

THSA



TEXAS HEALTH SERVICES AUTHORITY

**Request for Proposal (RFP) for
THSA Interface Engine and Integration Services**

Date of Release: May 1, 2025

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1. Background

1.1. Scope

Texas Health Services Authority (THSA) is inviting qualified vendors to submit proposals to implement, monitor, and support an Enterprise Interface Engine to exchange data within THSA and its partners. THSA is currently using an enterprise interface engine that consists of over 150 connections to distinct systems. In order to reduce costs and expand services, THSA is planning to replace its interconnectivity with regional healthcare providers, ACOs, health plans, community health workers and regional HIEs. THSA plans to utilize the selected solution for all new interfaces as well as migrate all the existing interfaces to the new solution. The solution will facilitate secure data exchange between healthcare organizations while maintaining strict security and compliance standards. This RFP defines requirements the Successful Respondents must meet to achieve the objectives of this procurement.

Relevant attachments to this RFP include:

Exhibit A – Warranties. This exhibit provides a list of attestation requirements for the Vendor selected to perform the services as described in this RFP.

Exhibit B – General Formatting Requirements. This exhibit provides details on the format in which a proposal response should include.

Exhibit C – Form of Response. This exhibit provides details on what information a response to the RFP should include.

Exhibit D – Draft Master Services Agreement. This exhibit provides a draft of the contract terms to which the parties must agree for a final contract award.

1.2. Background on the Texas Health Services Authority

The THSA is established in Texas Health and Safety Code Chapter 182 as a public-private partnership to promote, implement and operate statewide health information exchange. The THSA has a 12-member Board of Directors appointed by the Governor, with the advice and consent of the Texas Senate. The THSA's CEO and staff oversee the THSA's daily operations.

The THSA does not discriminate on the basis of race, color, national origin, gender, religion, age, or disability in employment or the provision of services.

1.3. Scope of Services

The Scope of Services (“Scope”) outlined below has been established for the purpose of achieving and implementing program goals and objectives described in this document. Although the Scope is intended to serve as a reference in the preparation of the proposal, forthcoming proposals may offer additional services which support the goals of this RFP.

The proposed solution should consist of and/or provide the following:

1. A state of the art interface engine that will provide data interoperability among all external endpoints
2. Professional services to implement and maintain the software

3. Comprehensive documentation and detailed architecture diagram
4. On-going support of system
5. Redundant hosting solution
6. Reporting on message transactions by time, sender, recipient with dashboard access to multiple users and ability to limit access of users to their specific interfaces
7. Ability to transpose and normalize messages
8. Ability to route messages based on rules and message content
9. Ability to match patient rosters and deliver messages based on roster
10. The interface engine must have a proven record of use in health care environment with the capability to support all the current healthcare interface standards such as HL7, XML, DICOM, SOAP, restful APIs, IHE profiles, including XDR, and FHIR
11. Mapping to vocabulary and format standards for LOINC, ICD -10, HL7 C-CDA, HL7 V2, FHIR, DICOM, SDoH/NMDOH, SNOMED
12. Provide and connect secure endpoints including sFTP, mutual TLS, VPN tunnels, and zero trust connections
13. Master patient index services for a population of 30 M+ with the ability to support consent management in the future
14. HISP – Sending direct messages, participating in DirectTrust Bundle and data quality initiatives within data base
15. The capability to send and receive ADTs and the ability to integrate data from a HISP that uses the DirectTrust ADT standard
16. Transport of C-CDA documents received from hospitals and HIEs and the ability to identify template components and report appropriately
17. Public health reporting including Syndromic Surveillance and Laboratory (including de-identification)
18. Monitor endpoint uptime
19. Alerts based on errors and transaction volumes relative to a percentage of normal with alert tracking and resolution workflows (in a dashboard, not just email)
20. Diagnostic tools to quickly identify error causes and sources
21. PROD, STAGE and SANDBOX environments
22. Store messages for 7 days
23. Store message logs for 1 year with ability to export to glacial storage
24. System access using SSO and MFA

