



WISHIN and NIMI

Phase 1 Direct/Health Information Service Provider - Request for Proposal Questions and Answers, as of June 15, 2011.
 Deadline for question is June 15, 2011.

Please Note: We have received multiple requests for extension. Each of these has been denied. After further consideration, and in order to ensure optimal response to our RFP, we have decided to offer a one week extension. All RFP responses are due by Monday, June 27, 2011 at Noon Central Time. There will be no further extensions offered.

Question #	RFP Section(s) Referenced	Question	Answer
1	Question refers to the Wisconsin Strategic and Operational Plan	In the HIT STRATEGIC AND OPERATIONAL PLAN, Page 132, listed are: Phase 1 Direct Project and Technical Assistance and Phase 2 SHIN Infrastructure Development...are these the same as Phase 1 and 2 mentioned in the HISP RFP?	Yes
2	Section 1.1 Introduction	Does WISHIN/NIMI envision the Solution Provider teaming with a local existing HIE or RHIO to accomplish the project? If so, which one(s)?	The Wisconsin Strategic and Operational Plan indicates that all existing HIE assets will be leveraged to the extent possible. Direct services will be available to all regional initiatives.
3	Section 1.1 Introduction	Should we work through you to discuss partnering possibilities with WHIE? What types of services would the WHIE provide to the Solution Provider as it relates to the RFP?	WHIE is the same as NIMI and is the agent performing this RFP and implementing the Phase 1 and 2 solutions for WISHIN. Michael Gagnon is the contracted technical lead for this project and the communication point for the RFP.
4	Section 1.1 Introduction and Section 1.2 Background	Was a pilot done for this project?	No

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5	Section 1.4 Bidder Format and Response	On page 7 of the RFP, there is a list of sections that are to be part of the Bidders response. In this list, there is not a separate file for the Authentication requirements listed on page 21 of the RFP (requirements 3.0 through 8.0). Where should we include our response to the Authentication requirements, and what is the associated page count?	Authentication should be part of "Legal/Privacy/Security"
6	Section 1.4 Bidder Format and Response	"Authentication" (pg. 21), Standards (pg. 28), and Phase II Anticipated Functionality (pg. 31) are not listed as a required response section in the Response Format table on page 7 of the RFP. Should we respond to those sections anyway? If so, are there maximum page limits we should adhere to?	Respond to all sections of the RFP. Authentication should be part of "Legal/Privacy/Security", Standards should be part of "General HISP Services" and Phase 2 should be a separate appendix.
7	Section 1.4 Bidder Format and Response	How about the table for "Standards" that was missing from the Format Response table? Are there any page limits for these sections?	Standards should be part of "General HISP Services"
8	Section 1.4 Bidder Format and Response Section 1.4.3 Proposal Schedule	What is the anticipated "Go Live" for Phase 1?	September 6, 2011
9	Section 1.4 Bidder Format and Response and Section 1.4.5 Questions	Is the intent of this to preclude us from speaking with NIMI or WISHIN regarding this proposal, or all other organizations or individuals?	The intent is to have a consistent communications structure and message through the single point of contact, Michael Gagnon.

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10	Section 1.4 Bidder Format and Response and Section 1.4.5 Questions	Also, it is our understanding that this section does not apply to possible teammates/subcontractors. Please confirm.	Correct, this does not apply to your team or subs other than that they must adhere to the same terms of the RFP.
11	Section 1.4.1 Number of Copies and Delivery Specifications	The first paragraph says that a copy should be delivered by email. The second and third paragraphs indicate that the proposal should be delivered by USPS or another delivery service. Should Bidders deliver their proposal by both email and a delivery service?	Email delivery is fine. If the size of the file is too big or you have other materials you would like to submit you can send them on media to the address.
12	Section 1.4.3 Proposal Schedule and Section 1.4.6 Closing Date	We received the RFP approximately 1 week after it was released, is it possible to get an extension?	<p>Original response: No. The RFP was released on the web site and sent to all participants on May 31st.</p> <p>UPDATED RESPONSE: We have received multiple requests for extension. Each of these has been denied. After further consideration, and in order to ensure optimal response to our RFP, we have decided to offer a one week extension. All RFP responses are due by Monday, June 27, 2011 at Noon Central Time. There will be no further extensions offered.</p>

