



GEORGIA
HEALTH
INFORMATION
NETWORK

Georgia Health Information Network

Request for Proposals:

1. Replace HIE Platform and Certain Core Services
2. Provide Alert and Notification Services

Issued April 27, 2020

Responses due by 5:00 PM Eastern Daylight Time on Friday, May 22, 2020

SYNOPSIS: Georgia Health Information Network (GaHIN), a 501(c)3 nonprofit designated as Georgia's statewide Health Information Exchange, is soliciting the following:

- Contractor proposals to replace current HIE platform and certain core services: continuously deliver, host, and support query-based health information exchange functionality which serves as the core of the Network; and/or
- Contractor proposals to provide alerting and event notification services driven from a connection to the core query-based exchange. The encounter alerts and notifications proposal may be contained in the response to provide core HIE services or may be a standalone proposal; and/or
- Information on future HIE strategy and advanced data services.

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1. Introduction and Instructions

1.1 Introduction

Georgia Health Information Network (GaHIN) is a 501(c)3 nonprofit designated as Georgia's state-wide Health Information Exchange (HIE). GaHIN is a national HIE leader in providing services and implementing visionary strategies. The HIE platform replacement being solicited is intended to provide the fully hosted and managed infrastructure for GaHIN's next generation of core services, as well as support enhanced and value-added services such as registry reporting, analytics, and medical imaging exchange. In addition, GaHIN anticipates this infrastructure will seamlessly leverage national initiatives such as the eHealth Exchange, Commonwell, and CareQuality in a network of networks environment. This infrastructure will also need to support all 21st Century Cures Act related requirements and rules for GaHIN and its stakeholders including the Georgia Departments of Community Health and Public Health.

1.2 Purpose of the RFPs

GaHIN is soliciting the following:

- Contractor proposals to replace current HIE platform and certain core services: continuously deliver, host, and support query-based health information exchange functionality which serves as the core of the Network; and/or
- Contractor proposals to provide alerting and event notification services driven from a connection to the core query-based exchange. The encounter alerts and notifications proposal may be contained in the response to provide core HIE services or may be a standalone proposal.

More detailed information on the RFPs can be found in Section 3.

1.3 Deadline for Receipt of Proposals

Proposals must be received by email to the Primary Contact listed on the cover page no later than 5:00 PM Eastern Daylight Time on May 22, 2020 following the instructions provided below. Hard copy, mailed, faxed, and oral proposals are not acceptable.

1.4 Minimum Responsiveness

For offers to be considered responsive, offerors must meet the following minimum requirements:

- The offeror must provide two examples of web-based platforms. While not required, we strongly prefer that at least one of these projects feature strong interoperability using Integrating Healthcare into the Enterprise (IHE) profiles. The examples provided must reflect aspects of data security and should show aspects of strong user driven design in a web application. The projects must have been delivered by either a) the offeror itself or, alternatively, b) a teaming partner that is proposed in response to this RFP, or, alternatively, c) any Key Personnel that is being proposed in response to this RFP. In the project summary, be sure to identify how the offeror's team was involved in the

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development.

- The offeror must have experience working with clients using modern software development approaches. These approaches must include cross-functional teams that use human-centered design, build with modern technology stacks, and use an iterative, agile approach to continuously deliver working solutions to their clients;
- The offeror's team must ensure their operations and support are available at times that are consistent with GaHIN's normal business hours (9:00AM–5:00PM Eastern Time).
- Vendor must comply with the 21st Century Cures Act and ONC implementing regulations published on March 9, 2020 including provisions pertaining to information blocking as detailed in 42 CFR Part 171 and relevant health information technology standards mandated in 45 CFR Part 170.

An offeror's failure to meet these minimum requirements may cause the offeror's proposal to be considered non-responsive and the offeror's proposal may be rejected.

1.5 Required Review

Offerors should carefully review this solicitation for defects and questionable or objectionable material. Comments concerning defects and objectionable material must be made in writing and received by email to the Primary Contact listed on the cover page at least ten days before the deadline for receipt of proposals. This will allow time for the issuance of any necessary amendments. It will also help prevent the opening of a defective solicitation and exposure of offeror's proposals upon which award could not be made. Protests based on any omission or error, or on the content of the solicitation, will be disallowed if these faults have not been brought to the attention of the Primary Contact, in writing, at least ten days before the deadline for receipt of proposals.

1.6 Questions Prior to Deadline for Receipt of Proposals

Questions or comments regarding this RFP shall be submitted in writing to the Primary Contact listed on the cover page by email no later than 5:00 PM (Eastern Daylight Time) on May 12, 2020, to allow GaHIN sufficient time to respond. All questions and comments will be publicly available. Please send an email to the Primary Contact if your firm would like updates about changes and comments. Questions or comments received after the required deadline may not be answered.

1.7 Return Instructions

Offerors must submit one electronic copy of their proposal, written in PDF format and not exceeding 10 MB, by email to the Primary Contact listed on the cover page of this RFP. The cost proposal must be submitted with the proposal, as a separate PDF document not exceeding 5 MB, with a file name starting with "Cost Proposal".

Proposals will be acknowledged with a reply by email from the Primary Contact if received by the deadline. An offeror's failure to submit its proposal prior to the deadline will cause the proposal to be disqualified. Late proposals or amendments will not be opened or accepted for evaluation.

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1.8 Proposal Contents

The following information must be included in all proposals:

1) Authorized Signature

All proposals must be signed by an individual authorized to bind the offeror to the provisions of the RFP. Proposals must remain open and valid for at least 90-days from the date set as the deadline for receipt of proposals.

2) Offeror's Certification

By signature on the proposal, offerors certify that they comply with the following:

- a. the laws of the State of Georgia;
- b. related CMS regulations;
- c. the applicable portion of the Federal Civil Rights Act of 1964;
- d. the Equal Employment Opportunity Act and the regulations issued thereunder by the federal government;
- e. the Americans with Disabilities Act of 1990 and the regulations issued thereunder by the federal government;
- f. all terms and conditions set out in this RFP;
- g. a condition that the proposal submitted was independently arrived at, without collusion, under penalty of perjury;
- h. that the offers will remain open and valid for at least 90 days; and
- i. that programs, services, and activities provided to the general public under the resulting contract conform with the Americans with Disabilities Act of 1990, and the regulations issued thereunder by the federal government.

If any offeror fails to comply with [a] through [i] of this paragraph, GaHIN reserves the right to disregard the proposal, terminate the contract, or consider the contractor in default.

3) Vendor Tax ID

A valid Vendor Tax ID must be submitted by email to the Primary Contact with the proposal or within five days of the GaHIN's request.

4) Conflict of Interest

Each proposal shall include a statement indicating whether or not the firm or any individuals working on the contract has a possible conflict of interest (e.g., currently employed by GaHIN or the State of Georgia, or formerly employed by GaHIN or the State of Georgia within the past two years) and, if so, the nature of that conflict. GaHIN's Executive Director reserves the right to consider a proposal non-responsive and reject the submission or cancel the award if any interest disclosed from any source could either give the appearance of a conflict or cause speculation as to the objectivity of the program to be developed by the offeror. The Executive Director's determination regarding any questions of conflict of interest shall be final.

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- 5) Federal Requirements
RESERVED
- 6) Proposal Format and Content required as detailed in Section 4

1.9 Assistance to Offerors with a Disability

Offerors with a disability may receive accommodation regarding the means of communicating this RFP or participating in the procurement process. For more information, contact the Primary Contact listed on the cover page no later than ten days prior to the deadline for receipt of proposals.

1.10 Amendments to Proposals

Amendments to or withdrawals of proposals will only be allowed if acceptable requests are received prior to the deadline that is set for receipt of proposals. No amendments or withdrawals will be accepted after the deadline unless they are in response to a request from GaHIN.

1.11 Amendments to the RFP

If an amendment is issued, it will be provided to all who were provided a copy of the RFP and to those who have registered questions or an intent to respond via email to the Primary Contact.

1.12 RFP Schedule

The RFP schedule set out herein represents GaHIN's best estimate of the schedule that will be followed. If a component of this schedule, such as the deadline for receipt of proposals, is delayed, the rest of the schedule may be shifted by the same number of days.

- Issue RFP on April 27, 2020,
- Deadline for receipt of questions by May 12, 2020,
- Deadline for receipt of proposals and information on May 22, 2020,
- Interviews conducted with qualifying offerors on June 9 - 15, 2020,
- Proposal Evaluation Committee complete evaluation by July 13, 2020,
- GaHIN issues Notice of Intent to Award a contract on July 17, 2020,
- GaHIN issues contract on July 31, 2020.

