



Request for Proposal 2020

*For The MiHIN Group
Approved Vendor Status*

*HEALTH INFORMATION TECHNOLOGY TECHNICAL ASSISTANCE
RFP 2020-001*

Contact email address: rfp2020-001@interoperabilityinstitute.org

Any attempt to communicate with a member of The MiHIN Group, its staff, existing contractors or Board members regarding this RFP using any means other than the above contact email address may result in instant disqualification.

Estimated Key Timeline Dates (more complete [Calendar of Events](#) is in section 1.4):

Key Milestone	Date
Public Release of RFP	July 8, 2020
Deadline for questions to the Company	July 22, 2020
All questions and answers published by the Company	July 29, 2020
All proposals due by email (only) to the Company	August 5, 2020
Anticipated contracts with approved vendors	October 8, 2020
Initial Statements of Work issued, start work	October 8, 2020

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1. General Information

The MiHIN Group is an affiliation of companies. The mission statements for each company is the following:

- The Michigan Health Information Network Shared Services (MiHIN) is a public and private non-profit collaboration dedicated to improving the healthcare experience, improving quality, and decreasing cost for Michigan residents by supporting the statewide exchange of health information and making valuable data available at the point of care.
- The Interoperability Institute LLC (IOI) develops technology solutions and the next generation workforce required to enable organizations and communities to harness the benefits of interoperability at scale.
- Velatura Public Benefit Corporation (Velatura) strategically aligns and connects people, organizations, technology, ideas, and information to improve healthcare, simplify work and reduce costs. Offering market-driven solutions, as well as being the sole provider of MiHIN products and services, Velatura supports organizations in their mission to interoperate and streamline the sharing of pertinent electronic information.
- Great Lakes Health Connect (GLHC) is a 501(c)(3) nonprofit organization, offering the most comprehensive, flexible, and secure portfolio of HIE products and services in Michigan. While these tools are important, GLHC also strives to be a true partner, implementing real solutions to the challenges facing healthcare providers. We are committed to our role as a resource to support you and your goals.

Combined, MiHIN, IOI, Velatura, and GLHC are branded The MiHIN Group (the “Group”). This Request for Proposal (RFP) is being issued by Interoperability Institute, LLC (the “Company”).

The Company seeks to add to and renew its list of pre-approved companies to support implementation of the Company’s business and technical objectives.

Offerors who meet the requirements and are selected by the Company will be considered a MiHIN Group Approved Vendor (MAV) and may enter into a Master Service Agreement (MSA) to receive future statements of work (SOW).

This RFP is arranged into the following sections, plus on-line checklists/worksheets available at interoperabilityinstitute.org/procurement:

- [Section 1](#): General Information provides a high-level overview of The MiHIN Group and a series of topics to help guide an Offeror in building an RFP response.
- [Section 2](#): Proposal Response Format provides a description of the physical response format and process along with our intent to perform unbiased evaluations of all Offeror responses.
- [Section 3](#): Criteria for Selection provides a description of Eligibility Requirements and a summary of how the evaluation process will proceed.
- [Section 4](#): General Terms and Conditions provides details of what the Company considers necessary to reach a fair and equitable contractual agreement.

- [Section 5](#): Proposal Sections describe in detail how the Offeror's statement of capabilities and experience should be organized and what information is required to be included within the response as well as limits to the size of the response.

1.1 Purpose of Request for Proposal ("RFP")

Interoperability Institute, LLC (Company) is soliciting proposals for Health Information Technology Technical Assistance for capabilities that allow the Company to employ a flexible staffing model to aid in the expanded deployment of HIE and requisite associated activities. Approval of this RFP will result in MiHIN Group Approved Vendor (MAV) status for the Offeror, after completion of a Master Service Agreement (MSA) legal agreement. The period of performance for all successful Offerors is three (3) years.

The Company is issuing this RFP to satisfy the following goals (submissions may address one or multiple areas):

Software Development:

- Exceed expectations - willing to go the extra mile.
- Have a positive, can-do attitude.
- Team Player - Looks for win wins with clients
- Excellent Communication Skills - No surprises
- Vendor can demonstrate continuous improvement
- Provide staff with skills in Java and Python
- Provide staff who successfully develop Web API's
- Versed in cloud and cloud services, with AWS knowledge a plus
- Experience providing staff knowledgeable in moving to server-less technologies
- Client management skills are critical: Responsiveness, professionalism, track record.

