Department of Health and Mental Hygiene

Request for Information (RFI) for Maryland Newborn Screening Data Management System

RFI#: DHMH/OPASS 17-17672

Issued by
Maryland Department of Health and Mental Hygiene (DHMH)
Prevention and Health Promotion Administration (PHPA)
Office for Genetics and People with Special Health Care Needs (OGPSHCN)

Issue Date: May 9, 2017
Response Due Date: July 10, 2017 at 2:00 p.m. local time

Table of Contents

A. Key RFI Information

1. Purpose

The purpose of this RFI, which is not a solicitation to procure, is to gain familiarity with currently-marketed products and services for a Newborn Screening Data Management System. This RFI contains preliminary information to serve as a platform to initiate discussion with the vendor community. The requirements in this RFI are in no way final and are in no way a representation of that which may be contained in a Request for Proposal (RFP), Invitation for Bid (IFB), Purchase Order RFP (PORFP), Task Order RFP (TORFP) or other procurement vehicle. This issuance does not constitute a commitment to issue a request for bids, award a contract, or pay any costs incurred in preparation of a response to this request. **Furthermore, the Issuer requires that all responding vendors abstain from providing any quotes or bids in response to this RFI.**

Any information received in response to this RFI will assist the Issuer in collecting information that may be used at a future date for a procurement. A submission in response to this RFI does not guarantee that the respondent will be included in any subsequent procurement. Likewise, a non-submission in response to this RFI does not preclude a recipient or vendor from inclusion in any future procurement.

2. Issuing Office and Procurement Officer

This RFI is being issued by the office listed below. The indicated Procurement Officer is the sole point of contact for this RFI. Please refer all inquiries and submit your response to the Procurement Officer.

1.	Agency	Department of Health and Mental Hygiene (DHMH)
2.	Office	Prevention and Health Promotion Administration (PHPA)- Office for Genetics and People with Special Health Care Needs (OGPSHCN)
3.	Location	201 W. Preston Street, Room 423, Baltimore, Maryland 21201
4.	Procurement Officer	Denise Coates
5.	Email	dhmh.solicitationquestions@maryland.gov
6.	eProcurement Home	http://procurement.maryland.gov/
7.	eProcurement Posting	https://emaryland.buyspeed.com/bso/

3. Key Dates

1.	Issued On	May 9, 2017
2.	Questions Due By	June 8, 2017 at 2:00 p.m. local time
3.	Response Due By	July 10, 2017 at 2:00 p.m. local time

B. Background Information

1. Description of Department of Health and Mental Hygiene (DHMH)

The mission of DHMH is to promote and improve the health and safety of all Marylanders through disease prevention, access to care, quality management and community engagement. The primary mission of DHMH's Office for Genetics and People with Special Health Care Needs is to assure a comprehensive, coordinated, culturally effective and consumer-friendly system of care that meets the needs of Maryland's Children and Youth with Special Health Care Needs (CYSHCN) and their families.

2. Description of PHPA- Office for Genetics and People with Special Health Care Needs (OGPSHCN)

The OGPSHCN administers a broad range of programs that address the needs of the children and youth with special health care needs population to promote family centered, community based, culturally competent, coordinated care for children and youth with special health care needs. Among the OGPSHCN programs and initiatives that share a data system for collecting and maintaining program data are the Birth Defects Reporting and Information System (BDRIS), Critical Congenital Heart Defects (CCHD), Maryland Early Hearing Detection and Intervention (MD EHDI), and Zika Follow Up.

3. Summary of Current System

a. Currently contracted vendor, product, and website

OZ Systems USA, LLC, e-Screener Plus™ (eSP™), http://www.oz-systems.com/ . The OZ Systems eSP™OZ Systems provides a fully web-based (no software installation or downloads required), real-time, secure, password protected, customizable data management system to include enhancements, maintenance and support. The data system is a Commercial Off the Shelf (COTS), Software as a Solution (SaaS), hosted solution, with a comprehensive backup and disaster recovery plan. The data system is used for collecting and maintaining program data for Birth Defects Reporting and Information System, Critical Congenital Heart Defects, Maryland Early Hearing Detection and Intervention, and Zika Follow Up. The data system is linked to each Maryland birth hospital and to CRISP (Chesapeake Regional Information Patients), Maryland's designated Health Information Exchange (HIE), the Maryland State Department of Education (MSDE), and has the ability to data match with the Maryland Vital Statistics Administration (VSA).

b. Capabilities supported (i.e., business functions or processes)