This RFP does not obligate GaHIN to purchase goods or services. GaHIN's obligation will only commence when the contract is approved by the GaHIN Executive Committee. Upon written notice to the contractor, GaHIN may set a different starting date for the contract. GaHIN will not be responsible for any work done by the contractor, even work done in good faith, if it occurs prior to the contract start date set by GaHIN.

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2. Background Information

2.1 Background Information

Health information exchange (HIE) initiatives within the State of Georgia consist of a network of networks with GaHIN serving in the role of integrator across the alternative competing and complementary services. GaHIN's current state includes a connection with 4 regional HIEs, and GaHIN also acts as the sole HIE gateway to the Georgia Department of Public Health (DPH) by providing access to Public Health (PH) Registries:

- Georgia Registry of Immunization of Transactions & Services (GRITS)
- Syndromic Surveillance
- eLabs Submission
- Alzheimer's Registry (Georgia Alzheimer's Project)
- Birth Defects Registry
- Newborn Registry

GaHIN is closely aligned with the Georgia Department of Community Health (DCH). As part of the alignment with DCH, GaHIN provides connectivity and data services to four Care Management Organizations (CMOs). In addition, GaHIN connects to 3 other state agencies, 5 health systems, 4 states, the Department of Defense and Veteran Affairs, and 3 specialty connections. A full list of GaHIN's connections and its technical details are provided in Appendix A.

The GaHIN product line consists of two principal services, GeorgiaDirect and Georgia ConnectedCare. GeorgiaDirect is a robust service using Direct Secure Messaging (DSM) to connect about 6,500 providers at more than 340 member organizations. The Healthcare Information Service Provider (HISP) for GeorgiaDirect is Health Catalyst (formerly known as Medicity). GaHIN is satisfied with the service provided by Health Catalyst, and DIRECT Secure Messaging does not fall within the scope of this RFP except for integration purposes.

Georgia ConnectedCare is a query-based exchange service operated through contract by IBM Watson Health. The two components of functionality sought by this RFP, Query-based Exchange and Notification Services, are currently provided and supported by IBM Watson Health. IBM has notified GaHIN that these services are falling out of support and IBM is offering a friendly transition for GaHIN to a new vendor or vendors sought by this RFP.

A unique characteristic of GaHIN's operation is that participation/business associate agreements are managed and in conjunction with the vendor/system operator and not with GaHIN. At this time GaHIN does not generally persist or otherwise maintain control of data. Activities are limited to data transmission (pass-through) on a point to point basis. Any data conversion or other treatment of the data is performed by the customer facility or through edge servers operated and controlled by IBM Watson Health.

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3. Scope of Work and Contract Information

3.1 Scope of Work for Query-based Exchange Services

The scope of work for the Query-based Exchange Services contract is for the contractor to continuously deliver federated, query-based Health Information Exchange capabilities through IHE profiles, HL7 v2.x live interfaces, and pre-existing custom APIs for all entities described in Section 2.1 and for all integrations listed in Appendix A. The scope shall also include the following functionality which is tightly coupled to core exchange capabilities:

- Enterprise Master Patient Index (eMPI)
- Web-based Clinical Viewer with:
 - Single Sign On (SSO) integration to provider and State systems
 - Access to CCDs, custom reports and forms e.g. Immunizations
 - Access to Medical Imaging (DICOM)
 - Access to third party reference lab results
 - Access to lab results with intuitive views which plot similar results over time
- Provider Registry compliant with the 21st Century Cures Act for all Medicaid service types (fee-for-service and care management organizations)

The selected vendor will be contractually required for their solution to address interface reconfiguration as parallel processes to the implementation of the infrastructure in order to significantly reduce the total duration of this phase. Specific details and requirements associated with the implementation of the proposed solution are further defined in Section 3.5 Migration and Transition Requirements.

GaHIN values the flexibility in its “network of networks” architecture and is seeking a solution which preserves this flexibility, especially around a limited/appropriate persistence of data strategy by GaHIN as an entity. Offerors should describe the architectural and technical details of how their solutions that support query-based exchange services and distributed data management including Master Person Index.

Offeror’s response shall include a description of the implementation and transition approach, and the associated proposed high-level project plan and implementation timeline. Please describe your company’s demonstrated experience and resources to implement the proposed solution while transitioning the currently provided interfaces and services in parallel. Please provide documentation that supports the design of the proposed solution to include an architecture diagram clearly outlining systems and services, data flows, and components to be provided.

GaHIN requires the Contractor to directly provide all functional, technical, and operations support for all HIE services as well as provide direct customer support to all entities connecting to the Network, as described in Section 3.6 Operations Requirements. GaHIN’s current operating model places participation agreements and business associate agreements between the connecting entities and the Contractor. Offeror may propose a more passive or different role, provided the response clearly delineates the expected roles and responsibilities of both the Offeror and GaHIN.

As a network of networks, a principal strategy of GaHIN is to leverage national initiatives including the eHealth Exchange and CommonWell as well as vendor networks such as Epic’s Care Everywhere. Offerors shall describe how proposed infrastructure supports this in a cost effective

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and timely manner. Integration with the eHealth Exchange and approaches to leverage that infrastructure is of particular significance. The response should include:

- How will GaHIN benefit from this approach?
- What is unique about your approach?
- What other HIEs are currently connecting to the eHealth Exchange through your solutions?
- How do you prevent duplication of records when multiple exchange formats are in production (for example, direct connections vs. Carequality)?

In addition, Offerors shall state how their proposed infrastructure will support evolving services and requirements for HIEs. Offerors shall describe approach, technologies, and any relevant experience handling:

- Scalability in connecting with additional state and other public registries
- Support of data analytics and population health measurement, including integration with population health modules
- Telehealth use cases and supporting functions
- Ability to support new data sources, including patient generated data, and unstructured data such as social determinants
- Patient matching and/or patient attribution solutions which provide value to outside stakeholders
- Advanced integration of exchange services and alerting services, for example through patient encounter and problem data
- Use and leveraging of Application Programming Interfaces including the HL-7 Fast Healthcare Interoperability Resources (FHIR) standard

3.2 Scope of Work for Alert and Notification Services

The scope of work for the Notification Services contract is for the Contractor to continuously deliver Admission, Discharge, Transfer (ADT) care alerting services via real-time IHE interfaces, HL7 ADT messages, through specific provider system integrations, and via web-based services and other traditional channels. Contractor shall provide these services for all care notification integrations listed in Appendix A.

The following alert types are currently in use and must be supported by the Offeror:

- Admit;
- Discharge;
- Transfer;
- Emergency Department encounter; and
- Observations.

Offeror's solution must provide a web-based portal which includes care alert lists and relevant clinical details for the patient in context. The portal must support Single Sign On integration with the Clinical Viewer described in section 4.1, as well as SSO support for Client and State systems. If the Offeror does not provide a web-based portal, they shall describe how they plan to work with the Query-based Exchange vendor to provide visibility and access to alerts to those providers who cannot receive the alerts via integrations.

Offerors shall describe how they intend to implement and support these services, following the

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Operations Requirements detailed in Section 4.6, as well as describing additional alert types and enhanced alerting functionality that their solution provides.

If an Offeror is providing a response only to the Alerting and Notification Services portion of the RFP, the Offeror shall propose roles and responsibilities for how they will coordinate support services with the Query-based Exchange vendor.

The selected vendor will be contractually required to implement their solution in a way that will address interface reconfiguration as parallel implementation processes to the implementation of the infrastructure to significantly reduce the total duration of the implementation. Specific details and requirements associated with the implementation of the proposed solution are further defined in Section 4.5 Migration and Transition Requirements.

Recently, GaHIN's alert and notification services have been experiencing competition from multiple avenues, and GaHIN seeks solutions which serve to bolster participation through unique value to providers and administrators. Of particular note are care management platforms and technologies which are increasingly marketed through provider associations. Offeror shall describe how their solution can leverage direct access to the query-based exchange to improve upon current state services and provide competitive alert and notification services.

Offeror's response shall include a description of the implementation and transition approach, and the associated proposed high-level project plan and implementation timeline. Please describe your company's demonstrated experience and resources to implement the proposed solution while transitioning the currently provided interfaces and services in parallel. Please provide documentation that supports the design of the proposed solution to include an architecture diagram clearly outlining systems and services, data flows, and components to be provided.

3.3 Information on Future HIE Strategy and Advanced Data Services

In addition to proposals, GaHIN seeks information on future HIE strategy and advanced data services which may also be submitted for GaHIN's consideration, following all other prevailing instructions in this RFP. These informational responses may inform GaHIN's future planning and may be included in the formal evaluation process for the Query-based Exchange and Notification Services sought in this RFP, at the discretion of GaHIN.

GaHIN is interested in learning about any new business opportunities, use cases, or value propositions that proposed solutions may provide. Offerors are encouraged to suggest any opportunities and ways in which their solutions can be used to capitalize upon the opportunities.