Web Development:

- Exceed expectations - willing to go the extra mile.
- Have a positive, can-do attitude.
- Team Player - Looks for win wins with clients
- Excellent Communication Skills - No surprises
- Vendor can demonstrate continuous improvement
- Experience in placing Web API integration and staffing
- Knowledge of working within I-Frames
- Some experience with graphic design a plus

Data Management:

- Exceed expectations - willing to go the extra mile.
- Have a positive, can-do attitude.
- Team Player - Looks for win wins with clients
- Excellent Communication Skills - No surprises

- Vendor can demonstrate continuous improvement
- Integration and normalization of disparate datasets
- Healthcare data standards SME
- SME Healthcare data
- Provide DBA staff with skills to normalize data
- Provide DBA staff with skills in relational and Graph DB models
- Versed in cloud and cloud services, with AWS knowledge a plus
- Experience providing staff knowledgeable in moving to server-less technologies
- Client management skills are critical: Responsiveness, professionalism, track record

1.2 Calendar of Events

Key Milestone	Date
Public Announcement and Release of RFP	July 9, 2020
Last date to receive questions from Offerors (if any)	July 22, 2020
All questions and answers posted on RFP website	July 29, 2020
Offeror proposals due via email to the Company by 4 pm EST	August 5, 2020
Company completes initial review and scoring of proposals and sends questions to each Offeror	August 26, 2020
Optional bidders conference call(s) to clarify questions about proposals	September 2, 2020
Offerors provide written response to questions (if any)	September 9, 2020
Offeror finalists' demonstrations/presentations (if required)	September 9, 2020
Company completes final scoring of proposals	September 16, 2020
Company provides RFP acceptance via MSA to MAV candidates	September 30, 2020
Offerors complete MSA	September 30, 2020
Company issues Statements of Work (SOW) to subset of MAV for specific work orders	October 8, 2020

1.3 Who may respond to this RFP

This RFP is open to all legal U.S. businesses and international businesses approved to work in the United States that possess the necessary qualifications criteria and comply with the submission instructions.

Subject to limitations imposed by Federal Law, finalists shall receive additional preference for being a minority-owned business, a woman-owned business, a businesses that meets the definition of a small business as defined by United States Small Business Administration (SBA), or a small business concern owned and controlled by veterans.

All individuals and entities seeking to assist the Company may be subject to the limitations imposed by the [Export Control Reform Act of 2018](#) and require the ability to successfully pass the appropriate background checks.

1.4 Scope

This RFP contains instructions governing the requested proposals, including the requirements for the information and material to be included; a description of the services to be provided; requirements that Offerors must meet to be eligible for consideration; general evaluation criteria; and other requirements specific to this RFP.

1.5 Type of Contract

It is anticipated that the Company will enter into a series of MSAs to allow Offerors to obtain MAV status as a result of this RFP. SOW Contracts are expected to be fixed fee or not-to-exceed time and materials.

1.6 Term of Contract

The term of the MSA will commence on the Effective Date of the MSA, and end three (3) years after the Effective Date. Each contract is subject to approval by the Company and may be contingent on the Company receiving project funding.

1.7 Rejection of Proposals

The Company reserves the right, in its sole and complete discretion, to reject any proposal received as a result of this RFP.

1.8 Incurring Costs

The Company is not liable for any costs the Offeror incurs in preparation and submission of its proposal, in participating in the RFP process or in anticipation of award of the contract.

1.9 Questions/Communications about this RFP

Offerors should [email](#) all questions and communications to the Company in accordance with the instructions below and in accordance with the instructions on the RFP web page(s).

- If an Offeror has any general questions regarding this RFP, please visit the RFP website:

<https://interoperabilityinstitute.org/procurement/>

- If the Offeror has additional questions, they must be submitted via [email](#) no later than the date indicated on the [Calendar of Events](#). The Company will post all questions and answers on the [RFP website](#).

To avoid a potential automatic disqualification, an Offeror shall not attempt to contact the Company, the Group, any Group staff, existing Group contractors, vendors, partners, or Group board members regarding the RFP during the full RFP period other than via email to:

rfp2020-001@interoperabilityinstitute.org

The Company will post the answers to questions on the [RFP website](#) by the date stated on the [Calendar of Events](#). If the Company contacts an Offeror with a question or comment, the Offeror may respond, but only through the email address specified above.

All Questions & Answers as posted on the [RFP website](#) are considered as an addendum to, and part of, this RFP Document in accordance with Addenda to the RFP. Each Offeror shall be responsible to monitor the RFP website for new or revised RFP information. The Company shall not be bound by any verbal information nor shall it be bound by any written information that is not either contained within the RFP or formally issued as an addendum by the Company via a posting to the [RFP website](#).

1.10 Addenda to the RFP

If the Company deems it necessary to revise any part of this RFP before the proposal response date, an addendum will be posted to the [RFP website](#).