2. General Procurement Information

2.1. The THSA Point of Contact

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

Phil Beckett, PhD | CEO
Texas Health Services Authority
901 S. Mopac Expressway

Building 1, Suite 300
Austin, Texas 78746
Telephone: 832.496.4442
phil.beckett@thsa.org

All communications relating to this RFP must be directed to the THSA contact person named above. **Failure to comply with these requirements may result in disqualification.** An exception to this restriction will be made for vendors who, in the normal course of work, may need to discuss legitimate business matters concerning their work that is unrelated to this RFP.

2.2. Procurement Schedule

The following table documents the anticipated critical pre-award events for the procurement. All dates are subject to change at the THSA’s discretion.

Procurement Schedule*	
RFP Release Date	May 1, 2025
Deadline for Submission of Questions	May 22, 2025
THSA Posts Answers to Vendor Questions	June 1, 2025
Proposals Due	June 15, 2025
Vendor Selection*	July 15, 2025

*Subject to change.

2.3. Deadline and Instructions for Submission of Questions and Proposals

Questions regarding this RFP must be submitted in writing to Phil Beckett, PhD, CEO at the address noted in Section 2.1 by **5:00 PM Central Time** on May 22, 2025. A list of questions must be submitted to the THSA point of contact via email by 5:00 PM on that date in order to be accepted for inclusion in the Vendor Q&A that will be posted on the THSA’s website, www.THSA.org. Answers will be provided to all bidders through an addendum to this RFP.

Responses to this RFP are due by **5:00 PM Central Time** on the date identified in Section 2.2, Procurement Schedule. A complete proposal must be submitted to the THSA point of contact noted in Section 2.1 of the RFP in the format described in Exhibit C – Proposal Format.

The subject line of emails related to this RFP shall state: **THSA Interface Engine and Integration Services RFP Response: [Vendor Name]**.

Technical and pricing proposals must be submitted as separate documents. The pricing proposal must be clearly marked as “Confidential - Pricing Proposal.”

2.4. 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.** Proposals must remain valid for 90 days after submission.

2.5. THSA Amendments and Announcements Regarding this RFP

The THSA will post all official communication regarding this RFP on its website, www.THSA.org. The THSA reserves the right to revise the RFP at any time. Any changes, amendments, or clarifications will be made in the form of written responses to Vendor questions, amendments, or addenda issued by the THSA via the website.

2.6. THSA Rights Reserved

The THSA, at its sole discretion in determining that its best interests would be served, reserves the right to amend or cancel this RFP at any time prior to the contract award, reject any late or incomplete proposals, and to require organizations at their own expense to provide written clarification on proposals and/or make oral presentations to the THSA in a time, place, and manner as selected by the THSA in order to assist the THSA in its determination of award.

2.7. Costs Incurred

Issuance of this RFP 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 RFP. 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.

2.8. News Releases: Prohibitions and Pre-Approvals Required

Prior to contract award, a Vendor may not issue a press release or provide any information for public consumption regarding its participation in the procurement. Upon award of the contract, subsequent press releases or public communications must be approved in writing by the THSA. This Section does not preclude business communications necessary for a Vendor to develop a proposal or required reporting to shareholders or governmental authorities.

2.9. Copyright and Intellectual Property

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 Subchapter 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 Office of the Attorney General.

The THSA requires that Vendors provide a separate version of their RFP response that redacts all information the Vendor believes is “Information Excepted from Required Disclosure” as noted above. THSA may use this redacted version of Vendor’s RFP response to see if it satisfies any requests for information made pursuant to the Texas Public Information Act related to this procurement. Please note that if this redacted version of the Vendor’s RFP response does not satisfy a particular request for information under the Texas Public Information Act, THSA will continue processing the request for information pursuant to the Act.