Informational responses to this section are not bound to the same page limits and response constraints described in this document for the RFP, however GaHIN appreciates information that is succinct and relevant to this request.

Based on the existing services as described in Section 2.1 and the near-future state described in Section 3.1 and 3.2, GaHIN specifically seeks information from qualified respondents on how its services could be expanded in the following areas:

- Advanced Clinical Analytics and Population Health solutions which offer flexibility and

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value in GaHIN's decentralized data model as described;

- Approaches for discriminately maintaining and persisting relevant and useful clinical data to enhance GaHIN's "network-of-networks" approach;
- Master Provider Directory solutions which meet CURES Act and recent rules updates from CMS ONC;
- Solutions providing clinical and population health value and insight from payer claims data, especially where claims and clinical data can be integrated into actionable views;
- Identification and/or isolation of Behavioral Health and other protected classes of data and access control solutions; and
- API queries supporting aggregate statistics and other de-identified data.

3.4 Requirements for All Services

The Contractor shall provide the following services:

Contractor shall review existing research artifacts and conduct additional user research in order to determine user needs so that the contractor can design and deliver interfaces/data views that are most useful.

Contractor shall conduct usability testing and gather feedback from GaHIN staff and end users on an ongoing basis as solutions are explored and software is delivered and incorporate feedback.

Contractor shall ensure that GaHIN end users can get a comprehensive view across encounters/alerts and data types of relevant and useful data in a single search result.

Contractor shall provide GaHIN end users with the ability to refine search results by filtering.

Contractor shall ensure that the search results help GaHIN end users reliably identify potential duplicate patient records.

For organizations not leveraging integrations, Contractor shall ensure that organization's end users can easily get to the view portal from within their existing EHRs or organization portals using Single Sign On (SSO) or current authentication scheme. SAML 2.0 compatibility and compliance is required.

Contractor shall continuously deliver working solutions in a supported production environment on behalf of GaHIN.

Additional requirements:

For integrations, Contractor shall use industry standard, open source specifications that are well supported and documented so that future vendors can contribute more easily. Before any specifications are chosen, the GaHIN product team will evaluate them to determine if they meet these conditions. GaHIN's preferences for exchange and connectivity standards are based on Integrating the Healthcare Enterprise (IHE) Profiles and HL7 v2 messages.

Contractor shall hold a current certification for their proposed solution through the Office of the National Coordinator (ONC) or propose how they will pursue such certification.

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Contractor shall comply with the 21st Century Cures Act including the final rules published on March 9, 2019 by the ONC and CMS including, but not limited to, regulations pertaining to information blocking detailed in 45 CFR Part 171 and relevant health information technology standards in 45 CFR Part 170, as updated by the final rule, including the technical specifications listed below.

Application Programming Interface (API) Standards and Implementation Specifications as described in 45 CFR 170.215 and 45 CFR 170.299 including:

- HL7 Fast Healthcare Interoperability Resources (FHIR) Release 4, Version 4.0.1: R4, October 30, 2019, including Technical Correction #1, November 1, 2019
 - HL7 FHIR US Core Implementation Guide STU 3.1.0, November 6, 2019
 - HL7 SMART Application Launch Framework Implementation Guide Release 1.0.0, November 13, 2018, including mandatory support for the “SMART Core Capabilities”
 - FHIR Bulk Data Access (Flat FHIR) (v. 1.0.0: STU 1), August 22, 2019, including mandatory support for the “group export” “Operation Definition”
 - OpenID Connect Core 1.0, incorporating errata set 1, November 8, 2014
 - ASTM E2147-18 Standard Specifications for Audit and Disclosure Logs for Use in Health Information Systems, approved May 1, 2018
 - CMS Implementation Guide for Quality Reporting Document Architecture Category I Hospital Quality Reporting Implementation Guide for 2019; published May 4, 2018
 - CMS Implementation Guide for Quality Reporting Document Architecture Category III Eligible Clinicians and Eligible Professionals Programs Implementation Guide for 2019; published October 8, 2018
Content exchange standards and implementation specifications for exchanging electronic health information as mandated in 45 CFR 170.205 and 45 CFR 170.299, including:
 - HL7® CDA® R2 Implementation Guide: C-CDA Templates for Clinical Notes R2.1 Companion Guide, Release 2-US Realm, October 2019
 - SCRIPT Standard, Implementation Guide, Version 2017071 (Approval Date for ANSI: July 28, 2017)
 - CMS Implementation Guide for Quality Reporting Document Architecture Category I Hospital Quality Reporting Implementation Guide for 2019; published May 4, 2018
 - CMS Implementation Guide for Quality Reporting Document Architecture Category III Eligible Clinicians and Eligible Professionals Programs Implementation Guide for 2019; published October 8, 2018
United States Core Data for Interoperability as mandated in 45 CFR 170.213 and 45 CFR 170.299, including:
 - United States Core Data for Interoperability (USCDI), Version 1, February 2020, IBR approved for § 170.213; available at <https://www.healthit.gov/USCDI>
- Application Programming Interface (API) Standards and Implementation Specifications as described in 45 CFR 170.215 and 45 CFR 170.299 including:
- HL7 Fast Healthcare Interoperability Resources (FHIR) Release 4, Version 4.0.1: R4, October 30, 2019, including Technical Correction #1, November 1, 2019
 - HL7 FHIR US Core Implementation Guide STU 3.1.0, November 6, 2019
 - HL7 SMART Application Launch Framework Implementation Guide Release 1.0.0, November 13, 2018, including mandatory support for the “SMART Core Capabilities”

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- FHIR Bulk Data Access (Flat FHIR) (v. 1.0.0: STU 1), August 22, 2019, including mandatory support for the “group export” “Operation Definition”
- OpenID Connect Core 1.0, incorporating errata set 1, November 8, 2014
- ASTM E2147-18 Standard Specifications for Audit and Disclosure Logs for Use in Health Information Systems, approved May 1, 2018

Contractor shall abide by best practices around unit and integration testing for both front-end and back-end components.

Contractor shall ensure the design aligns with modular product design strategy from the beginning so that future vendors can integrate more easily with the overall experience.

Contractor shall ensure pages load efficiently across geographies and display/function properly on different device types and using various modern and necessary browsers.

APIs written from scratch will not be permitted unless Contractor can demonstrate that no open, industry standard alternative is available. Custom APIs shall be approved by GaHIN technical staff and in compliance with connecting vendor’s standards for data access and any other required approvals.

Implementation work will be conducted in two-week sprints and reviewed at the end of each sprint for acceptability before moving on.

Contractor shall ensure that system documentation is as automated as possible so that it does not have to be updated manually.

Contractor shall work with GaHIN to ensure that support and operations teams are trained.

Contractor shall provide hosting and take responsibility for day-to-day operations of the solution, including all operational tasks required to meet Service Level Agreements (SLAs) which will be negotiated with the apparently successful vendor during contract award.

3.5 Project Management Requirements

Project Management

The contractor shall provide a Project Manager point of contact for the GaHIN product team for problem resolution, Program Management reporting in accordance with Program Management methodologies, and staffing requirements. Sprint plans will be developed collaboratively with the GaHIN product team.

Impact Reports

The contractor shall be responsible for providing notification to the GaHIN product team when there are activities or issues outside of the contractor’s control, which directly impact the contractor’s performance. This notification shall be provided in writing or via email within 24 hours of the anticipated or known impact.

Status Reports

- The contractor shall be responsible for providing weekly project status reports to the GaHIN product team. The report will be in a format agreed upon by GaHIN and the contractor during project initiation.

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Daily Operations

Daily operations will be managed by the contractor's project manager but coordinated to and communicated with the GaHIN product team. They may include:

- Daily standup via video
- Chat operations via collaboration platform
- Manage and update user stories + workflow tasks in shared project management platform

3.6 Migration and Transition Requirements

Migration Requirements

GaHIN operates a functional, in-production health information exchange. The Contractor shall migrate all existing production and in-development interfaces, integrations, and services in parallel where possible, and in all cases with minimal downtime and impact to GaHIN's business. Offerors shall provide a description and project plan of how they intend to accomplish this as requested in the Scope of Work.

Migration services shall include but not be limited to the following interfaces and integrations with participants, as fully described in Appendix A:

- Fifteen (15) bidirectional, real-time IHE Standards based connections to state agencies, health systems, and regional HIEs;
- Seven (7) real-time incoming HL7 feeds from regional health systems, diagnostics providers, and State Medicaid claims;
- Seven (7) eHealth Exchange cross-community real-time IHE interfaces with regional and federal HIEs;
- Ten (10) real-time care alert integrations via HL7 for Georgia regional care management organizations and HIEs;
- Eight (8) single-sign-on integrations with state agencies, care management organizations, and regional HIEs providing seamless access to the Web-based Clinical Viewer;
- Various custom API and flat file interfaces providing connections with State public health registries

If an Offeror is providing a response only to the Alerting and Notification Services portion of the RFP, the Offeror shall propose roles and responsibilities for how they will coordinate with the Query-based Exchange vendor pertaining to interfaces and integrations.