Question #	RFP Section(s) Referenced	Question	Answer
13	Section 1.5 Bidding Conditions and Section 1.5.5 RFP Responses	We interpret the last portion of this section (underlined) to mean that a Bidder can propose functionality that is not in production use as long as the Bidder identifies the functionality as such. For example, a Bidder could propose functionality that is not currently in production, but may be part of a release that will be available prior to implementation of this project. Could you please confirm or clarify our understanding?	Your assumption is correct. If you state that you have a feature/function it must be currently operational. Otherwise state when it will be available. Responses to the RFP will be incorporated into subsequent contract structure.
14	Section 1.5.3 Funding	Could you please provide more insight into the payment process? It appears that the payments to the Solution Provider are contingent upon successfully enrolling participants in to the HISP structure, or will the Solution Provider be paid for implementation and completion of the state HIE?	We would prefer a fee plan that is based on enrolled participants and demand for the solution; however, other payment structures will be considered. Please describe any/all payment structures thoroughly.
15	Section 1.5.3 Funding	Can a Bidder rely on payment from NIMI within 30 days of invoice issuance? If not, what are NIMI's payment terms?	These are contract term details to be finalized after selection.
16	Section 1.5.3 Funding	Who will be responsible for collections and what will be the delinquency allowed for each enrollee?	The proposed technical solution must be able to accept payment from participants (credit card, e-check, etc) and electronically deposit into a WISHIN bank account. Other participant payment options will be entertained. Delinquency and renewal processes are contract term details that can be finalized after the solution provider is selected.

Question #	RFP Section(s) Referenced	Question	Answer
17	Section 1.5.3 Funding	Will NIMI be making payments for services to the Solution Provider directly, or will the Solution Provider be expected to collect payment from participants?	The proposed technical solution must accept payment from participants (credit card, e-check, etc) and electronically deposit into a WISHIN bank account. Other participant payment options will be entertained. Participant payments are a separate process from how the Solution Provider will be paid; NIMI will be providing payment to the Solution Provider.
18	Section 1.5.3 Funding	What is the budget for this project for each phase (1 and 2)?	Budget details are not provided.
19	Section 1.6 Instructions for Price Tables and Schedules	Please clarify the underlined portion of this section. We assume it means that you may not have included all costs that a Bidder may include, so the Bidder has the latitude to include additional costs that are not specified in the RFP. Is this correct?	We could not anticipate all costs you might have in your response and include them in the spreadsheet. Make sure you include all your costs in the response.
20	Section 2.11 Provider Directory Integration	Could you specify which regional provider directory(s) this is referring to?	The Wisconsin Medical Society (WMS) will be supplying an integrated HIPAA provider directory that will be used by NIMI and WISHIN as a trusted source when verifying participants.
21	Section 2.13 Standards	What section should we put our response to the Standards requirements on page 28 (requirements 94, 95 and 96)?	Put them under General HISP Services.

Question #	RFP Section(s) Referenced	Question	Answer
22	Section 2.16 Phase 2 Anticipated Functionality	When does the NIMI envision Phase II starting? Would this be 12-18 months after award	Current timeline is: Vendor Fair scheduled for September 15, 2011. RFP for Phase 2 is scheduled for December 5, 2011. Phase 2 vendor selection decision mid February.
23	Section 2.16 Phase 2 Anticipated Functionality and Section 1.4 Bidder Format and Response	Are you anticipating pricing for the Phase II services in section D14?	Not at this time.
24	Section 2.16 Phase 2 Anticipated Functionality	Which services should be proposed in the option years?	There are no "option years" for this contract. This RFP and resulting contract covers Phase I services only. WISHIN and NIMI will be putting out a separate RFP for Phase II services. Potential Phase II services may include Master Patient Index, Record Locator, XDS registry/repository, NwHIN Gateway, etc.
25	Section 2.16 Phase 2 Anticipated Functionality	Is it acceptable for us to include a technical section for these services and is there a page limit?	Add it as an appendix. No page limit but brevity is a plus.
26	Section 2.16 Phase 2 Anticipated Functionality	Will the vendor selected through this RFP also provide the services necessary to complete Phase 2 to establish a network of networks, or would a separate RFP be issued for Phase 2?	A separate RFP will be issued for Phase 2 services. Should the selected vendor for this Phase 1 RFP elect to pursue Phase 2, they will need to submit a separate Phase 2 response.