The THSA reserves the right to use any and all ideas presented in a response unless the prospective Vendor presents a valid legal case that such ideas are trade secret or confidential information and identifies the information as such in the manner described in the preceding paragraph. A Vendor may not object to the use of ideas that: (1) are not the Vendor's legally protectable intellectual property; (2) are not designated as such in the RFP response; (3) were known to the THSA before the submission of the response; (4) were in the public domain at the time of the response, or thereafter enter in the public domain through no fault of the THSA; or (5) became properly known to the THSA after response submission through other sources or through acceptance of the response. The THSA may reject a proposal where the entire proposal is marked confidential or trade secret.

2.10. Proposal as Property of THSA

Except as otherwise explicitly provided in this RFP or the resulting contract, all work product produced by a Vendor, including without limitation the proposal, all plans, designs, software, and other contract deliverables, become the sole property of the THSA.

The THSA reserves all intellectual property rights including, without limitation, copyrights, trademarks, trade secrets, patents and patentable work produced by or for the THSA. Work provided by the Selected Vendor(s) pursuant to this RFP is work made for hire, and Selected Vendor(s) by contract will be required to affirm that the work is work made for hire and to grant to the THSA all rights and titles to ownership of such work.

2.11. Additional Information

By submitting a proposal, the Vendor grants the THSA the right to obtain information from any lawful source regarding the Vendors and its directors', officers', and employees': (1) past business history, practices, and conduct; (2) ability to supply the goods and services; and (3) ability to comply with contract requirements. By submitting a proposal, a Vendor generally releases from liability and waives all claims against any party providing the THSA information about the Vendor. THSA may take such information into consideration in evaluating proposals.

2.12. Multiple Responses

A Vendor may submit only one proposal as a prime contractor. This requirement does not limit a subcontractor's ability to collaborate with one or more Vendors submitting proposals.

2.13. No Joint Proposals

The THSA will not consider joint or collaborative proposals that require it to contract with more than one Vendor.

2.14. Use of Subcontractors

No subcontract under the contract shall relieve the Vendor of the responsibility for ensuring the requested services are provided in the manner identified in the contract. Vendors planning to subcontract all or a portion of the work to be performed shall identify the proposed subcontractors in the proposal and must immediately notify THSA of any changes to proposed subcontractors for the THSA's pre-approval of such change.

2.15. Protest Procedures

Any Vendor who participated in the procurement process and is dissatisfied with a decision can file a protest. The protest must be filed within 10 calendar days after the Vendor is notified of the procurement decision (such as an award notice). The Vendor must submit the protest in writing to the THSA designated contact, and include a clear explanation of why the Vendor believes the decision was incorrect, and supporting documents or evidence, if any.

THSA will review the protest to determine if it meets the requirements (e.g., timeliness, valid grounds). If necessary, THSA may request more information. THSA will issue a decision within 15 business days from when the protest was filed. The decision may be:

- Deny the protest and uphold the original procurement decision.
- Accept the protest and either cancel the procurement or restart the process.

3. Evaluation of Proposals

3.1. Evaluation Criteria

Any award to be made will be based on the best overall proposal with appropriate consideration given to all requirements and established client satisfaction. Evaluation will be based upon the total services offered and the total price quoted for all items.

Without limitation to the foregoing, the THSA may consider the qualifications and experience of subcontractors, Vendors, and other persons and organizations proposed to perform the services. The THSA may conduct such investigations as the THSA deems appropriate to assist in the evaluation of any proposal and to establish the responsibility, qualifications and financial ability of Vendors, proposed subcontractors and other persons and organizations to perform and furnish the services in accordance with the RFP to the THSA’s satisfaction.

The THSA does not represent that these are the sole evaluation criteria and reserves the right to adjust the criteria at its discretion.

