

RFP Questions and Clarifications Memorandum

To: Vendors Responding to RFP Number 3698 for the University of Mississippi Medical Center (UMMC)
From: Craig P. Orgeron, Ph.D.
Date: October 16, 2013
Subject: Responses to Questions Submitted and Clarifications to Specifications
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RFP Number 3698 is hereby amended as follows:

- 1. Section VII Technical Specifications, Item 6.1 is being deleted.**
- 2. Section VII Technical Specifications, Item 2.7 is being modified to read: “Items ~~6.1~~, Attachment A, Items 9.2.1 and 9.4.1 are all mandatory requirements.”**

The following questions were submitted to ITS and are being presented as they were submitted, except to remove any reference to a specific vendor. This information should assist you in formulating your response.

Question 1: Section II item 8.1. Calls for 1 original response, 15 identical copies and 10 electronic identical copies. What is the state’s acceptable media format for delivery of the electronic copies (Compact Disc or USB?)

Response: **The State will accept either Compact Discs/DVD or USB flash drives.**

Question 2: On pg 6, 8.1 you ask for:

- one clearly marked original response – we don’t pencil in responses on the RFP...pls clarify.
- 15 identical hard copies (3 ring binders with sections and exhibits) with complete proposal – can we use tabs?
- 10 electronic copies of the complete proposal – who do we send that to?

- Response:**
- a.) **Per Page 2 of the RFP, Vendors are to provide all items listed in the ITS RFP Response Checklist. Also refer to Section VII, Item 1 *How to Respond to this Section*.**
 - b.) **Yes.**
 - c.) **Vendors must include the 10 electronic copies when they send the originals and identical copies as instructed on the first page of the RFP.**

Question 3: There are several references to the term “data” in the RFP Section VII, Items 2.5, 6.1. In this context, does the State mean the data that is generated through the use of the proponent’s patient education content?

Response: **UMMC is referring to the data associated with the Patient generated by and/or from UMMC.**

Question 4: Section V11 (and others)

2.3 Clearly states: Patient education materials must be fully integrated into the EPIC electronic medical record. This means that the user would never need to leave the EPIC application (ADT module) to print the patient education materials. Patient Education information must be presented via an automated look-up based on the provider's diagnosis in EPIC. When UMMC prints patient discharge papers via EPIC, the patient education materials must automatically print as part of the discharge. The State will not accept a system that requires a user to leave EPIC to identify, select, or print patient education materials.

Question:

UMMC’s RFP, agreement and addendums continues to reference “Software” or “Software Turnkey Agreement” as the product description and vendor hosted or UMMC hosted options under the RFP. To have Patient Education integrated into EPIC, the EPIC certified vendor must provide content files to be loaded into the EPIC EMR, not software. UMMC would be licensing to use the content in your EPIC EMR from the vendor. How would you like the vendor to answer all “software” requirements and agreement language?

Response: **Software vs Content Files may be used interchangeably in the requirements in Section VII and Attachment A of the RFP. Software in the RFP would include any content that the Vendor would be loading into Epic. Should the Vendor believe their proposed solution does not agree, then Vendor should follow the instructions as stated in Section V, Proposal Exceptions in the RFP. Exceptions to the contract will be addressed with the awarded Vendor during contract negotiations.**

Question 5: Section VII #3 reads "...This means that the provider or nurse would never need to leave the Inpatient or Outpatient Admission-Discharge-Transfer" (ADT) module within the Epic Application to print the Patient Education materials:" After checking with Epic Systems, we would like to clarify if the State intended to specify integration with Epic’s ADT module. Did the State mean the EpicCare Inpatient-Core, EpicCare Ambulatory-Core, ASAP and MyChart applications?

Response: **Yes, the State means EpicCare Inpatient-Core, EpicCare Ambulatory-Core, ASAP and MyChart.**

Question 6: Has the University of Mississippi Medical Center licensed a medical vocabulary provider, (e.g. Intelligent Medical Objects) as a part of its Epic Environment?

Response: **Yes, Intelligent Medical Objects.**

Question 7: Could you please provide some more clarification on p.34 where it states:

6. Hosting Requirements for Proposed System at UMMC
6.1 MANDATORY - The data must be replicated at no cost to UMMC

Response: **Refer to Clarification Numbers 1 and 2 in this Memorandum.**

Question 8: On pg 32, 2.5 you say UMMC must own the data. Our legal asks if you could please clarify what data you are referring to here.

Response: **Refer to the response to Question # 3.**

Question 9: On pg 37, 8.14.1 can we change the verbiage that states Project Manager to Account Manager?

Response: **No.**

Question 10: On pg 39, 13.1 you ask us to devise a suite of test and use cases to prove the performance of the system. Our QA manager asks: what app is in question? What format if there is multiple types? Are the codes static in their search? What quarter are we looking at for when they test?

Response:

- a.) **The purpose of this requirement is that UMMC have a readily available and accurate view of the service, the system usage, response times and availability. As the majority of hosted solutions are web based, it is UMMC's expectation that they would have regular or on demand access to web site statistics, usage and uptime numbers.**
- b.) **The Patient Education System/Application**
- c.) **No, specific format is required for testing**
- d.) **No**
- e.) **Testing can occur during any quarter for that year. UMMC will work with the awarded Vendor to schedule accordingly.**

Question 11: The State has provided two template agreements. One on page 53 (Software/ASP agreement) and another one on page 81(Turnkey). For purposes of clarity, is it the State's intention to enter into a contract based on only one of these two agreements?

