THSA
TEXAS HEALTH SERVICES AUTHORITY

What Services are Being Procured?

The THSA is seeking a Vendor to provide the necessary technical services to design and implement the technical solution described in the provided assumptions document attached hereto as "Attachment A."

THSA Point of Contact

The sole point of contact for inquiries concerning this procurement is:

George Gooch, CEO
Texas Health Services Authority
5900 Southwest Parkway
Building 2, Suite 201
Austin, Texas 78735
Telephone: (512) 814-0321
FAX: (512) 814-0322
procurement@thsa.org

Deadline and Instructions for Submission of Questions and Responses
Questions regarding this procurement are due by 5:00 PM Central Time on **Monday, June 12, 2017**.

The THSA will respond to questions regarding this procurement no later than 5:00 PM Central Time on **Friday, June 16, 2017**.

Responses to this procurement are due by 5:00 PM Central Time on **Friday, June 30, 2017**.

The THSA will select a vendor under this procurement no later than **Monday, July 10, 2017**.

The subject line of emails related to this procurement shall state: Technical Services procurement: [Vendor Name].

Validation of Proposal Offerings

The proposal shall be a binding commitment which the THSA may include, at its sole discretion, by reference or otherwise, into any agreement with the Vendor. Therefore, each proposal copy must be validated by the signature of a person having authority to commit the Vendor.

Costs Incurred

Issuance of this procurement in no way constitutes a commitment by the THSA to award a contract or to pay any costs incurred by a Vendor in the preparation of a response to this procurement. The THSA is not liable for any costs incurred by a Vendor prior to issuance of or entering into a formal agreement, contract, or purchase order.

Copyright and Intellectual Property

The THSA will not consider any response that bears a copyright**.**

Responses may be subject to the Texas Public Information Act, Texas Government Code, Chapter 552, and may be disclosed to the public upon request. Subject to the Act, prospective Vendors may attempt to protect what they consider to be trade secret and confidential information from public release. Trade secrets or other confidential information, submitted as part of a response, must be clearly marked on each page on which such information appears. Such marking must be in boldface type and at least 14-point font. Vendors should review carefully Chapter 552, Texas Government Code, and in particular Section C, Information Excepted From Required Disclosure, for more information on exceptions to public disclosure of information under the Texas Public Information Act. Please note that the ultimate decision as to whether materials qualify for an exception under Chapter 552 rests with the Texas Attorney General's office.

Warranties

Vendor warrants and agrees that no appointed official or member of the THSA has or will benefit financially or materially from this procurement based on any action of Vendor; and Vendor has not contracted to provide similar services to a similarly situated customer on better terms and conditions, including price, than it is offering to the THSA, and shall not do so during the contract term.

General Formatting Requirements

All procurement responses must be delivered in electronic format. Files should be delivered via electronic mail to procurement@thsa.org.

Electronic versions of each file should be submitted in the original Microsoft Word or Excel format as well as rendered in a single PDF file format containing all files.

Proposal Contents

The proposal contents **must** be organized in the following order. Page limits for each section, if any, are indicated with square brackets after each section name. These limits should be considered a maximum amount for each category, not a target. The THSA appreciates brief, on-point responses.

Transmittal Letter [1-page limit] - Please include the name, title, mailing address, telephone number and extension, fax number as well as a valid email address for the person that the THSA is to contact to resolve questions or issues regarding the submitted proposal. An officer authorized to bind the Vendor to the terms of the proposal must sign the transmittal letter.

Company Overview [3-page limit] – Please include the following information:
Formal Company Name
Company Trade Name (If Different)
Physical Address
Mailing Address (If Different)
Corporate TIN
Company Representative Contact Information
       Response Contact Person
       Title
       Daytime Telephone & Extension
       Electronic Mail Address
       Company Web Site
Publicly or Privately Held
Number of Active Government Clients or Customers
Number of Active Nonprofit Corporation Clients or Customers
Years of Experience with projects of similar scope and complexity
References (Name, Title, Mailing Address, Work Phone, Email Address)
All potential conflicts of interest and the measures the Vendor proposes to take to ensure that there will be no actual conflict of interest and that its fairness, independence and objectivity will be maintained

Executive Summary [3-page limit] – Please provide a brief narrative that demonstrates the organization's understanding of the services requested by this procurement. The Executive Summary should describe the proposed approach, including its key features and strengths.

Staffing Models [2-page limit] – Please provide an overview of the staffing approach to the project, including a description of the training and experience levels of the personnel that will be assigned to this project. Indicate any complaints against any proposed staff members that have been leveled by any state board or other regulatory authority. Indicate the outcome of these complaints and the corrective action(s) taken by your firm with respect to these complaints. Staff resumes are excluded from the page limit above.