THSA will use the following criteria (listed in order of priority) to determine the best value:

Interface Engine and Integration Services	Percentage Weight
Technical Solution	30%
Security and compliance capabilities	25%
Implementation approach and timeline	15%

Pricing	15%
References and experience delivering similar solutions	10%
Exceptions taken to the terms of Exhibit 4 (MSA)	5%
Total	100%

3.2. Requirements for Successful Vendor

Successful Vendor shall enter into a contract in a form acceptable to the THSA. The THSA reserves the right to engage in contract negotiations with more than one Vendor for the same work in order to attempt to help safeguard the THSA and its stakeholders in the event that the Vendor and the THSA are unable to negotiate a contract on mutually acceptable terms. The THSA reserves the right and discretion to fund one or more components or define parts of a Vendor’s proposal. In the event of such a determination, the Vendor will be required to submit a revised budget reflecting the funding decision and such other information as the THSA may require.

3.3. Funding Decisions

Upon completion of its evaluation of RFP proposals, the THSA will enter into appropriate agreements with the successful Vendor(s) in accordance with the preceding section. All awards are subject to all state and federal laws, rules, and regulations that govern contracts managed by the THSA.

3.4. Key Personnel

The Vendor must certify that all personnel named in its proposal shall actually work on the contract in the manner described in its proposal. In addition, these individuals shall continue to perform services for the duration of the contract, except in the event of resignation, death, or mutual agreement by the parties. No changes, substitution, additions or deletions shall be made unless approved in writing in advance by the THSA. In such event, any substitute personnel shall be approved in writing by the THSA.

3.5. Audit and Records

The Selected Vendor shall have its financial records and other pertinent materials available for review and audit by the THSA, the State Auditor, and/or other auditors for a period of three (3) years following the end of the contract period.

3.6. Conformance with State Laws

Nothing in the RFP, Vendor’s proposal, or these contract conditions shall be construed to violate any provision of the laws and/or regulations of the State of Texas, and all acts done shall be done in such manner as may conform to those laws. If any word, phrase, clause, paragraph, sentence, part, portion, or provision of the agreement or the application of those provisions to any person

or circumstance is held to be invalid, the remainder shall nevertheless be valid and offending terms shall be deemed to be so modified such as to be compliant with federal and state laws and/or regulations.

3.7. Discussions and Revised Proposals

THSA, in its discretion, may hold a series of discussion sessions with Respondents to ensure complete and accurate understanding of requirements and responses to this RFP.

THSA, in its discretion, may down-select Respondents prior to holding discussion or integration sessions. THSA may request revised offers from participating Respondents following any discussion or integration session. THSA in its discretion will make the determination whether to request oral presentations or engage in a revised offer process. The revised offer process, if held, may be scored. The revised offer process may be iterative. THSA may request more than one revised offer.

THSA will determine the number of Respondents with which it will start contract negotiations. Negotiations will continue until THSA, in its sole discretion, determines that the best value for THSA has been obtained.

4. Regulatory and Legal Constraints

4.1. Conflicts of Interest

A conflict of interest is a set of facts or circumstances in which either a Vendor or anyone acting on its behalf in connection with this procurement has past, present or currently planned personal, professional or financial interests or obligations that, in the THSA's determination, would actually or apparently conflict or interfere with the Vendor's contractual obligations to the THSA. Neither the Vendor nor any other person or entity acting on its behalf, including but not limited to subcontractors, employees, agents and representatives, may have a conflict of interest with respect to this procurement.

4.2. Compliance with State and Federal Law

Vendors must comply with Texas and federal laws and regulations relating to the subject matter of this RFP. Failure to comply with relevant state and/or federal law may disqualify a Vendor from consideration under this RFP.

4.3. Former Employees of a State Agency

The THSA is a quasi-governmental state entity. Vendors must comply with Texas and federal laws and regulations relating to the hiring of former state employees (see e.g., Texas Government Code §572.054 and 572.069 as well as 45 C.F.R. §74.43). Such "revolving door" provisions generally restrict former agency heads from communicating with or appearing before the agency on certain matters for two years after leaving the agency. The revolving door provisions also restrict some former employees from representing clients on matters that the employee participated in during state service or matters that were in the employee's official responsibility for two years after leaving the agency.

