

## RFP15666 - University of Iowa Physicians Mobile Application Development

### Addendum 1 Questions Activity

All Firms are hereby notified that this is the University of Iowa's official "Addendum Number 1" related to Request for Proposal (RFP) Number 15666 for University of Iowa Physicians Mobile Application Development.

This Addendum includes all questions received from the Firms and the University's responses, which are noted following each question.

**PLEASE NOTE: FINAL RESPONSES FROM ALL FIRMS ARE DUE ON OR BEFORE 3:00 PM CDT/CST ON THE BID CLOSE DATE IN THE EBID SYSTEM. ANY RESPONSE SUBMITTED AFTER THE DATE AND TIME WILL AUTOMATICALLY BE DISQUALIFIED BY EBID. THEREFORE, ALL FIRMS ARE CAUTIONED TO SUBMIT YOUR BID RESPONSE IN A TIMELY FASHION.**

General Category		
1	Whether companies from Outside USA can apply for this? (From India or Canada)	Yes. However, we would need compliance with applicable federal and state laws, including but not limited to HIPAA privacy & security regulations. Must work within North American time zones
2	Whether we need to come over there for meetings?	Vast majority of meetings can be conducted remotely, but if needed, we have the right to require onsite meetings
3	Can we perform the tasks (related to RFP) outside USA? (From India or CANADA)	Yes
4	Can we submit our proposals via email?	No. All bid submissions must be submitted via our eBid system. Bids submitted via email will not be accepted.
29	With the current deadline for questions on December 29 <sup>th</sup> , 2015 – what is the projected date to release responses to questions?	1/8/2015
30	We are a company registered in Wyoming can we submit response to this RFP as we don't have any office there which can be opened once we are shortlisted.	Yes
31	Is participation of "Targeted Small Businesses" from Iowa required to be included for this RFP and do we need to subcontract portion of the work to Iowa registered "Targeted Small Businesses"?	No. It is not required to be or to subcontract to an Iowa registered "Targeted Small Business"
33	It seems that as per "IOWA Preference Law", companies from Iowa will be given preference over other States if the offers submitted are comparable in price. Don't it puts companies putting response for this RFP from other states at a disadvantage?	This pertains to the governing law of the contract that would result from this bid with the awarded vendor and is not intended to put any bidder at a disadvantage.
52	For the Bid Attributes is it required that they all be answered in the affirmative or is there an opportunity for clarification prior to contracting?	They can attach a list of exceptions to any of the attributes to any of the bid responses
Strategic Plan		
16	Is there an overarching enterprise strategic plan driving the need for technology investment?	The overall strategic plan is to enhance communication between providers. Currently there is a wide variety of mechanisms used for provider to provider communication. We want to create a streamlined approach for outside providers to securely communicate with UI providers. Additionally, limit the devices providers must carry, which is what we envision the mobile app will assist with
17	Is there a defined mobile strategy that needs to be adhered to?	The general strategy is laid out in the UIP Navigator App Story, which was included as an attachment on the RFP. We have two basic phases identified, but are open to suggestions based on vendor recommendation and consultative services
Configuration/Environment Questions		
5	For the current environment, does the provided PDF labeled UIP_Nav_App describe and illustrate a current implementation with noted capabilities (Mobile and Portal)?	This technology doesn't currently exist. The App Story is an illustration of the basic concept that we have identified based on provider and leadership feedback. This is an initial draft of the requirements, which is not currently being implemented. This is the work that we are requesting the assistance of the vendor awarded this contract.
6	Please describe current environment: a. Hosted or on premise infrastructure? b. Windows based environment or other? If other, please identify. c. Physical or virtual servers in use? d. Type of network firewall? e. Custom mobile app(s) or purchased vendor solution(s) in use today? f. Custom Portal or COTS package? If COTS (e.g. Off the Shelf Solution) please identify the vendor solution g. Custom or COTS workflow in use? If COTS, please identify the vendor solution. h. Is there a middleware solution implemented and if so from what 3rd party provider? i. Is there any form of information exchange occurring w/external 3rd parties and if so what is the nature of that exchange? j. Are there any existing API's or related interfaces built and available for exchanging information with current or proposed solutions? k. Please identify current operating version of EPIC? l. Please identify what additional components are in use within environment to augment EPIC solution? m. Do you use Vergence? n. Is Citrix in use?	No current environment exists. a. Hosted or on premise infrastructure? Either b. Windows based environment or other? If other, please identify. Windows is preferred, but open to support other environments c. Physical or virtual servers in use? Either d. Type of network firewall? Enterprise Multi-cluster firewall infrastructure. Can be further disclosed upon contract neg. e. Custom mobile app(s) or purchased vendor solution(s) in use today? Not in use for this project f. Custom Portal or COTS package? If COTS (e.g. Off the Shelf Solution) please identify the vendor solution Not in use for this project g. Custom or COTS workflow in use? If COTS, please identify the vendor solution. Not in use for this project h. Is there a middleware solution implemented and if so from what 3rd party provider? Not in use for this project i. Is there any form of information exchange occurring w/external 3rd parties and if so what is the nature of that exchange? Not in use for this project j. Are there any existing API's or related interfaces built and available for exchanging information with current or proposed solutions? Not in use for this project k. Please identify current operating version of EPIC? Epic 2014 l. Please identify what additional components are in use within environment to augment EPIC solution? NA m. Do you use Vergence? No n. Is Citrix in use? Available in environment not used for this system today
7	For the current environment, do you have a development team for Mobile and/or Portal?	No
8	For the current environment, do your staff have any experience with developing web services? a. Restful? b. HL7? c. SOAP?	We can provide syntax support as needed a. Yes b. Yes c. Yes
9	In the current environment, what is the number of current users?	Not currently implemented. Could be up to 20k
10	In the current environment, what is the number of current external providers w/access to environment?	No technology currently exists for the mobile app. The online Provider Portal is a public web-page that providers have access to.
11	In the current environment, what is the method of access for external providers?	No technology currently exists for the mobile app. The Provider Portal is an online public web-page, which can be found by navigating to <a href="https://www.uihealthcare.org/Default.aspx">https://www.uihealthcare.org/Default.aspx</a> or <a href="https://www.uihealthcare.org/referring-providers/">https://www.uihealthcare.org/referring-providers/</a>
13	In the future state, does the provided PDF labeled UIP_Nav_App describe and illustrate a conceptual view on future state capabilities (Mobile and Portal)?	Yes. However, we are open to additional vendor suggestions and recommendations as long as they meet these minimum requirements/functionality
14	Based on the view on prototype screens will you be developing your own mobile app or just providing some context on prototype screens for future design consideration?	Just providing some context on prototype screens for future design consideration
15	Are you looking for multiple technology solutions? a. Mobile? b. Portal? c. Integration w/Epic?	Yes

