vendors email a letter of intent declaring their intention to respond to this RFP by the given deadline. The e-mail should be sent to anguyen@nehii.org and should be received no later than 11/13/2020. Please include the words "**RFP: Intent to Respond**" in the subject line.

Inquiries

NEHII encourages inquiries regarding this RFP and welcomes the opportunity to answer questions from potential applicants. Please ask all questions by 11/13/20 and direct your questions to anguyen@nehii.org. Please include the words "**RFP: Inquiry**" in the subject line. Oral questions will not be accepted. If the questions or requests for clarifications pertain to a specific section of the RFP, please reference the page and section. The written responses by NEHII will be in the form of a Frequently Asked Questions (FAQs) document. NEHII assumes no responsibility for, and vendors may not rely on, oral representations made by officers, employees, or

agents of NEHII, unless such representations are confirmed in writing and incorporated into the RFP through an addendum.

Beginning on the issue date of this RFP through RFP award, any RFP related discussions with NEHII other than in the manner specifically listed above is prohibited. Any violation of this provision may result in the associated vendor being removed from consideration.

Deadline for Response

Interested vendors must submit an electronic copy of their proposal to anguyen@nehii.org by the date and time specified above. *Late proposals will not be evaluated.*

Submission Process and Requirements

Responses shall be submitted in PDF format and sent using electronic mail. Send your response to: anguyen@nehii.org by the date and time specified above. Please include the words "**RFP: Vendor Response**" in the subject line.

Vendors should organize their proposals as defined below to ensure consistency and facilitate the evaluation of responses. All of the sections listed below must be included in the proposal, in the order presented. The responses shall be submitted in the following format:

- **Section 1** – Executive Summary (concise summary of the product proposed)
- **Section 2** – Vendor Profile (answer using the template and instructions below)
- **Section 3** – Specifications (answer using the template and instructions below)
- **Section 4** – Implementation Plan (high level implementation plan with timeline)
- **Section 5** – Hardware, Software, and Configuration Specifications (list of requirements and configuration options)
- **Section 6** – Cost Estimate (answer using the template and instructions below)
- **Section 7**-References
- **Section 8**-Non-Disclosure Agreement (provided under separate cover)

Evaluation and Selection

A committee will review the proposals. Screening of proposals will identify vendors meeting minimum standards and those most capable of meeting the unique needs of NEHII. Selection of the top vendors will be made based on:

- Completion of all required responses
- Proposal evaluation
- Solution appearing to meet the requirements
- Vendor's stability, experience, capabilities, diversified risk, and references
- Overall estimates of cost and the reasonableness of the implementation timeline

Selected vendors will demonstrate the capabilities of their solution. At the sole discretion of NEHII, vendors may make a presentation of the proposal and product demonstration. The presentation may occur at the NEHII office, via webinar, or other locations as specified. Presentation timing and length is at the discretion of NEHII but will be fairly applied across vendors.

NEHII reserves the right to obtain and consider information from other sources concerning a vendor, such as the vendor's capability and performance under other contracts, the qualifications of any subcontractor identified in the proposal, financial stability, past or pending litigation, and any other information (including any information available to the public).

NEHII reserves the right to reject any and all proposals; waive formalities, technical requirements and/or deficiencies and irregularities; or solicit new proposals, if such actions are deemed reasonable and in the best interest of NEHII.

General Conditions

NEHII is not obligated to any course of action as the result of this RFP. Issuance of this RFP does not constitute a commitment by NEHII to award any contract. NEHII is not responsible for any costs incurred by any vendor or their partners in the RFP response preparation or presentation. Those who respond to this RFP should not anticipate feedback concerning its submission. NEHII reserves the right to modify this RFP at any time and reserves the right to reject any and all responses to this RFP, in whole or in part, at any time.