4.4. Civil Rights Language

Vendor agrees to comply with state and federal anti-discrimination laws, including without limitation:

- (1) Title VI of the Civil Rights Act of 1964 (42 U.S.C. §2000d *et seq.*);
- (2) Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. §794);
- (3) Americans with Disabilities Act of 1990 (42 U.S.C. §12101 *et seq.*);
- (4) Age Discrimination Act of 1975 (42 U.S.C. §§6101-6107);
- (5) Title IX of the Education Amendments of 1972 (20 U.S.C. §§1681-1688); and
- (6) Food Stamp Act of 1977 (7 U.S.C. §200 *et seq.*).

Exhibit A – Warranties

Vendor agrees that the following warranties are an essential part of this agreement, and that without these warranties the terms of the RFP and resulting contract(s) would be substantially different.

Vendor warrants and agrees at all times during the procurement period, and thereafter pursuant to any resulting contract, to the following:

1. No appointed official or member of the THSA has or will benefit financially or materially from this procurement based on any action of Vendor;

2. Independent Price Determination:

- 2.1. The costs proposed have been arrived at independently, without consultation, communication, or agreement for the purpose of restricting competition as to any matter relating to such process with any other organization or with any competitor;

- 2.2. Unless otherwise required by law, the costs quoted have not been knowingly disclosed by the Vendor on a prior basis directly or indirectly to any other organization or to any competitor;

- 2.3. No attempt has been made or will be made by the Vendor to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition; and

- 2.4. The Vendor did not directly participate in the RFP development process (other than during the public comment period), had no knowledge of the specific contents of the RFP in its final form prior to its issuance other than to the extent it was made publicly available by the THSA in draft format, and no member of the THSA participated directly or indirectly in the Vendor's proposal preparation other than via the THSA public process.

Exhibit B – General Formatting Requirements

- All RFP responses must be delivered in an accessible electronic format, using Microsoft Office Applications.
- No paper copies of the RFP will be accepted for evaluation.
- Files should be delivered via electronic mail to phil.beckett@thsa.org.
- Text shall be formatted for 8 ½” x 11” paper in the “portrait” orientation, except where a supplied template is in “landscape” orientation.
- Text shall be single spaced.
- Page limits are indicated in Exhibit C of this RFP and must be observed.

The THSA staff will reply to the submission via email confirming receipt of the proposal. If Vendor has not received a confirmation of receipt from the THSA staff within three business days of submission, Vendor must contact the THSA point of contact as noted in Section 2.1 of the RFP with proof of transmission.

Exhibit C – 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.

Individual/Company Overview – [2-page limit] – Please include the following information:

1. Formal Company Name
2. Physical Address
3. Mailing Address
4. Corporate TIN
5. Company Representative Contact Information
 - a. RFP Response Contact Person
 - b. Title
 - c. Daytime Telephone & Extension
 - d. Electronic Mail Address
 - e. Company Web Site
6. Publicly or Privately Held
7. Corporate Status (C Corporation, 501(C)(3), LLC, etc.)
8. Copy of Annual Statement
9. Date of Incorporation
10. State of Incorporation
11. Number of Employees
12. Number of Active Government Clients or Customers
13. Number of Active Nonprofit Corporation Clients or Customers
14. Years of Experience with projects of similar scope and complexity
15. References (*if any*) (Name, Title, Mailing Address, Work Phone, Email Address, Length of time working with the customer)
16. 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.

Project Narrative – [10-page limit] – Please provide a narrative that demonstrates the organization’s understanding of the services requested by this RFP. The Executive Summary should briefly describe the proposed approach, including its key features and strengths. More detailed narrative should describe the proposed architecture and security model for the delivered system and describe key components to be delivered.

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. Staff resumes are excluded from this two-page limit.