	<p>a. Hosted or on premise infrastructure?</p> <p>b. Windows based environment or other? If other, please identify.</p> <p>c. Physical or virtual servers?</p> <p>d. Type of network firewall?</p> <p>e. Custom mobile app(s) or purchased vendor solution(s)?</p> <p>f. Hybrid or Native Mobile App Development Approach?</p> <p>g. Any defined use cases for external provider access?</p> <p>h. Green field build for Portal or enhancement?</p> <p>i. Custom Portal or COTS package?</p> <p>j. Is there a need for Custom or COTS workflow?</p> <p>k. Are you looking for a new middleware solution for integration and/or if not what is the planning assumption for interfacing w/EPIC?</p> <p>l. Are you aware of the lead time required to secure EPIC signoff and approval on any integration work that may involve interfacing with the EPIC platform?</p>	See Responses to Question 6
18	work that may involve interfacing with the EPIC platform?	
21	Number of targeted external provider's w/access to environment?	Up to 20k
		The current proposal is that the Basic version would be made available for all providers to access, and CareLink credentials to log into the Enhanced version (CareLink credentials are reviewed and approved by our internal team)
22	Expected Method of access for external providers?	Any access to PHI would need secure login credentials. Potentially different levels of access would need to be built based on certain criteria identified by UIHC
28	Will additional information on the requirements for this project be provided? (Beyond the PDF)?	For the purpose of this RFP we have provided the documents included on the RFP, as this information includes the general concept we have identified thus far. <u>We plan to work collaboratively with the vendor to build the final product</u>
	Need More details on UIHC and Voalte	API
34	<ul style="list-style-type: none"> <li>- Are we going to access - web service or API?SDK ?</li> <li>- Is it Intranet access or internet accessible</li> <li>- Is there any Cost involved</li> </ul>	Internet No additional cost to use Voalte API
	Ability to pull data from an existing department database that the department maintains (potentially done through MIM)	Yes we will be able to access this data and at a future time we will share more details
35	<ul style="list-style-type: none"> <li>- Can we access the database directly or thru web service</li> <li>- We need the server and database details</li> </ul>	
	Do we need to use only VIDYO for video conference or can we look for other tools	VIDYO is the preferred video conferencing tool to use, but we are open to vendor suggestions, and if different, will need to be reviewed by our leadership for approval
36	<ul style="list-style-type: none"> <li>- If its VIDYO, will they provide the API/SDK License or do we need to purchase on our own and include in the costing</li> </ul>	VIDYO has API/SDK potentially at an additional cost
	Do we need to use only lifeImage for Image Transfer or can we look for other tools	lifeIMAGE is a cloud-based image transfer solution that is being implemented institution-wide. We will need to determine if they have the capability to provide the API/SDK license that you are requesting. There is also the possibility of incorporating Epic Canto/Haiku for image transfer as well, but this functionality needs to be explored further
37	<ul style="list-style-type: none"> <li>- If its so, will they provide the API/SDK license or do we need to purchase on our own and include in the costing</li> </ul>	If there is another solution that is secure and HIPAA compliant we would be open to review additional options the said vendor may have; however, this will need to be reviewed by our leadership team for ultimate approval
	Epic Haiku & Canto are apps for Smartphones and iPad respectively	We will need to investigate the capability of including Epic Canto/Haiku further. There may be an API/SDK that we can access, but need to confirm with Epic
38	<ul style="list-style-type: none"> <li>- How are we going to access Epic - web service or API?SDK ?</li> <li>- Is there any Cost involved ?</li> </ul>	
39	What is Assimilation (Data Sources) ?	This is about the data sources/back end systems that the mobile apps will have to interface with
40	CISCO role	This is a data source that the said vendor may need to work with on future development of the app
	8. Implementation	UI Health Care is open to either a physical server or cloud based implementation based on recommendations from the developer. If a physical environment is needed UI Health Care will work with the developer to host it in an existing data center and provide server installation, ongoing support, and backups. Preferred database platform would be MS SQL server, but UI Health Care is open to input from the selected developer
41	<ul style="list-style-type: none"> <li>- Is the product needs to be deployed in existing Physical server or Cloud Based</li> <li>- Who will handle the production deployment</li> <li>- Server and Database preference</li> </ul>	