Transition Requirements

At all phases of the contract, the Contractor shall:

- a) Ensure and agree that all deliverables, designs, data, documentation, tests, user research notes, configuration settings and files, and materials developed throughout this contract will be the property of GaHIN and in the public domain.
- b) Ensure and agree that GaHIN have full visibility to all interfaces and integrations, and full access to all data, including but not limited to view access to integration dashboards, and pushes to a GaHIN designated format and target outside of the Contractor's control.
- c) During the transition to GaHIN and/or a new contractor, the Contractor shall perform all necessary transition activities, including, but not limited to, continued full services to GaHIN; participation, at discretion of GaHIN product team, in meetings with GaHIN or new contractor to effect a smooth transition and provide detailed information on the operation of all

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deliverables; training of new personnel (contractor or GaHIN) during transition period, appropriate close-out of outstanding technical and related work.

- d) Deliver a final report that shall include list of sprint tasks completed and documentation. Should the Contract be terminated prior to the end of the period of performance, the Contractor shall transfer all project materials to GaHIN within two weeks of GaHIN's request.

3.7 Operations Requirements

GaHIN requires Contractor(s) to operate and support all aspects of their proposed Solution, including but not limited to:

- Implementation Support
 - Planning and Specification;
 - VPN Deployment;
 - Interface and Integration Development;
 - Data Validation (Test);
 - Transition to Production;
 - Production Data Validation;
 - Transition to Support
- General Operations Support
 - Help Desk for connecting GaHIN members including definitions of each level of support and associated processes; downtime and maintenance notification framework
 - Maintenance of Master Person Index (MPI) services and tools including managing unidentified results, duplicate patient accounts, patient merge and unmerge, and fine-tuning patient matching algorithms;
 - User Administration including appropriate role-based access to all systems required to deliver functionality required, and the ability to delegate user management capabilities to GaHIN where appropriate
 - Audit/Security monitoring and reporting including tools to monitor, audit, and report user and administrator access, and tools to identify and report potential breaches of patient information
 - Security and privacy program including processes for HIPAA compliance with handling of electronic health information

Offerors shall describe in detail in their response how they will address these operations and support requirements, including planned roles and responsibilities. If Offeror objects to providing comprehensive support and operations of the Solution, they must outline their exceptions in detail in their response, including proposed roles and responsibilities for both the Offeror and GaHIN to meet the requirements.

3.8 Personnel

GaHIN envisions the need for the following skillsets as part of the Contractors' team:

- Project manager
- Technical lead
- Developers (Front-end, Back-end or full stack)
- Onboarding specialists
- User experience designer

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- Visual designer
- Scrum Master (or equivalent)

Desired Skills and Knowledge

The Contractor team shall have knowledge and skills in the following areas:

Healthcare Information Technology:

- Implementation, operations, and support of health information exchange systems and capabilities
- Experience working with HIT APIs and using / building IHE APIs
- Familiarity with provider electronic health record (EHR) systems including HL7 interfaces
- Experience with emerging standards and frameworks including Fast Healthcare Information Resources (FHIR), US Core Data for Interoperability, and requirements of the 21st Century Cures Act.

General Technology:

- Responsive design
- Service-based architecture
- Automated unit and integration testing
- Continuous integration and continuous delivery
- Standards listed in Section 3.02

Key Personnel

The following requirements related to personnel must be met:

- a) The Contractor shall assign to perform this contract those persons whose résumés are submitted with its quotation and who are identified in the Contractor's quotation as Key Personnel.
- b) At a minimum, a Project Manager and a Technical Lead must be identified and designated as Key Personnel.

The Project Manager will be a direct liaison to the GaHIN product team. The Project Manager is responsible for the supervision and management of the Contractor's personnel, technical assistance, and interface. Desired skills/experience for the Project Manager include:

- Experience in health information technology leadership.
- Ability to rapidly prioritize competing requirements.
- Ability to understand and simplify customer requirements.
- Ability to communicate end user feedback to technical and design leads.
- Strong communication skills.
- Proven knowledge of industry standards.

The Technical Lead must have a full understanding of the technical approach discussed in the proposal / interview and is responsible for ensuring that the contractor follows the proposed approach.

3.9 Contract Term and Work Schedule

The length of the contract will be from the date of award, approximately July 31, 2020 for approximately 2 months until completion, approximately September 30, 2020.

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3.10 Deliverables and Contract Type

Implementation

Offeror shall outline phases for payment based on their proposed implementation project plan, including opportunity for GaHIN review and approval of architectural and design documents for each phase. Each phase shall consist of no more than one (1) calendar month of implementation activities. Scoring preference will be given to vendors who outline their implementation plan using agile methodologies with implementation sprints that consist of no more than two (2) calendar weeks each.

All periodic reports and supporting documentation shall be inspected, tested (where applicable), reviewed, and accepted by the GaHIN product team, prior to phase conclusion and deployment to staging and production environments. Only the GaHIN product team has the authority to inspect, accept, or reject documentation delivered in support of the phase. Payment for the phase is conditional upon acceptance of documentation and satisfactory testing of work performed.

The Contractor shall consult with the GaHIN product team to determine what is appropriate, effective, and essential for system documentation. GaHIN requires at a minimum that the contractor will generate comprehensive and complete documentation through automated means (version control systems) and as appropriate in separate documentation including but not limited to architectural and design artifacts based on each implementation phase.

Operations

Offeror shall propose a monthly rate for the entire scope of operation of their solution, including all interfaces, support, operations, and business agreements with partners as described in Section 3 and Appendix A. This rate shall be valid for thirty-six (36) consecutive months following the completion of implementation. GaHIN may pursue contract options of differing lengths during the negotiation process at its discretion.

All constraints and expectations applied to the implementation phases shall apply during changes to the production solution, including the expectation of GaHIN review and approval of architectural and design documents prior to release of changes to the production environment.

3.11 Proposed Payment Procedures

GaHIN will make payments based on a negotiated payment schedule as described above in Section 3.10 Deliverables and Contract Type. Each billing must consist of an invoice and progress report. No payment will be made until the progress report and invoice has been approved by the project director.

3.12 Contract Payment

No payment will be made until the contract is approved by the Chief Executive Officer. Under no conditions will GaHIN be liable for the payment of any interest charges associated with the cost of the contract.

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As a 501(c)3 nonprofit, GaHIN is not responsible for and will not pay local, state, or federal taxes. All costs associated with the contract must be stated in U.S. currency.

3.13 Location of Work

The location(s) the work is to be performed, completed and managed is at the discretion of the contractor.

Travel to Georgia is anticipated for the purposes of user research and stakeholder meetings. Travel shall be billed and reimbursed in accordance with the Federal Travel Regulation. All travel must be pre-approved in writing by the Project Director. Travel shall not to be charged as other direct costs (ODC).

By signature on their proposal, the offeror certifies that all services provided under this contract by the contractor and all subcontractors shall be performed in the United States.

If the offeror cannot certify that all work will be performed in the United States, the offeror must contact the Primary Contact listed on the cover page in writing to request a waiver at least 10 days prior to the deadline for receipt of proposals.

The request must include a detailed description of the portion of work that will be performed outside the United States, where, by whom, and the reason the waiver is necessary.

Failure to comply with these requirements may cause GaHIN to reject the proposal as non-responsive or cancel the contract.

3.14 Subcontractors

Subcontractors may be used to perform work under this contract. If an offeror intends to use subcontractors, the offeror must identify in the proposal the names of the subcontractors and the portions of the work the subcontractors will perform.

Subcontractor experience shall be considered in determining whether the offeror meets the requirements set forth in Section 1.04 - Minimum Responsiveness

If a proposal with subcontractors is selected, the offeror must provide the following information concerning each prospective subcontractor within five working days from the date of the GaHIN's request:

- complete name of the subcontractor;
- complete address of the subcontractor;
- type of work the subcontractor will be performing;
- percentage of work the subcontractor will be providing;
- evidence that the subcontractor holds a valid U.S. business license; and
- a written statement signed by each proposed subcontractor that clearly verifies that the subcontractor is committed to render the services required by the contract.

An offeror's failure to provide this information, within the time set, may cause GaHIN to consider their proposal non-responsive and reject it. The substitution of one subcontractor for another may be made only at the discretion and prior written approval of the project director.

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3.15 Joint Ventures

Joint ventures will not be permitted.

3.16 Contract Personnel

Any change to the key personnel, as identified during project kick-off, must be approved, in advance and in writing, by the project director. Personnel changes that are not approved by GaHIN may be grounds for GaHIN to terminate the contract.