Response: **Yes, the State's intention is to execute only one Agreement.**

Question 12: On pg 59, 6.2. You ask for monthly invoicing will you accept annual or quarterly? Annual invoicing is our preference and quarterly is the minimum, standard payment terms are 30 days.

Response: In accordance with Mississippi law on “Timely Payments for Public Bodies,” Sections 31-7-301, et seq. of the 1972 Mississippi Code Annotated, the State has 45 days of receipt of the invoice to pay. UMMC reserves the right to negotiate with the awarded vendor the frequency of the invoices. UMMC will discuss invoice terms with the awarded Vendor.

Question 13: On pg 61, 7.8 could you please expound on what is meant by “site”? eg. When working with Epic software, the content is integrated with the software, not via a website.

Response: Should UMMC award to a Vendor to provide their proposed solution as an ASP, then Article 7.8 will be deleted from the contract during contract negotiations. If Vendor believes that this is not an amenable resolution then Vendor should follow the instructions as stated in Section V, Proposal Exceptions in the RFP.

Question 14: What are your projections for the growth of concurrent users of the patient ed applications (clinical and patient users) over the term of the agreement?

Response: UMMC does not have this information.

Question 15: Does the scope of the RFP include Video solutions?

- Interface with EPIC?
- Integrated with Epic Bedside (inpatient prescribed to smart device for delivery at bedside)?
- Integrated with Website, random play?
- Home & Family solution for clinician-prescribed video, comprehensive and interactive multi-media solution?
- Hospital tv/entertainment/edutainment system?

Response:

- a.) The scope of the project includes media, including video, which fully integrate with the Epic Electronic Medical Record.
- b.) The scope of the project includes media which fully integrate with the Epic Electronic Medical Record.
- c.) The scope of the project includes media which fully integrate with the Epic Electronic Medical Record.
- d.) No.
- e.) Patient Education content must be consistent and available across the entire EPIC system as well as within all aspects of the EMR including “My Chart”.
- f.) No.

Question 16: Language needs?

Response: Refer Attachment A: Functional/Technical Requirements, Item 9.3.7.

Question 17: Epic package includes ED, Inpatient, and Ambulatory standard content.

- Does the scope of content include Sports Medicine (physical therapy) and Labs content?

Response: Refer to Attachment A: Functional/Technical Requirements, Item 9.3.3.2.

Question 18: What is the average literacy level of U of MS patients? What are the literacy level needs of content for U of MS patients?

Response: a.) This data is not available.
b.) Refer to Attachment A: Functional/Technical Requirements, Item 9.3.2.

Question 19: Does the scope include patient education content integration with U of MS'...

- Website?
- MyChart?
- Other deliveries for areas not having access to Epic?
- Eg. Librarians, home caregivers

Response: a.) No.
b.) Refer to Attachment A: Functional/Technical Requirements, Item 9.2.3.
c.) This is outside of the scope of the RFP.

Question 20: What care plan solution has U of MS selected for integration with Epic? If not chose, Elsevier offers care plan and order sets solutions, should those solutions be included in RFP? If yes, what are U of MS' requirements?

Response: UMMC is not utilizing a care plan vendor and is not seeking to acquire a care plan solution at this time.

Question 21: What clinical pharmacology solution has U of MS selected for integration with Epic? If not chose, Elsevier offers a clinical pharmacology solution, should this solution be included in RFP? If yes, what are U of MS' requirements

Response: Micromedex is currently used.

Question 22: What are U of MS' Infobutton plans?

Response: If the info button is the same as the Epic reference button then it is a hyperlink to the vendor's content. If the content is located in UMMC's system then it will make suggestions based on the diagnosis or they can search. If the Vendor doesn't allow content to be loaded then UMMC would have to use the button.

Question 23: What readmission reduction initiatives are in place at U of MS?

Response: This is not within the scope of the RFP.

Question 24: What are U of MS' volumes...

Response: For the last twelve months for any facility that has Epic Systems as of 1/6/2013:
The total number of Epic-defined Ambulatory visits* 427, 304
The total number of Epic-defined Inpatient days * 187, 670
The total number of state licensed Beds* 722
Ed visits *110,645
Planned MyChart active profiles* 20,000

Question 25: Epic annual licensed volumes (average ambulatory visit equivalent volume)

- If average ambulatory visit equipment volume is not available, contact your Epic Implementation Coordinator
- Provide licenses Inpatient days, ED visits, Ambulatory visits, planned MyChart active profiles
- Total Beds

Response: a.) **427,304**
b.) **20,000**
c.) **722**

Question 26: Please provide the following metrics to assist with costing:

- a. For the last twelve months for any facility that will have Epic systems installed at 01/06/2013:
- The total number of Epic-defined Ambulatory visits*.
 - ii. The total number of Epic-defined Inpatient days*.
 - iii. The total number of state-licensed Beds
- b. The estimated amount at full deployment of the Epic system at all potential UMMC facilities by the end of the initial term
- i. The total number of Epic-defined Ambulatory visits*.
 - ii. The total number of Epic-defined Inpatient days*.
 - iii. The total number of state-licensed Beds

*Epic-defined is a defined term as listed in the contract between Epic System Corporation and ITS/the University of Mississippi Medical Center.

Response: a.) **427,304**
ii.) **187,670**
iii.) **722**

b.
i.) **600,000**
ii.) **250,000**
iii.) **900**

RFP responses are due October 28, 2013, at 3:00 p.m. (Central Time).

If you have any questions concerning the information above or if we can be of further assistance, please contact Tangela Harrion at 601-432-8112 or via email at Tangela.Harrion@its.ms.gov.

cc: ITS Project File Number 39856