Information submitted in response to this RFP will become the property of NEHII. All responses will be kept private from other vendors. Proprietary information, if any, should be minimized and must be clearly marked. Responders are encouraged to avoid use of excessive marketing lexicon, submission of brochures and unnecessary sales literature. By submitting a proposal, the vendor agrees that NEHII may copy the materials for purposes of facilitating the evaluation. By submitting a proposal, the vendor consents to such copying and warrants that such copying will not violate the rights of any third party. In the event necessary, NEHII may release all or portions of proposals when required by applicable law or funding requirement. NEHII will disseminate responses to all evaluators electronically. NEHII may announce any selected vendor publicly.

In the event a vendor is selected, Vendor and NEHII will enter into an agreement which, at a minimum, contains the following provisions: acceptance testing, warranty the solution performs according to specifications, intellectual property indemnification, Service Level Agreements (SLA), mission critical provisions, no offshoring, Business Associate Agreement (BAA), detailed security requirements, cyber liability insurance, and transition assistance.

Vendor Profile

Using the template below, please provide the requested information on your organization. Your response to a specific item may be attached to this section as an additional page if necessary.

General	
Name	
Address (Headquarters)	
Website URL	
Main Telephone Number	
Website	
Publicly Traded or Privately Held	
Parent Company (if applicable)	
Name	
Address	
Address Continued	
Telephone Number	
Main Contact	
Name	
Title	
Address	
Address Continued	
Telephone Number	
Fax Number	
Email Address	
Market Data	
Initial year of operation for company, and solution.	
Total revenue past 24 months, include profit/loss	
Number of years for this solution	
Number of live sites	
Breakdown of sites by type (EHR, ACO, HIE, etc). Include references for HIE	
Number of implementations in last 3 years	
Percentage of installs outsourced	

Size of existing user base	
Does the product have a Nebraska presence	
What is the current implementation timeframe without outsourcing	
Number and percentage of implementations in 2019-2020 not start within three months after signing contract	
Percentage of organizations who uninstalled the solution over the past two (2) years & Why	
Percentage of customer retention for the years: 1-2; 2-4; 5+	
Total FTEs in 2020	
Discuss if company was acquired, merged, or had any "change in control" events within the last five (5) years, or anticipated in next 12 months	
Provide information on any outstanding lawsuits or judgments within the last five (5) years	
Explain how you will meet increase in demand for your solution (including implementation, training, and support) over the next five (5) years	
Product Information	
Product name and version #	
Next version release date	
Describe how solution is hosted	
Identify any product (or any of its significant functionality) acquired from another company Include: <ul style="list-style-type: none"> - Original company's name - Original product's name - Version purchased 	
Describe any portal access or integration with 3rd party portals (e.g., Google Health, Microsoft HealthVault, iHealth, etc)	

Describe all modules/dashboards <ul style="list-style-type: none"> - List all modules and current version - Provide screen shots - List all technical specifications, requirements, and dependencies for each module to operate fully 	
Describe any modules available not included in the quote provided <ul style="list-style-type: none"> - List all modules and current version - Provide screen shots 	
List all benchmarks available within the product and how acquired	
List all ways NEHII could import data into the product	
List all export functionality	
Describe what is considered a “standard build” and what is considered a “custom build”	
Reporting Capabilities	
List all standard reports available at go-live	
Discuss custom or ad hoc reporting options	
Implementation and Training	
Timeframe for demonstration of this product	
Discuss recommended implementation plan and timeline	
Discuss training plan and resources, including any superuser roles, Include if additional costs not in bid	
Discuss support process	
Discuss how solution can integrate with other NEHII platforms (InterSystems HealthShare, NIC Rx/Gov, Collective Medical, UniteUs.)	
Describe the ability to integrate new data source post implementation	
Describe the ability and process to integrate additional/periodic data sources at the network level without vendor interaction	

Security Features

Describe how the product meets all HIPAA, HITECH, HITRUST, and other security requirements

Discuss methods of security based on User Role, Site, and/or Enterprise settings

Describe the audit process within the product

List security reports the product provides at Go-Live

Describe any remote tools you offer and how these devices/data may be secured if lost

Describe the product's ability to terminate user connections/sessions by an administrator (remotely) if a breach is suspected

Describe the product's ability to lockout users

Describe the product's ability to create new security rights/roles based on new workflows or enhancements

Describe the encryption and protection tools for data at rest and in transit

Describe the disaster recovery policies and procedures

Describe the password policies (e.g. strength, generation, storage, change frequency, etc.)