The currently contracted newborn screening data system vendor conducts the following activities for the State:

- Web-based, secure, accessible anywhere anytime with no hardware or software required
- MD EHDI screening and follow up reporting module

- Complete audit trail of user and system changes (protects programs from negligence and improves risk management and quality assurance functions)
- Flexible, customizable multi-modular options for data management system
- Simple electronic access and reporting with search, filter functions to create reports and automate routine tasks such as multilingual communications
- Early intervention module allows for secure, real-time referrals and accessibility updates
- Hearing screening results can be imported from more than 20 different screening devices
- CCHD screening reporting module
- CCHD screening results can be imported from approved screening devices
- Birth Defects reporting module
- Ability to capture entry of Zika follow up data
- Supports National Quality Forum (NQF) measures and new Stage 2 Meaningful Use requirements for reporting to state EHDI programs
- Comprehensive disaster recovery plan
- Allows data system users to document case notes
- Assignment of a personal project manager who is easily accessible
- Easily accessible (toll free phone line) technical support staff for all data system users with minimal to no hold times
- On-site training provided to data system users at time of implementation of new data system
- The current system is connected to CRISP, the State's designated HIE, allowing for demographic data to be automatically imported from most Maryland birth hospitals into the newborn screening data management system, thus reducing the data entry burden on hospital staff

c. User groups / stakeholders supported

Md. Code Ann., Health General Article, Section 19-308.5 mandates that all infants born in a Maryland birth hospital must receive a hearing screening prior to discharge and the results are to be reported to the State. According to the legislative regulations (COMAR 10.11.02), the MD EHDI Program shall develop a computerized tracking system to gather and maintain program data, hearing screening results, and diagnostic evaluation results. These regulations extend a reporting mandate to audiologists and licensed professionals who conduct the testing in follow up to the newborn hearing screening or because the child is considered to be at risk for later onset hearing loss. Providers are mandated to report results to the Program in the newborn screening data system. The newborn screening data system is used statewide by DHMH staff, hospital staff, pediatricians and their staff, audiologists, and early intervention providers. There are 2,542 user accounts within the data system. Between January 1, 2016 – December 31, 2016, there were 512 distinct users that logged into the data system.

d. Key functionality and reports

- EHDI Hospital compliance
- EHDI Deduplication
- EHDI vital records data matching
- Custom report configurations
- Centers for Disease Control and Prevention (CDC) comprehensive annual EHDI Information data survey
- Automatic parent letter generation

e. Technical architecture, including method of hosting

Vendor's web-based solutions rely on Service Oriented Architecture (SOA) and are conversant with the HL7 messaging protocol; vendor owns and operates its own servers and network equipment and provides a hosted solution.

f. Model for support and maintenance

Vendor can perform all system maintenance and upgrades in house, maintaining OS, application software and enterprise-level support for all infrastructure hardware with a maximum 4-hour response time, 24/7/365.

g. Current system integration points and types

The data system is linked to each Maryland birth hospital and to CRISP (Chesapeake Regional Information Patients), Maryland's designated Health Information Exchange (HIE), the Maryland State Department of Education (MSDE), and has the ability to data match with the Maryland Vital Statistics Administration (VSA).

4. Summary of Current Pain Points

It is desired to learn about current advancements and solutions in the marketplace with the capabilities of implementing, maintaining, supporting and enhancing the Maryland newborn screening data system. Primarily we would like:

a. Solutions providing a more user-friendly data system
b. Solutions providing reduction in overall data system costs for maintenance, support and enhancements

5. Vision for the Future State

The most valuable future system would incorporate the follow up of Maryland newborn metabolic screening into this newborn screening data management system and the creation of an electronic Early Hearing Care Plan document that can flow through the HIE and into physicians' electronic medical records.

C. Requested Information

1. Company Information

a. Summary of company location, website, and size.

b. Contact information for the company: Name, title, email, and phone.

c. Brief history of the company.

d. Summary of company's current offerings (products and services).

e. Summary of company's current customer base.

f. Copy of standard brochure / literature about the company, if available.