3.17 Inspection & Modification

The contractor is responsible for the completion of all work set out in the contract. All work is subject to inspection, evaluation, and approval by the project director.

3.18 Contract Changes – Unanticipated Amendments

During the course of this contract, the contractor may be required to perform additional work. That work will be within the general scope of the initial contract. When additional work is required, the project director will provide the contractor a written description of the additional work and request the contractor to submit a firm time schedule for accomplishing the additional work and a firm price for the additional work.

The contractor will not commence additional work until the project director has secured any required approvals necessary for the amendment and issued a written contract amendment, approved by GaHIN's Executive Director.

3.19 Nondisclosure and Confidentiality

Contractor agrees that all confidential information shall be used only for purposes of providing the deliverables and performing the services specified herein and shall not disseminate or allow dissemination of confidential information except as provided for in this section. The contractor shall hold as confidential and will use reasonable care (including both facility physical security and electronic security) to prevent unauthorized access by, storage, disclosure, publication, dissemination to and/or use by third parties of, the confidential information. "Reasonable care" means compliance by the contractor with all applicable federal and state law, including the Social Security Act and HIPAA. The contractor must promptly notify GaHIN in writing if it becomes aware of any storage, disclosure, loss, unauthorized access to or use of the confidential information.

Confidential information, as used herein, means any data, files, software, information or materials (whether prepared by GaHIN or its agents or advisors) in oral, electronic, tangible or intangible form and however stored, compiled or memorialized that is classified confidential as defined by GaHIN classification and categorization guidelines provided to the contractor or a contractor agent or otherwise made available to the contractor or a contractor agent in connection with this contract, or acquired, obtained or learned by the contractor or a contractor agent in the performance of this contract. Examples of confidential information include, but are not limited to: technology infrastructure, architecture, financial data, trade secrets, equipment specifications,

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user lists, passwords, research data, and technology data (infrastructure, architecture, operating systems, security tools, IP addresses, etc).

If confidential information is requested to be disclosed by the contractor pursuant to a request received by a third party and such disclosure of the confidential information is required under applicable state or federal law, regulation, governmental or regulatory authority, the contractor may disclose the confidential information after providing GaHIN with written notice of the requested disclosure (to the extent such notice to GaHIN is permitted by applicable law) and giving GaHIN opportunity to review the request. If the contractor receives no objection from GaHIN, it may release the confidential information within 30 days. Notice of the requested disclosure of confidential information by the contractor must be provided to GaHIN within a reasonable time after the contractor's receipt of notice of the requested disclosure and, upon request of GaHIN, shall seek to obtain legal protection from the release of the confidential information.

The following information shall not be considered confidential information: information previously known to be public information when received from the other party; information freely available to the general public; information which now is or hereafter becomes publicly known by other than a breach of confidentiality hereof; or information which is disclosed by a party pursuant to subpoena or other legal process and which as a result becomes lawfully obtainable by the general public.

3.20 Insurance Requirements

The successful offeror must provide proof of workers' compensation insurance prior to contract approval. Policies must meet the statutory limits established by the General Assembly of the State of Georgia as well as include Employer's Liability Limits of:

- Bodily Injury by Accident - \$100,000/employee
- Bodily Injury by Disease - \$100,000/employee
- Policy Limits - \$500,000

The successful offeror must secure the commercial, professional and cyber insurance coverage required by GaHIN as follows:

- Commercial General Liability Policy(ies)
 - General Aggregate including Products & Completed Operations - \$2,000,000
 - Each Occurrence - \$2,000,000
 - Aggregate Limit - \$3,000,000
- Automobile Liability
 - Combined Single Limit - \$1,000,000
- Professional Liability - \$1,000,000
- Cyber Insurance, including data breach coverage
 - Per Occurrence for any single claimant - \$2,500,000
 - Per Occurrence for multiple claimants - \$5,000,000

An offeror's failure to provide evidence of such insurance coverage is a material breach and grounds for withdrawal of the award or termination of the contract. No alteration of these requirements will be permitted without prior written approval from GaHIN. Objections to any of the requirements must be set out in the offeror's proposal.

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3.21 Cybersecurity Requirements

The successful offeror must perform and complete a cybersecurity risk assessment at their own cost or provide sufficient evidence of a risk assessment performed within the last 12 months, prior to production go-live. Mitigation of material deficiencies shall be contractually required.

3.22 Termination for Default

If the project director determines that the contractor has refused to perform the work or has failed to perform the work with such diligence as to ensure its timely and accurate completion, GaHIN may, by providing written notice to the contractor, terminate the contractor's right to proceed with part or all of the remaining work.

This clause does not restrict GaHIN's termination rights under any other clause of this RFP or its resultant contract.

3.23 Data Rights and Ownership of Deliverables

It is GaHIN's intent that any data created or persisted as a result of the work performed under this contract will be the property of GaHIN and must be available as outlined in Section 3.6 Transition Requirements. Deliverables and custom development produced as a result of the work performed under this contract will be the property of GaHIN.

4. Proposal Format and Content

4.1 Proposal Format

GaHIN discourages overly lengthy and costly proposals, with proposals of thirty (30) or fewer pages encouraged except where noted. In order for GaHIN to evaluate proposals fairly and completely, offerors must follow the format set out in this RFP and provide all information requested.

4.2 Introduction

Proposals must include the complete name and address of offeror's firm and the name, mailing address, telephone number, and email address of the person GaHIN should contact regarding the proposal.

Proposals must confirm that the offeror will comply with all provisions in this RFP. Proposals must be signed by a company officer empowered to bind the company. An offeror's failure to include these items in the proposals may cause the proposal to be determined to be non-responsive and the proposal may be rejected. See Section 1.08 Proposal Contents for more information. Introduction is included as part of your page limitation.

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4.3 Overview of Proposed Solution

Proposals must include a summary overview of the solution being proposed. It shall include how the Offeror will satisfy the requirements of this RFP technically and financially. The overview shall provide a general understanding of the proposed solution and how it will satisfy the requirements in this RFP.

4.4 Financial Overview

Proposals must include an audited financial statement (Profit & Loss) for a minimum of the most recently completed fiscal year. All financial penalties and liquidated damages in the last 5 years must be disclosed, or a statement included affirming that there have been no financial penalties or liquidated damages.

4.5 Technical Understanding and Approach

Succinctly describe level of knowledge, technical expertise and overall understanding of the requirements as set forth in Section 3 Scope of Work and Contract Information. This is also an opportunity to discuss any risks or opportunities associated with the Technology Services discussed in the Information Technology Requirements.

Technical understanding and approach description is included as part of your page limitation.

4.6 Project Management Approach

Offerors should discuss the following areas of their project management approach:

- i. Project Coordination - Describe how you would work with the GaHIN product team to populate backlog, prioritize, estimate and schedule sprints. Offerors should also describe how you would coordinate the agile ceremonies with the GaHIN Team.
- ii. Risk Management - Discuss how the identification, classification, mitigation and documentation of risks would be addressed.
- iii. Integrated Change Control – Discuss how you will manage changes based on an integrated change control system (i.e. weighing change against scope, schedule and cost).
- iv. Issue Management - Discuss how issues will be identified, addressed or escalated as needed.
- v. Testing - Describe your philosophy on testing, and how you would work with the GaHIN product team to integrate into the shared devops and continuous integration (CI) pipeline. Describe how you envision incorporating user testing, and how you would align this with the CI activities.
- vi. Research - Describe an overview of your research process and how that will tie in with other delivery activities.
- vii. Tools and Workflow – Describe overall project management workflow and provide a list of specific tools and technologies you intend to use to support project management

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functions.

Project Management Approach is included as part of your page limitation.

4.7 Approach to User Interface and User Experience Design

Proposals must contain information that describes how you will perform user experience and user interface design as a part of the overall user research. The proposal should also contain information about how this research will be translated into relevant user stories and ultimately into working software.

Approach to User Interface and User Experience Design is included as part of your page limitation.

4.8 Staffing Plan

Provide a Staffing Plan that describes your understanding of the requirements and details the number of personnel by skill level/labor category needed to satisfy the objectives and requirements in Section 3 Scope of Work & Contract Information. The Staffing plan is included as part of your page limitation. Resumes and letters of intent are not included as part of your page limitation.

At a minimum, provide:

- i. Description of your staffing methodology based on your understanding of the requirements;
- ii. A breakdown of labor categories, including the title, number of personnel, and hours; and
- iii. A list of Key Personnel by name, title, contact information, proposed duties and roles, and resumes for each proposed Key Personnel in accordance with Section 3.05 Personnel. Resumes should include a description of the experience and capability for all Key Personnel proposed for the offeror's project team. Resumes should also address the individual's technical background, education, work experience, and accomplishments related to the activities described in this RFP. The proposal of any key personnel not currently employed by the offeror or teaming partners shall be accompanied by letters of intent signed by proposed Key Personnel.