Describe the data retention, tracking, and privacy policies and procedures

Describe the interoperability standard versioning and maintenance

List all security enhancements which must be accommodated

List applications are supported and/or need to be installed on the workstation

Discuss routine maintenance timeframe and process

Discuss any 3rd party vendor hosting of product and/or data

Describe scheduled 'downtime' windows for solution backup and maintenance

List service outages for product in past 2 years

Describe how solution is accessible with any internet enabled device, including computer browser, tablet, or mobile phone

Discuss ability to provide audit logs that are readily retrievable

Describe the data retention policy

Describe the data ownership policy

Discuss how solution complies with the Nebraska Technology Access Standards (the "Standards") found at <https://nitc.nebraska.gov/standards/2-201.html>

Vendor Support

Provide list of each support program and standard SLA for each support program

List support statistics (# of Support Calls to the % of resolutions at each severity level)

Discuss how customer support available

Share problem/Resolution Process

- Response time expectations for all levels of severity
- Average time to close tickets by severity level
- Escalation Process
- Severity Level System
- Issue/Resolution Tracking System
- Test System vs. Live System

Discuss testing process

Discuss process for product enhancement requests

Describe ability to use the following data sources as inbound data formats:

- Intersystems Health Insight Data Tables
- HL7 3 CCD
- NIC Pharmacy Dispense Data Tables
- Unite Us
- X12; 837i, 837p or 837d
- FHIR and eClaims
- Flat files with enrolled members or attributed patients in complete flat file or delta file with changes.

Describe availability of metadata and data definitions

Describe ability for self-service backend Datamart access with query capabilities

Describe the internal process for keeping reporting standards current over time

Describe data quality and completeness profile and opportunities

Contract Terms and Vendor Guarantees

Discuss ability to perform acceptance testing of this product prior to "Go-Live"

Discuss ability to make payments based upon milestones with a significant portion of the fees not payable until successful "Go-Live"

Describe vendor's responsibility for:

- Problem resolution not met per contract/SLA
- Deliverable not conducted in agreed upon timeframe and/or materials are not adequate or delivered per contract or SLA
- Implementation not completed in the agreed upon timeframe due to issues related to the vendor
- Demonstrated product functionality does not exist at time of Implementation

Discus how representations made in your response are incorporated into the contract

Discuss any cap on price increases
 Discuss how long you guarantee to provide maintenance (or other support) on this product
 Discuss the process followed when "sunsetting" this product

Specifications

When responding to each item in the specifications section, place an "X" under one of the following columns:

"Yes, Included" = function is available in the solution and part of the basic solution

"Yes, Additional Cost" = function is available but requires customization at additional cost

"No" = function is not available at this time

Use the column labeled **"Comments/Clarifications"** to include additional information as part of your response. This column can also indicate if a function is not currently available but will be available in a future release by indicating the version number and approximate month/year when the function will be available. Comments and Clarifications may be provided on a separate attachment.