2. Solution Information

a. Description of marketplace adoption and customer base.

b. Summary of high-level capabilities and modules for the product (i.e., the business functions and processes that are supported).

c. Description of functional capabilities, including selected screenshots of UI.

d. Description of reporting / analytical capabilities, including selected screenshots of actual reports.

e. Description of capabilities or methods for integration and inter-operability with other systems.

f. Description and/or depiction of technical architecture.

g. Description of security and compliance capabilities.

h. Summary of performance benchmarks and success factors.

i. Description of deployment options (typically self-hosted in the Issuer's datacenter or third-party-hosted on an outsourcing model (with either the Issuer or the vendor securing arrangements with the third party) or cloud-hosted under a SaaS model)

j. Description of equipment, products, or services required or recommended to enable or complement your product (e.g., printers or barcode readers or third-party data services)

k. Description of approach to patches, maintenance, enhancement requests, and product upgrades.

l. Description of warranties or service level agreements (SLAs).

m. Summary of the model or structure for licensing and pricing (**NOT THE PRICING ITSELF**, but rather the drivers or components or basis of pricing)

n. Summary of the product roadmap (for which, the Issuer seeks no commitments or guarantees).

o. Location of any resources for reading, training, or demonstrations, if available on the Web.

p. Copy of standard brochure / literature about the relevant product(s), if available.

3. Services Information

a. Description of standard implementation approach and services, including resources and their levels of commitment.

b. Description of training approach, resources, and services.

c. Description of model and resources for product support.

d. Description of preferred or certified partners for integration or support, if any

4. Solicitation Recommendations

Issuer requests respondents to recommend any metrics, documentation, and information that Issuer should furnish bidders in any future solicitation. Respondents should indicate the significance or criticality of that information to the success of either the procurement itself or the subsequent implementation and operation of the solution.

Also, please provide any additional clarifications or recommendations that might be valuable to the Issuer in developing and issuing a future procurement. All input is valued.

D. RFI Process and Format

1. Process

Issuer seeks a written response to this RFI. If the Issuer decides to request presentations or demonstrations ("demos") of respondent solutions, the Issuer will extend opportunity for all RFI respondents to make a presentation or demonstration. Presentations or demonstrations may be either on-site at the Issuer's offices or online via phone and Internet. Any presentation or demonstration is informational only for the purpose of determining feasible solutions and recommendations that could be included in the future procurement. An invitation to present does not indicate that the Issuer is engaged in a pre-selection process for an implementation vendor.

Respondents are not to include pricing information.

2. Contact

Questions and responses shall be submitted in written form to the Procurement Officer:

- Name: Denise Coates
- Email: dhmh.solicitationquestions@maryland.gov

From the issue date until the response due date for this RFI, respondents shall communicate only with the Procurement Officer, who will engage personnel from Issuer as appropriate.

3. Due Dates

- The final deadline for written questions is indicated in Section A of this RFI. No questions will be accepted after that date.
- The due date for the response is indicated in Section A of this RFI. Responses are to be sent to the Procurement Officer's e-mail address as shown in Section A. Responses submitted after the due date may not be reviewed and may preclude invitation for a presentation. The responses to the RFI are to be submitted via e-mail in Microsoft Word or searchable Adobe PDF file format. The subject line in the e-mail submission shall state "Maryland Newborn Screening Data Management System RFI Response – Respondent Name".

4. Trade Secrets

Respondents should give specific attention to the identification of those portions of its response which it considers confidential, proprietary, commercial information, or trade secrets, and provide justification why such materials, upon request, should not be disclosed by the State under the Public Information Act, Title 4 of the General Provisions of the Annotated Code of Maryland. Respondents are advised that, upon request for this information from a third party, the Procurement Officer will be required to make an independent determination regarding whether the information may be disclosed.

5. Response Format

The files that should compose your RFI response are:

- **Transmittal Letter**. This file is an MS Word document or Adobe PDF file that is named "RFI # 17-17672 Transmittal Respondent Name". The transmittal letter should be in the form of a standard business letter and should be signed by an authorized individual within the respondent's organization. The transmittal letter should note the following:
  - A statement that proprietary information is included, if applicable,
  - A statement that the RFI response document is included.
- **RFI Response Document**. This file is an MS Word document or searchable Adobe PDF file that is named "RFI # 17-17672 Response Respondent Name".
  - The title page of the response document should specify the RFI name, the RFI number, the company name, and the contact name and title.
  - The response document should provide answers to the questions in Section C. The response document should not exceed twenty (20) pages, excluding any associated materials, for example PDF versions of standard marketing materials.
  - The response document may include any additional comments, observations, or suggestions that may assist Issuer in drafting any future RFP, IFB, TORFP or other procurement vehicle.
- **Notice of Proprietary Information**. This file, if deemed necessary, is an MS Word document or searchable Adobe PDF file that should contain any confidential information. The file should be named "RFI # 17-17672 –Respondent Name - Confidential". All data within this document should be titled and referenced to the question to which the proprietary information is related.