4.9 Project Timeline

The offeror must provide a monthly high-level project plan that concludes with the entire solution up and fully functional by 9/30/2020 or as close to this date as possible providing the reasons why they would not be able to meet this timeline.

4.10 Similar Experience and Qualifications

The offeror must provide three examples of web-based platforms. While not required, we strongly prefer that at least two of these projects feature strong interoperability using Integrating Healthcare into the Enterprise (IHE) profiles. The examples provided must reflect aspects of data

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security and should show aspects of strong user driven design in a web application. The projects must have been delivered by either a) the offeror itself or, alternatively, b) a teaming partner that is proposed in response to this RFP, or, alternatively, c) any Key Personnel that is being proposed in response to this RFP. In the project summary, be sure to identify how the offeror's team was involved in the development.

Reference information must include:

1. Name and address of customer, organization, or state agency
2. Contact person, title, current phone, address, and e-mail address, and person's role in the product deployment
3. Date of installation and project completion
4. Number of providers, interfaces size and scale
5. Level of interface complexity delivered

The project(s) submitted for Similar Experience is included as part of your page limitation. Screenshots with descriptions of key functionality included in an Appendix are encouraged and are not included as part of your page limitation.

4.11 Verbal Presentation

Responsive offerors will be invited to participate in a verbal presentation to be evaluated. The verbal presentation will consist of an unstructured question and answer session. The entire verbal presentation will take place remotely via video chat and/or teleconference.

Agenda

1. Introductions (Approx. 15 minutes)
2. Open Functional and Technical Session for Query-based Exchange Responses (75 minutes)
3. Open Functional and Technical Session for Alert and Notification Services (45 minutes)
4. Closing Remarks (15 minutes)

During the Open Functional and Technical Sessions, the Offeror will respond to GaHIN's questions related to the functional and technical aspects of the Offeror's proposal for each Scope of Work the Offeror is responding to. Offerors will not be able to use or present slides, graphs, charts or any other written presentation materials, including handouts.

Introductions will be used solely for introducing team member's names and roles on both the Government and vendor teams. Time for introductions will not be allocated to business development purposes.

Although the functional and technical factors are identified in the RFP, the core questions are not listed there. Offerors must be prepared to answer questions about the functional and technical aspects of their proposal. The goal of these presentations is to assess the abilities of the proposed Key Personnel and further elaborate on their proposed approach described in their written proposal to accomplish the objectives of this Project.

This part of the verbal presentations will not exceed 60 minutes. The Primary Contact will strictly enforce this time limit on all presentations. There will be no follow-up session for further questions after this part of the presentation.

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Presentation date and time

GaHIN will schedule the date and time of the verbal presentations with each Offeror after the solicitation closing date and receiving each Offeror's quote submission. GaHIN reserves the right to reschedule any Offeror's verbal presentations date at the discretion of the Primary Contact.

Presentation location

Verbal Presentations will take place via video chat, though audio may be substituted as needed. GaHIN will coordinate and set up the meeting space accordingly (providing dial-in information or links using a tool such as WebEx or Zoom).

Presentation participants

Proposed Key Personnel must participate in the verbal presentation. Otherwise, the Offeror will be considered non-responsive and excluded from further consideration.

Offerors may include as many participants as are necessary. Offerors should note that GaHIN will be asking functional and technical questions during the verbal presentation. Participants will also be asked questions related to project management (section 4.04).

All proposed Key Personnel currently employed by the Offeror or its teaming partners must attend the session - GaHIN is most interested in hearing from staff who will have a direct role in completing the tasks.

After the presentations, vendors must email the meeting organizers the names of everyone who attended.

4.12 Cost Proposal

The quoted pricing for the proposed solution will be a significant factor in determining vendor selection. Pricing must be comprehensive and include all services associated with a comprehensive solution. Quoted pricing must reflect the total implementation and operating costs, and for implementation, shall be broken into phases described in Section 3.10 Deliverables and Contract Type.

4.13 Evaluation Criteria

All proposals will be reviewed to determine if they are responsive. Proposals determined to be responsive will be evaluated using the criterion that is set out in Section 5 Evaluation Criteria and Contractor Selection.

An evaluation may not be based on discrimination due to the race, religion, color, national origin, sex, age, marital status, pregnancy, parenthood, disability, or political affiliation of the offeror.

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5. Evaluation Criteria and Contractor Selection

5.1 Technical Understanding and Approach (10%)

GaHIN will evaluate the offeror's technical approach: level of knowledge, technical expertise, and overall understanding of the requirement. GaHIN will also evaluate the offeror's skills with Health Information Exchange and/or Notification Services development and solution operations.

5.2 Project Management Approach (5%)

GaHIN will evaluate the offeror's approach to project coordination, risk management, issue management, User testing, and user research coordination.

5.3 Approach to User Interface and User Experience Design (5%)

GaHIN will evaluate the offeror's approach to user interface and user experience as they relate to the creation of user stories and delivery of working software.

5.4 Staffing Plan (5%)

GaHIN will evaluate the offeror's proposed staffing methodology and skill levels/labor categories as well as the availability and relevant work experience demonstrated by Key Personnel.

5.5 Similar Experience and Future Strategy (15%)

GaHIN will evaluate the offeror's experience in performing projects of similar scope and complexity. GaHIN will evaluate the offeror's experience with development of health information exchange and/or clinical alerting and notification services, as well as their vision and concept of best practices, services, and programs to make GaHIN competitive and sustainable.

5.6 Verbal Presentation (30%)

GaHIN will evaluate the offeror's response to questions regarding the functional and technical aspects of the proposal as discussed during the verbal presentation.

5.7 Contract Cost (30%)

The lowest cost proposal will receive the maximum number of points allocated to cost. The point allocations for cost on the other proposals will be determined through the method set out in Section 6.14 Formula Used to Convert Cost to Points.

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6. General Process Information

6.1 Informal Debriefing

When contract negotiations are completed, an informal offeror debriefing may be performed by request to the Primary Contact and at the discretion of GaHIN. If performed, the debriefing will be with an individual offeror and the scope of the debriefing will be limited to the offeror's proposal and any alternative proposals submitted.

6.2 Georgia Business License and Other Required Licenses

Prior to the execution of a contract, the apparently successful offeror must hold a valid Georgia business license and any other necessary applicable professional licenses required by Georgia statute. You are not required to hold these licenses at the time proposals are submitted.

6.3 Clarification of Offers

In order to determine if a proposal is reasonably susceptible for award, communications by the Primary Contact or the proposal evaluation committee are permitted with an offeror to clarify uncertainties or eliminate confusion concerning the contents of a proposal. Clarifications may not result in a material or substantive change to the proposal. The evaluation by the Primary Contact or the Proposal Evaluation Committee may be adjusted as a result of a clarification under this section.

6.4 Discussions with Offerors

GaHIN may conduct discussions with offerors at its discretion. The purpose of these discussions will be to ensure full understanding of the requirements of the RFP and proposal. Discussions will be limited to specific sections of the RFP or proposal identified by GaHIN. Discussions will only be held with offerors who have submitted a proposal deemed reasonably susceptible for award. Discussions, if held, will be after initial evaluation of proposals by the Primary Contact or the Proposal Evaluation Committee. If modifications are made as a result of these discussions they will be put in writing. Following discussions, the Primary Contact may set a time for best and final proposal submissions from those offerors with whom discussions were held. Proposals may be reevaluated after receipt of best and final proposal submissions.

If an offeror does not submit a best and final proposal or a notice of withdrawal, the offeror's immediate previous proposal is considered the offeror's best and final proposal.

Offerors with a disability needing accommodation should contact the Primary Contact listed on the cover page prior to the date set for discussions so that reasonable accommodation can be made. Any oral modification of a proposal must be reduced to writing by the offeror.

6.5 Evaluation of Proposals

A Proposal Evaluation Committee consisting of GaHIN staff, board members, and contractors will evaluate proposals. The evaluation will be based solely on the evaluation factors set out in Section 5 Evaluation Criteria and Contractor Selection.

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After receipt of proposals, if there is a need for any substantial clarification or material change in the RFP, an amendment will be issued. The amendment will incorporate the clarification or change, and a new date and time established for new or amended proposals. Evaluations may be adjusted as a result of receiving new or amended proposals.

6.6 Contract Negotiation

After final evaluation, GaHIN may negotiate with the offeror of the highest-ranked proposal. Negotiations, if held, shall be within the scope of the request for proposals and limited to those items which would not influence the ranking of proposals. If the highest-ranked offeror fails to provide necessary information for negotiations in a timely manner, or fails to negotiate in good faith, GaHIN may terminate negotiations and negotiate with the offeror of the next highest-ranked proposal.