It is each Offeror's responsibility to periodically check the [RFP website](#) for any new information or addenda to the RFP.

Answers to questions from the Question & Answers period will also be posted to the [website](#) as an addendum to the RFP.

1.11 Response Date for Submitting Your Proposal

To be considered for selection, copies of proposals must arrive on or before the time and date specified in the [Calendar of Events](#).

Proposals should be submitted electronically via [e-mail](#).

The RFP number and Offeror business name must be indicated in the Subject line.

Complete formatting instructions are in [Section 5: Proposal Sections](#). The Company requests that all information be included in one combined pdf document.

1.12 Economy of Preparation

Offerors should prepare proposals simply and economically, providing a straightforward, clear and concise description of the Offeror's ability to meet the requirements of the RFP. Page limits are listed in [Section 5](#) of this RFP Document.



1.13 Potential Post RFP Submittal Activities

Offerors should expect that the Company will follow up with references provided. If deemed necessary, Offerors may be asked to provide a written clarification of their proposal to the Company to aid understanding of the proposed Offeror's capabilities. The Company may convene a bidders' conference of all Offerors. The format of the bidder's conference will be via electronic video conferencing, will be recorded for reference and documentation, and will be posted to the [RFP website](#).

1.14 Legal Entity Responsibilities

MSA will require the selected Offeror to assume responsibility for all services offered in its proposal whether it produces them itself or by subcontract. The Company will consider the selected Offeror to be the sole point of contact regarding all contractual matters. Subcontract detail must be provided in the Offeror original submission to this RFP. Unless the MSA is modified in writing by mutual agreement of the parties, the Company is not obligated to compensate the Offeror for work that is subcontracted. Any additional subcontract effort not specified in the original submission and subsequent MSA is not allowed.

1.15 Proposal Contents

1.15.1 Confidential Information

The Company is not requesting, does not require, and does not wish to receive confidential or proprietary information or trade secrets included in Offeror's submissions in response to this RFP. Accordingly, except as provided herein, Offerors should not label proposal submissions as confidential or proprietary or trade secret protected. Any Offeror who determines that it must divulge such information as part of its proposal must additionally provide a redacted version of its proposal, which removes only the confidential proprietary information and trade secrets.

1.15.2 Use

All material submitted with the proposal shall be considered the property of the Company and may be returned only at the Company's option. The Company has the right to use any or all ideas not protected by intellectual property rights that are presented in any proposal regardless of whether the proposal becomes part of a contract.

Notwithstanding any Offeror copyright designations contained on proposals, the Company shall have the right to make copies and distribute proposals internally for its own internal use and to comply with any rule or order of any court of competent jurisdiction.

1.16 News Releases

Offerors shall not issue news releases, Internet postings, advertisements or any other public communications pertaining to work resulting from this RFP without prior written approval of the Company, and then only fully in coordination with the Company and with the Company's final edit/approval authority.

1.17 Offeror's Representation and Authorizations

By submitting its proposal, each Offeror understands, represents, and acknowledges that:

All the Offeror's information and representations in the proposal are material and important, and the Company may rely upon the contents of the proposal in awarding the contract(s). Any misstatement, omission or misrepresentation shall constitute fraudulent concealment of the true facts relating to the Proposal submission.

The Offeror has arrived at the price(s) and amounts in its proposal independently and without consultation, communication, or agreement with any other Offeror (except regarding joint proposals), potential Offerors, or any Group employee. Any unrelated Offerors wishing to combine their products and services in a joint proposal must submit express written notification of their intent to do so. Where two or more Offeror combine their responses to the RFP, the worksheets/checklists must indicate the particular Offeror that provides the requested functionality. The proposal must also discuss how the requirement of the sections [Legal Entity Responsibilities](#) and [Proposal Required Documents](#) will be met and describe in detail how the proposed legal and contractual relationship between the two Offerors will be addressed for the purposes of contracting with the Company.

The Offeror warrants that it has not disclosed the price(s), the amount of the proposal, nor the approximate price(s) or amount(s) of its proposal to any other firm or person who is an Offeror or potential Offeror for this RFP, and the Offeror shall not disclose any of these items on or before the proposal submission deadline specified in the [Calendar of Events](#) of this RFP.

The Offeror has not attempted, nor will it attempt, to induce any firm or person to refrain from submitting a proposal on this contract

The Offeror makes its proposal in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive proposal.

To the best knowledge of the person signing the proposal for the Offeror, the Offeror, its affiliates, subsidiaries, officers, directors, and employees are not currently under investigation by any governmental agency and have not in the last four years been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding or proposing on any public contract, except as the Offeror has disclosed in its proposal.