Specifications	Yes, Included	Yes, Add. Cost	No	Comments / Clarifications
Demographics				
Solution has capability to include demographics including preferred language, insurance type, gender, race, ethnicity, and date of birth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Solution has ability to integrate a statewide directory using REST based APIs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Current Health Data				
Solution includes vitals as data elements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Specifications	Yes, Included	Yes, Add. Cost	No	Comments / Clarifications
Solution includes discrete data elements (e.g. vitals, ICD-10 codes, problem list)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Solution provides a flexible, user modifiable, search mechanism for retrieval of information captured	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Solution includes and maintains evidence-based Clinical Practice Guidelines (CPGs) published and maintained by credible sources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Solution allows reporting and analysis of any / all components included in the CPG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Solution has benchmarks (regional and national) for performance measures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Quantitative and qualitative data can be stored	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Care Management				
Solution supports Care Management functions, including referral tracking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Solution generates data from care plan documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Solution has risk scores (identify which risk scores)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Solution can stratify and categorize into meaningful standardized groups based upon provider, diagnoses, and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Solution supports diagnosis, procedure, lab result tracking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Specifications	Yes, Included	Yes, Add. Cost	No	Comments / Clarifications
Solution identifies patients at risk for compliance, including <ul style="list-style-type: none"> • Language barriers • Cognitive inability • Physical inability • Economic inability • Insurance status • Willing and informed refusal to participate in a care protocol (e.g., religious reasons) • Medication contraindications to participating in a care protocol • Geographic barrier • Stress index (i.e., life events, recently deceased spouse) • Mortality • Medicare risk adjustment 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Analytics and Reporting				
Standard clinical reports are available (identify which reports)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Solution generates view of patients by specific conditions or medications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Solution provides enterprise view and drill down to payers, providers, TIN, clinic, employers, contracts, and other customization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Solution has ability to analyze live stream data (e.g.: HIE data, ADT, etc.) and batch data (e.g.: payer claims data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Solution has quality or performance measure dashboard (please list which measures), including measure performance, patient care gaps, eCQM supplemental data to payers and/or providers (QRDA I/QRDA III formats)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Specifications	Yes, Included	Yes, Add. Cost	No	Comments / Clarifications
Solution supports disease management registries (identify how)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Users have the ability to create custom reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Reports can be run on-demand during the day (identify any user restrictions to performance)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Reports can run automatically as well as routed to a specific person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Solution has built-in mechanism/access to capture cost information (list any cost or cost-proxy elements)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Solution generates cost dashboards including cost of care for individual patients and populations (by facility, region, or practitioner, or other desired metrics)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Solution has Predictive Analytics (e.g., Readmissions Risk Scores)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Solution has polypharmacy dashboard	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Solution has chronic disease dashboard with identification of co-morbidities and diagnosis tracking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Solution has reports on visit/encounter tracking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Solution has defined episodes of care (list episodes) including APR-DRG, EAPGs, Bundles with benchmarks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Solution has utilization dashboard by Type of Service (PCP, Specialists, IP, ED, Pharmacy) with benchmarks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Solution has outcomes dashboard, including readmission, ED visits, mortality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Specifications	Yes, Included	Yes, Add. Cost	No	Comments / Clarifications
Solution supports real-time or retrospective trending, analysis, and reporting of clinical, operational, demographic, or other user-specified data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Solution can identify patient populations based on clinical conditions and health behaviors (e.g., smoking status)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Solution has COVID dashboard or reporting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Solution has acquired external data to support algorithms (identify data elements)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Solution has attribution provider-patient attribution logic, and is customizable if desired	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Solution supports opportunity analyses <ul style="list-style-type: none"> • Provider prescribing practices • Cost and waste • Avoidable care and hospitalizations • ACSCs • Readmissions • Unnecessary ED visits • HCC risk adjustment • Hotspotting 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Cost Estimate Template

For each proposed product, provide cost estimates based upon proposed installation, assume a number of users for the product.

Please use the following template or attach a cost estimate proposal that includes answers to each question below.

One-time fees	
Implementation fees	
License fees	
Interface fees	
Data translation or migration fees	
Training fees	
Consulting fees	
Initial year costs (include all fees for license, use, access)	
For x providers	
For each additional provider	
Provide pricing algorithm used to calculate this cost	
Ongoing annual costs (include all fees for maintenance, support, use, access)	
For x providers	
For each additional provider	
Please provide the pricing algorithm used to calculate this cost. Also, please provide your policy regarding price increases	
Five (5) year cost of ownership	
Estimated TCO ("total cost of ownership") for the product over a 5-year period	
Training fees	