6.7 Failure to Negotiate

If the selected offeror

- fails to provide the information required to begin negotiations in a timely manner; or
- fails to negotiate in good faith; or
- indicates they cannot perform the contract within the budgeted funds available for the project; or
- if the offeror and GaHIN, after a good faith effort, simply cannot come to terms, GaHIN may terminate negotiations with the offeror initially selected and commence negotiations with the next highest ranked offeror.

6.8 Offeror Notification of Selection

After the completion of contract negotiation, the procurement officer will issue a written Notice of Intent to Award (NIA) and send copies to all offerors. The NIA will set out the names of all offerors and identify the proposal selected for award.

6.9 Formula Used to Convert Cost to Points

The lowest cost proposal will receive the maximum number of points allocated to cost. The point allocations for cost on the other proposals will be determined using the formula:

$$\frac{[(\text{Price of Lowest Cost Proposal}) \times (\text{Maximum Points for Cost})] \div (\text{Cost of Each Higher Priced Proposal})$$

7. General Legal Information

7.1 Proposal as a Part of the Contract

Part or all of this RFP and the successful proposal may be incorporated into the contract.

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7.2 Additional Terms and Conditions

GaHIN reserves the right to add terms and conditions during contract negotiations. These terms and conditions will be within the scope of the RFP and will not affect the proposal evaluations.

7.3 Right of Rejection

Offerors must comply with all of the terms of the RFP and all applicable local, state, and federal laws, codes, and regulations. GaHIN may reject any proposal that does not comply with all of the material and substantial terms, conditions, and performance requirements of the RFP.

Offerors may not qualify the proposal nor restrict the rights of GaHIN. If an offeror does so, GaHIN may determine the proposal to be a non-responsive counter-offer and the proposal may be rejected.

Minor informalities that:

- do not affect responsiveness;
- are merely a matter of form or format;
- do not change the relative standing or otherwise prejudice other offers;
- do not change the meaning or scope of the RFP;
- are trivial, negligible, or immaterial in nature;
- do not reflect a material change in the work; or
- do not constitute a substantial reservation against a requirement or provision;

may be waived by the Procurement Evaluation Committee.

GaHIN reserves the right to refrain from making an award if it determines that to be in its best interest.

7.4 Not Responsible for Preparation Costs

GaHIN will not pay any cost associated with the preparation, submittal, presentation, or evaluation of any proposal.

7.5 Disclosure of Proposal Contents

All proposals and other material submitted become the property of GaHIN and may be returned only at GaHIN's option. All proposal information, including detailed price and cost information, will be held in confidence during the evaluation process and prior to the time a Notice of Intent to Award is issued. Thereafter, proposals will become public information.

Trade secrets and other proprietary data contained in proposals may be held confidential if the offeror requests, in writing, that GaHIN does so, and if GaHIN agrees, in writing, to do so. The offeror's request must be included with the proposal, must clearly identify the information they wish to be held confidential, and include a statement that sets out the reasons for confidentiality. Unless GaHIN agrees in writing to hold the requested information confidential, that information will also become public after the Notice of Intent to Award is issued.

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7.6 Assignments

The Contractor may not transfer or assign any portion of the contract without prior written approval from GaHIN.

7.7 Disputes

A contract resulting from this RFP is governed by the laws of the State of Georgia. If the contractor has a claim arising in connection with the agreement that it cannot resolve with GaHIN by mutual agreement, it shall pursue the claim, if at all, only in the Superior Court of Fulton County, Georgia and not elsewhere.

7.8 Severability

If any provision of the contract or agreement is declared by a court to be illegal or in conflict with any law, the validity of the remaining terms and provisions will not be affected; and, the rights and obligations of the parties will be construed and enforced as if the contract did not contain the particular provision held to be invalid.

7.9 Supplemental Terms and Conditions

Proposals must comply with Section 1.12 Right of Rejection. However, if GaHIN fails to identify or detect supplemental terms or conditions that conflict with those contained in this RFP or that diminish GaHIN's rights under any contract resulting from the RFP, the term(s) or condition(s) will be considered null and void. After award of contract:

- if conflict arises between a supplemental term or condition included in the proposal and a term or condition of the RFP, the term or condition of the RFP will prevail; and
- if GaHIN's rights would be diminished as a result of application of a supplemental term or condition included in the proposal, the supplemental term or condition will be considered null and void.

7.10 Contract Invalidation

If any provision of this contract is found to be invalid, such invalidation will not be construed to invalidate the entire contract.

7.11 Section 508 Compliance

The contractor shall support GaHIN and by proxy the State of Georgia in its conformance with Section 508 throughout the development and implementation of the work to be performed.

Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d) requires that when Federal agencies develop, procure, maintain, or use electronic information technology, Federal employees with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who do not have disabilities, unless an undue burden would be imposed on the agency. Section 508 also requires that individuals with disabilities, who

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are members of the public seeking information or services from a Federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

Section 508 compliance is also a requirement for entities receiving Medicaid funding to support technology projects, such as GaHIN.

The following standard is applicable for compliance:

1194.22 Web-based Intranet and Internet Information and Applications.

The contractor should review the following websites for additional 508 information:

<https://www.section508.gov/>

<http://www.w3.org/WAI/Resources>

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8. Appendices

Appendix A: Interface and Connections Inventory

Single Sign-On to view GaHIN clinical data in web portal

Members	Member type
Division of Family Child Services (DFCS)	State agency
Dept of Juvenile Justice (DJJ)	State agency
Dept of Public Health (DPH)	State agency
Peach State	CMO
WellCare	CMO
GA Partnership for Telehealth (GPT)	School clinics
HealthHIE Georgia	Regional HIE
Caresource	CMO
Amerigroup	CMO
DCH GAMMIS	State agency

IHE Standards-Based Connections (PIX, XDS transactions, ADTs for patient registration)

Members	Member type
Dept of Behavioral Health Dev Disabilities (DBHDD)	State agency
Dept of Public Health (DPH)	State agency
Amerigroup	CMO
Caresource	CMO
Children's Hospital of Atlanta (CHOA)	Health system
Emory Healthcare	Health system
Grady Health System	Health system
Gwinnett Health System	Health system
WellStar	Health system
GA Regional Academic Community HIE (GRACHiE)	Regional HIE
HealthConnection	Regional HIE
HI-BRIDGE HIE	Regional HIE
Atlanta Gastroenterology Assoc (AGA)	Specialty provider
<i>Harbin Clinic</i>	<i>Health system</i>
<i>HealthHIE Georgia</i>	<i>Regional HIE</i>
<i>Peach State</i>	<i>CMO</i>

Incoming HL7 Feeds

Members	Member type
HealthHIE Georgia	Regional HIE
Children's Hospital of Atlanta (CHOA)	Health system
Grady Health System	Health system

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WellStar	Health system
Quest	Diagnostics
<i>Labcorp</i>	<i>Diagnostics</i>
GPT	Specialty provider
DCH Medicaid	State Agency

State Immunization Data (Custom Web Service)

Members	Member type
Dept of Public Health (DPH)	State agency

eHealth Exchange – Cross community XCPD, XCA IHE transactions

Members	Member type
Alabama One Health Record	HIE
East Tennessee (etHIN)	HIE
South Carolina (SCHIE)	HIE
North Carolina (NCHIE)	HIE
Veterans' Health Administration	Federal agency
Department of Defense	Federal agency
DaVita Kidney Care	Specialty provider

Incoming HL7 for Care Alerts

Members	Member type
Children's Hospital of Atlanta (CHOA)	Health system
HealthIE Georgia	Regional HIE
<i>Grady Health System</i>	<i>Health system</i>

Care Alerting Module accessible via integrated GaHIN Web Portal

Members	Member type
Amerigroup	CMO
Caresource	CMO
DFCS	State agency

Care Alerts Redirection – Outbound HL7 Feed

Members	Member type
WellCare	CMO
<i>Amerigroup</i>	<i>CMO</i>
Caresource	CMO
<i>HealthIE Georgia</i>	<i>Regional HIE</i>
<i>HI-BRIDGE</i>	<i>Regional HIE</i>

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Atlanta Heart Failure – flat file input from members, delivered to American Heart Association via web service

Members	Member type
<i>WellStar</i>	<i>Health system</i>
<i>Grady Health System</i>	<i>Health system</i>

Dept. of Public Health Alzheimer’s Registry – flat file or HL7 input from members

Members	Member type
Augusta University Health	Health system
<i>Grady Health System</i>	<i>Health system</i>
Phoebe Putney Health System	Health system
<i>Emory Healthcare</i>	<i>Health system</i>

Dept. of Public Health Birth Defects Registry – flat file or HL7 input from members

Members	Member type
Children's Hospital of Atlanta (CHOA)	Health system
<i>Grady Health System</i>	<i>Health system</i>
<i>WellStar</i>	<i>Health system</i>
<i>HealthHIE Georgia</i>	<i>Regional HIE</i>

Care Management Organization Transitions of Care

Members	Member type
Peach State	CMO
WellCare	CMO
Amerigroup	CMO
Caresource	CMO
DCH	State agency

Georgia Immunization Registry (GRITS) School Immunization Form 3231

Contractor pulls certificate of immunization from Dept. of Public Health vendor via web service and makes on-demand document available upon query.