Experience [5-page limit] – Please provide an overview of the firm's relevant experience including but not limited to the following:

Detail the firm's experience in providing health information exchange technical services.

Provide information on whether the firm provides services to any related industry organizations.

Project Plan [10-page limit]

Describe how the firm will approach the THSA's technical needs based on the Assumptions Document attached hereto as "Attachment A."

Cost [5-page limit] –
Please detail the proposed pricing structure and costs. Include any assumptions made about the work in developing the estimates. Assume that the THSA may include a not-to-exceed amount in any contract awarded based at least in part on these figures.

1. **Purpose.** The below assumptions are for the purpose of creating a common baseline for the THSA procurement process. The number of messages, MCOs connected, event types, etc. all are likely to change for the actual production deployment. The THSA reserves the right to purchase nothing at all or something different than described herein.

2. **Assumptions**
    a. All proposed solutions be secure and meet or exceed HIPAA and all other applicable requirements related to security, esp. including encryption of all data at all times, access control, protection from inadvertent access or disclosure, and
    b. Inbound
        i. Assume that the THSA is receiving 500k inbound ADT messages per month from 20 inbound ADT data sources.
        ii. HL7 v2 A01, A04, and A08 event types.
        iii. Ideally can be extended to all other HL7 v2 event types in the future.
        iv. Must be able to receive CDA and CCDA documents via HL7 v2 ED segments embedded within OBX/ORU/MDMs, etc.
        v. Inbound data will mostly likely be via HL7 v2 using MLLP over TCP/IP in a VPN tunnel with PSK or TLS connection with X.509 PKI and 2-way-TLS. But other interfaces should be supported such as those listed below.
        vi. Assume HL7 inbound support for up to three different versions of HL7 (2.5.1 plus two other versions).
        vii. Must have the ability to discern dental transactions and to process and route this category of messages differently than non-dental transactions.
        viii. Support for inbound data via sFTP is required.
    c. Outbound
        i. Assume that the THSA pushes data to 20 outbound general data receivers plus one outbound ADT receiver. The 20 outbound general data receivers will use one or more of the interface types listed in this document and will be in a format acceptable to the MCO receivers.
        ii. Support for sFTP and HL7 v2 MLLP is required.
        iii. Other formats such as SOAP and RESTful pushes may be required depending on the capabilities of the receiver.
        iv. Must have the ability to remove duplicate alerts.

3. **Environments**
    a. One geographically diverse data center for Disaster Response (DR) with same performance as PROD.
    b. One Development (DEV) environment.
    c. One pre-production Validation (VAL) environment.
    d. One Production (PRO) with a High Availability (HA) deployment such as a cluster of two or more computers behind a single Virtual IPA.

4. **Requirements**
    a. General
        i. Secure.
        ii. Can disable all clinical data storage.
        iii. Data must be encrypted at all times (in transit, at rest, in log files, etc.).
        iv. Message data field level mapper.
        v. Message debugger.
        vi. CCDA MDM OBX ORU ED inbound message receiver.
        vii. Secure email sending and receiving.
        viii. Inbound HL7 V2 receiver.
        ix. Must support HL7 2.5.1 and must be extensible to other versions of HL7 in common use today.
        x. MLLP over TCP/IP.
        xi. VPN with PSK or X509 2-Way-TLS.
        xii. Database CRUD operations support.
        xiii. Ability to securely call an arbitrary API (SOAP or REST).
        xiv. Outbound routing based on configurable logic such as based on a Medicaid ID.
        xv. Custom message transformation logic.
        xvi. sFTP support for inbound and outbound single or batch HL7 v2 message processing and other file types such as Medicaid eligibility files.
        xvii. Flat file parser.
        xviii. Programmers API to customize, replace functions.
        xix. Reliable application ACK mode of inbound and outbound message confirmation.
        xx. QA functions on message conformance.
        xxi. Inbound message filtering.
        xxii. HL7 v2 to CCDA creation (optional feature).
        xxiii. Open Source or partial open source (optional, but desirable).
    b. Hosting and operations
        i. Error queue management.
        ii. Diagnostics.
        iii. Service Level Agreement agreed to in advance (if vendor hosts) and monitored for adherence.

iv. Watchdogs to detect and correct faults such as stuck receivers.
v. Predictive operational monitoring with configurable alerts and scheduled maintenance windows.
vi. Message replay from file queue.
vii. Non-clinical operational reporting capabilities such as inbound message volumes by source and destination, message types, processing times, message disposition (error, processed and routed successfully, duplicate detected, manual work queue, etc.).
viii. Administrative UI.
ix. Technical support.

c. Deployment
i. Consulting services provided by the vendor, or by a vendor network.
ii. Training services provided by the vendor, or by a vendor network.
iii. Hosting services provided by the vendor, or by a vendor network. Note that the THSA plans to host the solution if it is more cost-effective than vendor-based hosting.