Experience – [3-page limit] – Please provide an overview of the firm’s relevant experience including but not limited to the following:

1. Detail the firm's experience in providing the services being procured under this RFP.
2. Provide information on whether the firm provides services to any related industry organizations.
3. Describe the firm's software development approach and processes, including approach to application security.
4. Describe the firm's independence with respect to the THSA.
5. Identify the partner, manager, and other key personnel who will be assigned to the THSA contract if awarded, and provide biographies. Indicate any complaints against them 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.
6. Set forth the proposed fee for the deliverables.
7. Provide the names and contact information and time periods of engagement for similarly sized clients of the partner and manager that will be assigned to the THSA for reference purposes.
8. Describe relevant industry engagements of similar scope and complexity, and a brief description or summary of accomplishments and lessons learned from those engagements.
9. Describe relevant industry or personnel certifications applicable to the RFP (e.g., HITRUST, HL7[®] FHIR[®] Certification, others).
10. Explain what makes the firm different than others that may respond to the proposal.

Work Plan and Timeline [4-page limit]

Describe how the firm will approach the services being procured under this RFP.
Describe the proposed timeline for the work under the proposed agreement.

Cost [2-page limit] – The main purpose of this section is to detail the pricing for the proposed services. Include any assumptions made about the work in developing the estimates. Assume that the THSA will include a not-to-exceed amount in any contract awarded based at least in part on these figures.

We expect the vendor of choice to provide a transparent fixed fee approach (not time and materials) and to take ownership of the project to assure a timely and successful implementation.

Cost Proposal: Provide cost information based on the following estimates:

1. Migrate approximately 150 distinct existing inbound ADT connections
2. Migrate approximately 40 distinct existing outbound ADT connections
3. Cost of onboarding new inbound and outbound connections
4. Approximately 1 million messages daily
5. Any fees related to metrics reporting
6. Any fees related to system alerts and error resolution
7. Fees associated with message routing rules
8. Fees associated with matching patient rosters

Please utilize the table below to provide total cost.

Cost Proposal

Component	One Time Cost	Annual License Cost	Volume Cost	Professional Services Costs
Software licensing				
Migrating existing interfaces				
New interfaces (by type if different)				
Message volumes				
Message transformation				
Routing rules				
Roster matching				
MPI				
HISP				
Other - A				
Other - B				

Staff Resumes [no page limit] – Include resumes of partner, manager, and other key personnel who will be working on this project.

Evaluation Factors [no page limit] – The ability to perform the requested services is most important in the evaluation process.

Please answer the following questions as part of the selection criteria.

1. How many clients are currently live with your integration engine in a production environment?
2. Provide total number of HIEs utilizing your solution in USA.
3. List all systems integration customers in Texas.
4. Describe security monitoring capabilities – detection and alerting.
5. Provide performance benchmark statistics (message processing rate by type and pressure).
6. Describe all the endpoint connection types your system supports, especially with a focus on security, cost of implementation and support for all parties, and monitoring.
7. Describe how your system can support the FHIR standard today.
8. Describe how your system can support the DIRECT standard today.
9. Describe how your system can support Web Services today.
10. Describe how your system supports Application Programming Interface (API).
11. Describe how your system supports secure data transmission across the Internet while maintaining centralized control and monitoring from the integration engine.
12. Does your product support guaranteed message delivery and message acknowledgement?
13. If wizards or other GUI tools are utilized in scripting or other phases of development, are there alternate views or mechanisms to allow programming input?
14. Does the system have the ability to handle any mapping no matter how complex (internal tools for ease of data manipulations and conformations) as well as flexible configuration for building simple interfaces without having to write code (pass through data)?
15. Describe how your solution can support interface development for systems without standard interfaces.
16. Does your product support translation between formats and/or custom development of message types, triggers/events, segments, attributes, data structures? Describe how this is accomplished.
17. Does the application provide the capability to build reference tables that can be accessed with mapping commands or other methods?
18. Describe how your system can integrate data to/from non-HL7 compliant data sources.
19. Describe how you map patient rosters and use the overlap to route messages.
20. Describe how your MPI solution works, and if and how it uses deterministic and probalistic matching.