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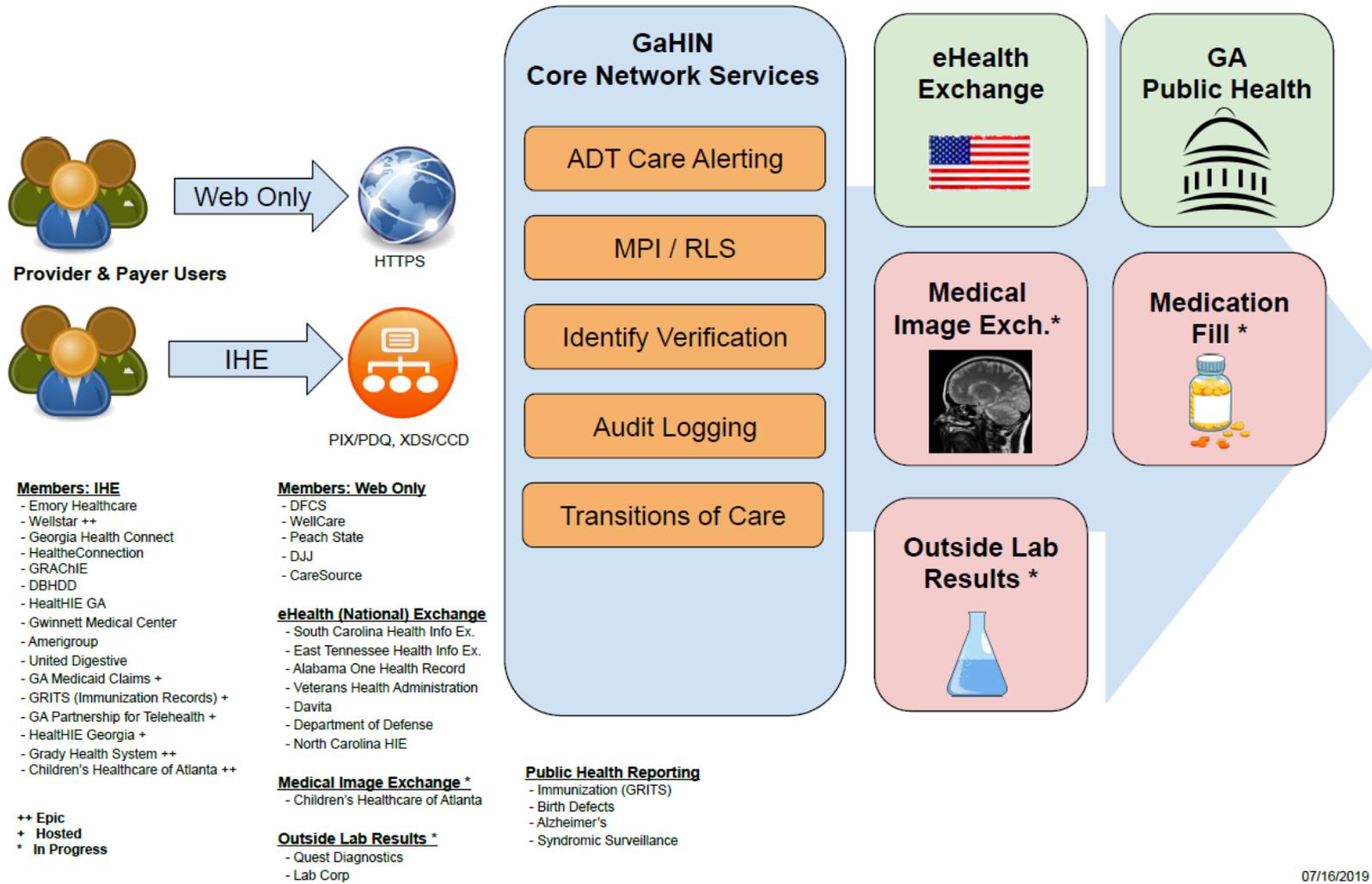
NOTE: Lines listed in italics are interfaces currently under implementation or test. The Contractor shall migrate these interfaces as well as all other production interfaces.

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Appendix B: Current State Technology Diagrams



GaHIN Technical Overview

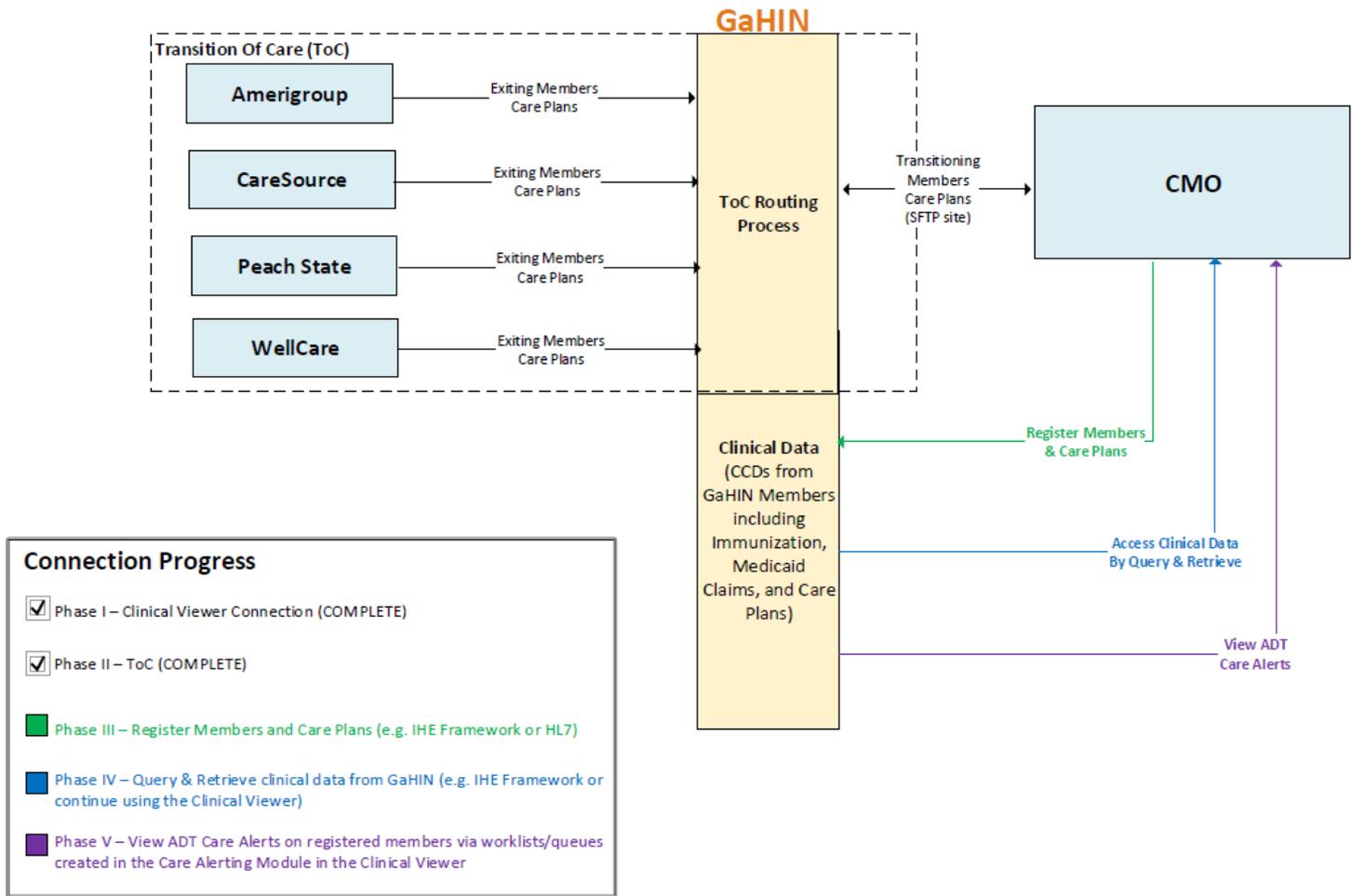


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GaHIN & CMO Data Exchange



NOTE: Diagrams are provided for illustrative purposes only. Appendix A contains definitive data on interfaces and configuration.