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27	Section 2.16 Phase 2 Anticipated Functionality	Is the Bidder suppose to include their response to this section in the current RFP response, or will only down-selected vendors be required to provide this information at a later date. If it is required to be included in the current RFP response, where should the Bidder place this information in the Response Format (page 7), and what is the page limitation?	We expect that Phase 1 deliverables are separate from the Phase 2 deliverables. However if you have services for delivering the Phase 2 network, security or other capabilities (e.g. secure nodes for web services, HIE Services) this will be given consideration (see Section 2.16). Include response as an appendix.
28	Section 2.10 Operational/Infrastructure/SLA	Does the Solution Provider need to create an audit trail for message content?	Solution Provider must maintain an audit trail of messages and the fact that they included “payload”. However, given encryption, the Solution should not be aware of the “message content”. If the HISP is asked to serve as a proxy (Requirement #15) then message content may be known and Solution must maintain an audit trail that is itself encrypted.
29	Section 2.10 Operational/Infrastructure/SLA	Does the Solution Provider need to create an audit trail of payloads?	Solution Provider must maintain an audit trail of messages and the fact that they included “payload”. However, given encryption, the Solution should not be aware of the “payload content”. If the HISP is asked to serve as a proxy (Requirement #15) then message content may be known and Solution must maintain an audit trail that is itself encrypted.

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30	Not Section Specific	Is there a pilot group selected to implement the Direct system?	None for CCD Direct Exchange, however some have expressed interest for lab results delivery.
31	Not Section Specific	Beyond the requirements are there 3 top success factors for the project?	<ol style="list-style-type: none"> 1) Meeting September 6, 2011 live date. 2) Workflow to/from EHRs. 3) Ease of integration in existing workflow (e.g. SSO) to encourage adoption.
32	Section 2.17 Price Tables and Schedules	Is there a table we need to complete for pricing?	No. Explain your pricing model(s) and provide appropriate detail(s).
33	Not Section Specific	What is the nature of confidentiality of responses to the RFP?	Responses are confidential except to the extent that disclosure may be required by the federal or state law.
34	Section 2.7 Legal/Privacy/Security	Will WISHIN and NIMI please provide more information on what these reports constitute regarding the frequency of generation and longevity? What content is expected to be available for reporting? Is there a list of standard reports that WISHIN has in mind?	No list currently exists. Please identify standard reports currently offered in your Solution and discuss reporting tools available to WISHIN.
35	Section 2.10 Operational / Infrastructure / SLA	Seeking clarification of details around Service Level Agreement in various requirements.	All refer to elements that are anticipated to be included in a Service Level Agreement to be established between selected Solution Provider and WISHIN.
36	Section 2.11 Provider Directory Integration	What are HIPAA Providers and what is taxonomy of data elements?	HIPAA provider refers to all providers. Data elements to support directory look up of a Provider to determine Direct address, public key, and other elements in support of Secure Messaging. See Question #20

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37	Section 2.16 Phase II Anticipated Functionality	Recognizing that messages are encrypted while in transport, does WISHIN expect this duplication to occur only within the target account?	Phase 2 requirements anticipate more robust services beyond current Direct Secure Messaging.
38	Section 2.16 Phase II Anticipated Functionality	Will WISHIN and NIMI clarify what is requested of the bidder in this requirement? What is meant by "not be impacted by message structure or payload content"?	Accept and route/deliver all Direct Secure Messages that comply with the Direct Standards. Handle exceptions following Direct Standards.
39	Sections 2.8, 2.13, 2.16	Response Format does not include sections 2.8 Authentication (p. 21), 2.13 Standards (p. 28), and 2.16 Phase II Anticipated Functionality (p. 31). Is it correct to assume there is no page limit for these sections? If not, what is the maximum page limit for each respective section?	See Questions and Answer #5, 6, and 7.