The Offeror has not made, under separate contract with any member of the Group, any recommendations to any member of the Group concerning the need for the services described in its proposal or the specifications for the services described in the proposal.

Until the selected Offeror receives a fully executed and approved written contract from the Company, there is no legal and valid contract, in law or in equity, and the Offeror shall not begin to perform any work on behalf of the Company.

1.18 Notification of Selection

The Company will notify selected Offerors via email and a phone call to the contact provided in the response of its selection for negotiation of the MSA after the Company has determined, taking into consideration all of the evaluation factors, the proposals that best meet the Company's requirements, that the Offeror being notified is a candidate to become a MAV upon entry into a MSA.

1.19 Use of Electronic Versions of this RFP

This RFP is being made available by electronic means. If an Offeror electronically accepts the RFP, the Offeror acknowledges and accepts full responsibility to ensure that no changes are made to the RFP. In the event of a conflict between a version of the RFP in the Offeror's possession and the Company version of the RFP, the Company version shall govern.

1.20 Discussions with Offerors (Oral Presentation/Negotiations)

An oral presentation by an Offeror may be required of responders. However, the Company may award a contract based on the initial proposals received without discussion with the Offeror. If oral presentations are required, they will be scheduled after the submission of proposals. Oral presentations will be made at the Offeror's expense.

This process is a Request for Proposal/Competitive Negotiation process. Each Proposal shall be evaluated, and each respondent shall be available for negotiation meetings at the Company's request. The Company reserves the right to negotiate on any and/or all components of every proposal submitted. From the time the proposals are submitted until the formal award of an MSA, each proposal is considered a working document and as such, will be kept confidential.

2. Proposal Response Format

2.1 Required Documents

Offerors must submit their proposals in the format outlined below including heading descriptions. To be considered each proposal must respond and conform to all requirements in this part of the RFP Document.

Proposal received on schedule via [email](#) by 4:00 pm EST on the date of the submission deadline.

1. One-page Proposal Cover Sheet
2. One-page Cover Letter
3. Capabilities Statement
4. Technical Approach
5. Biosketches of key individuals

6. Business references
7. Billing Rate Card
8. Financial Capability
9. Master Service Agreement (MSA) Redlines – If applicable

Any supplemental support that the Offeror includes with their submission may not be reviewed.

2.2 Redistribution

The Offeror shall make no other distribution of its proposal to any other party. Each proposal page should be uniquely numbered for ease of reference.

For this RFP, the proposal must remain valid for at least 120 days from the proposal due date. If the Company selects the Offeror's proposal as a MAV, the contents of the selected Offeror's proposal will be attached to the agreement and become contractual obligations of the Offeror.

The Company reserves the right to request additional information which, in the Company's opinion, is necessary to assure that the Offeror's competence, number of qualified employees, business organization, and financial resources are adequate to perform work efforts according to the RFP.

Each Offeror that completes the submission of a proposal specifically waives any right to withdraw or modify it, except that the Offeror may withdraw its proposal by email by including the RFP Number and Letter in the Subject line along with the word "withdrawal" prior to the exact hour and date specified for proposal receipt. An Offeror may modify its submitted proposal prior to the exact hour and date set for proposal receipt only by submitting a new proposal which complies with all RFP requirements. Piecewise re-submissions will not be accepted.

3. Criteria for Selection

3.1 Qualifying Requirements and Nonconforming Proposals

The nine (9) items set forth in [Section 2: Proposal Response Format](#) are the only proposal requirements that the Company will consider to be non-waive-able. The Company reserves the right, in its sole discretion, to (1) waive any other technical or immaterial nonconformity in an Offeror's proposal, (2) allow the Offeror to cure the nonconformity, or (3) consider the nonconformity in the scoring of the Offeror's proposal.

3.2 Offeror Responsibility

An Offeror must submit a responsive proposal and possess the capability to fully perform the contract requirements in all respects and possess the integrity and reliability to assure good faith performance of the contract. The Offeror Responsibility is to submit all the documents required in [Section 2](#) and to submit them by the deadline included in the [Calendar of Events](#).

3.2.1 Responsive Proposal

In order for an Offeror to be considered responsive to this RFP and therefore eligible for selection for the MAV list, the total score for the submittal of the Offeror's proposal must be greater than or equal to 70% of the highest scoring submittal for the Company's desired skills/capabilities in the completed checklist/worksheets.

3.2.2 Capability to Perform

An Offeror must demonstrate sufficient capability to assure good faith performance of the contract as specified herein to be considered by the Company, in its sole discretion, for best and final offers or contract negotiation.