21. Please describe how your solution maintains artifacts such as schemas or policy definitions, the types and formats supported for those artifacts, and how those artifacts are associated to and accessed for use with integration services.
22. Please describe the mechanism by which your solution enforces security policy and custom policy, with examples of custom policies that can be enforced in a healthcare message exchange context.
23. Please describe how your solution is able to assure that Patient or Provider Personal Information or Personal Health Information is not inappropriately collected or aggregated.
24. Please describe your solutions specific Healthcare accelerators against IHE profiles and in support of Healthcare standard messaging as well as for mapping between message format versions and custom message formats.
25. Please describe the IHE content profiles and standards the XDS, XCA and XDR solutions are compatible with as well as any content extensions supported by the solution.
26. How have you used your solution with community based organizations, sharing minimum necessary, closed loop referrals and integration with community-based software?
27. Describe how your solution performs data vocabulary normalization, how automated and how precise and accurate.
28. Please describe the extent of filters available from the user interface for viewing audit event records captured in the audit trail.
29. Does the system support viewable and actionable audit trails?
30. Describe your project management and implementation process for tracking and accountability when working with multiple parties.

References:

1. Provide the contact information to three to five current and former customers with whom we can discuss in detail your solution and whom we can contact to confirm your success with the project and their expectations of same.
2. Provide contact information to three to five current and former customers whose project included HISP and EHR vendors and resulted in a successful collaboration.
3. Provide the contact information to at least three to five current and former customers that involved community-based integration.
4. Provide the contact information to at least three to five current and former customers that involved using your solution in a largely federated (not data storage) model.

Exceptions to the RFP and Draft Master Services Agreement [no page limit] – Include all exceptions as required in Exhibit D, or state that there are no exceptions being taken.

Exhibit D – Draft Master Services Agreement (“MSA”)

A. Terms and Conditions

The final terms and conditions of any contract will be agreed upon during negotiation. However, the minimum standard terms and conditions that will be included in any awarded contract are contained in this Draft MSA included with the RFP.

If Respondent fails to note any exception within its initial Response, Respondent will not be allowed to request an exception in any subsequent revised Responses or during negotiations.

Respondent shall include in its Response a redlined version of the MSA containing only those exceptions specific to MSA material. Further, Respondent shall include a comment with each redline providing the above-described explanation for why the redlined language is necessary and why the Respondent cannot comply with the original language, and proposed alternate language (in redline format).

Exceptions with a cost impact must also be included in the cost proposal assumptions.

If there are no exceptions, the Respondent shall explicitly state the Respondent takes no exception to any part of this RFP.

THSA reserves the right to make changes to the Draft MSA if it is in the best interest of the State. Should this occur prior to the award of any MSA as a result of this RFP, any Respondents selected for negotiations will be notified.

B. Service Level Agreement (SLA) Submission Requirement

As part of the proposal submission, each vendor must provide a draft Service Level Agreement (SLA) outlining the terms and conditions related to service performance, availability, response times, and issue resolution. The draft SLA shall include, but is not limited to, the following:

1. **Performance Metrics** – Clear definitions of service standards, including uptime guarantees, system response times, and error resolution timelines.
2. **Support & Maintenance** – Description of customer support availability, escalation procedures, and maintenance schedules.
3. **Compliance & Remedies** – Explanation of remedies or corrective actions for failure to meet service commitments.
4. **Reporting Requirements** – Specification of reporting frequency and format for service performance tracking.
5. **Termination & Revisions** – Terms regarding modification of SLA provisions and conditions under which agreements may be terminated or renegotiated.

The submitted SLA drafts will be evaluated based on clarity, feasibility, alignment with project requirements, and ability to ensure high-quality service delivery. The final SLA will be

negotiated prior to contract award and will be included in Exhibit 3 - Service Level Agreement in the MSA.