3.3.3 Evaluation Criteria and Process

The success of the overall the Company initiative and the Offeror's response will depend on the extent to which the Offeror's response can support the Company. A team of qualified Company staff will review and evaluate submitted proposals in a timely manner. This team will score the various sections of the Offeror's response.

4. General Terms and Conditions

Contract terms will be discussed upon an Offeror being submitted to and approved by the Company as a candidate to become a MAV. The Company will notify in writing successful Offerors to be approved candidates to become a MAV and will then begin discussion of the contract terms for an MSA.

The Offeror is expected to negotiate expediently, and in good faith, to reach a fair and equitable contractual agreement no later than 10 business days after receiving the standard MSA from the Company's Legal Department.

The MSA should contain provisions addressing terms and conditions typically found in a health care industry professional services agreement as well as any special terms and conditions which, by their nature, are necessary for the successful engagement with the Company (the "Expected Contracting Terms"). The MSA shall also contain mandatory Federal Acquisition Regulation (FAR) flow-down terms. FAR compliance requirements are mandatory, are non-negotiable, and are a condition of doing business with the Company.

5. Proposal Sections

5.1 Proposal Cover Sheet (Required)

The Proposal Cover Sheet one-page PDF file should include the following information:

- Offeror Name(s)
- Product price
- Labor price
- Relevant Past Performance
- Experience
- Business Type
- Technical Aspects
- Additional Offeror Comments

5.2 Proposal Cover Letter (Required)

The Proposal Cover Letter one-page PDF file should include the following information:

- RFP reference number and title in the subject line
- Date of Proposal
- Legal Business Name, Address, Phone, Email, website
- Contact Name for this Proposal, Phone, Email
- Signature of Offeror Principal with binding authority for the Offeror

5.3 Capability Statement (Required)

The Capability Statement is a description of the Business, which highlights prior experience especially as is relevant to the RFP. Five (5) page limit.

5.4 Technical Approach

Technical Approach should describe how the Offeror will address the purpose of this RFP including the goals in [Section 1.1](#). Ten (10) page limit.

Include your personnel plan. Summarize the number of executive and professional personnel, analysts, auditors, researchers, programmers, consultants, etc., who will be engaged in the work. Indicate the responsibilities each individual will have in this Project and how long each has been with your company. Identify by name any subcontractors you intend to use and the services they will perform. After key personnel are assigned to a SOW and approved by the Company, the Offeror may not divert or replace personnel without written approval of the Company authorized representative and in accordance with the procedures described below.

5.5 Biosketches of Key Individuals (Required)

Provide detailed biographies of key individuals including the following information personal statement, positions and honors, relevant expertise, and accomplishments. **Each biosketch must be submitted as a PDF limited to one page.**

5.6 Business References (Required)

Provide a minimum three (3) business references; letters of reference are preferred; however, Offerors may provide reference name and contact information. All letters of reference should be submitted as a PDF file limited to one page. **All lists of references should be submitted as a PDF limited to one page.**

5.7 Billing Rate Card (Required)

Offerors should submit a complete rate card for services. This should be submitted as a PDF file created from the standard rate card template provided on the [RFP website](#).

5.8 Financial Capability (Required)

If Offeror's company is a publicly traded company, please provide a link to Offeror's financial records on Offeror's website; otherwise, provide of the most recent annual financial documents such as audited financial statements. Externally prepared financial statements are preferred, but not required. Financial statements must include the Offeror's Balance Sheet, and Income Statement or Profit/Loss Statements. Also include a Dun & Bradstreet (D&B) comprehensive report if available.

5.9 Master Service Agreement (MSA) Redlines (If Applicable)

The Company's MSA contains provisions addressing terms and conditions typically found in a health care industry professional services agreement as well as any special terms and conditions which, by their nature, are necessary for the successful engagement with the Company.

Note that The Company has taken a policy that it will not accommodate most changes to its agreements (such as the Master Services Agreement; "Agreement"). The Company's preference is to have all vendors sign the Agreement "as is" to allow for scale. The Company will do what it can to accommodate reasonable requests for revision, but asks that the Offeror not make changes to document itself. If the Offeror has items deemed absolutely necessary to move forward, The Offeror should provide a summarized list of proposed amendments for discussion. If the Offeror has no proposed changes to the MSA, the Offeror should provide a signed version of the Company's MSA.

5.10 Other Information

Offeror's are free to submit additional information at their discretion, but please note that the information should fit within the pagination limits specified above. If the information exceeds those limits, it may not be reviewed.

THIS PAGE REPRESENTS THE END OF THIS REQUEST FOR PROPOSAL