42	A number of the attribute questions relate to custom developing an app, we have a commercially released platform that will support your initiatives are you open to a commercial developed and released application or is a custom application mandatory?	Custom application mandatory - app needs to work seamlessly with Voalte tool that our providers use
43	We are responding to the RFP with our commercially available application while retaining the concept that some custom tailoring could be done for University of Iowa.	Proposed app needs to work seamlessly with Voalte tool that our providers use
44	Is the UIP Navigator app available today in any form?	No
46	According to the diagram, is it required that a provider access a web-based portal to : Request a consult, Refer a patient, transfer a patient, or can the app handle these duties natively?	This is the current set-up via the Online Provider Portal. We would be open to vendor suggestions on how the app would handle this natively
49	Is the Provider web portal in existence today and are you looking for the App to provide a connection to it?	Basic version is in existence. We would like the said vendor to assist with enhancements to maintain look & feel in conjunction with the app, enriched functionality, and integration with provider directory. Provider Portal Links: <a href="https://www.uihealthcare.org/Default.aspx">https://www.uihealthcare.org/Default.aspx</a> or <a href="https://www.uihealthcare.org/referring-providers/">https://www.uihealthcare.org/referring-providers/</a>
47	What is meant by view/send medical records? What functionality is required? Could the Provider access the medical record via the standard EMR portal that is available today?	Tools are available and the app would need to integrate with existing technology
50	Will you be continuing the development of the web portal and you are looking for the Vendor to advice on how to connect the mobile app to the portal?	Vendor advice
51	Do we need to launch a collaboration thread automatically in the app when a provider creates an online referral?	No. We want app to link to existing tools to complete
55	Are you open to any other 3rd party integration recommended by the selected vendor?	Yes. Vendor awarded bid would ultimately be responsible for any 3rd parties that they are working with
58	As per the app story (UIP_Navigator_App_Story.pdf), View Medical records is part of Basic version. Can the external provider view the medical records without UI CareLink credentials ?	No
59	Do we need to build two separate versions of the app, Basic and Enhanced ? or one app which will provide both set of features.	One app
60	"Opt in/Opt out features for the Provider Directory according to UIHC business rules" - Should there be an option in the Mobile app to add/remove UI providers ?	No
61	In the RFP it is mentioned that solution needs to be supported for wearable. Will there be features which are specific to the wearables	No. We just wanted to list this as an option
62	Should we support portrait and landscape mode	Yes
65	Apart from text messages, any other features should be available offline ?	To clarify we would like to have the ability to access the provider directory offline via the app, or at least a subset of this data (i.e. favorites/frequent contacts list). For Secure Text Messages, we would like to have functionality set-up where the app can hold the messages while offline, so when the provider logs on again they would receive any messages that came through while offline. This may be functionality that has to be integrated between Voalte and the app.
66	Please share the iOS and Android versions the app should support	Should always support current and two previous versions

67	Scenario : If the wifi network connectivity is poor in a particular environment and error occurs during a transaction. <i>Does the client have any standard error mechanisms to handle transaction failures or open to our suggestions ?</i>	Open to vendor suggestions
68	In the RFP, it is mentioned that app should be available for iOS, Android, Windows(Optional), Blackberry(optional). <i>Do you have priority for any particular platform ?</i>	iOS & Android
69	<i>Do you prefer any particular app development approach or open to our suggestions ?</i>	Open to vendor suggestions
71	Regarding #99, Please let us know the list of Use Cases currently implemented leveraging Microsoft Identity Management (MIM) tool and the list of Use Cases expected for enhanced version of Mobile application in this proposal.	MIM is a potential tool for keeping data in sync, not currently in use for this application
72	Regarding #99, Please confirm the following Use Cases those are in Scope for Microsoft Identity Management (MIM) implementation for Enhanced version mobile application 1. User Life Cycle Management (CRUD) 2. Target System User Provisioning / De-Provisioning (Please specify the list of target systems) 3. User Self Service 4. Password Management 5. Admin Functionality 6. Out of the Box Audit and Reporting	MIM is available to be utilized for this purpose, but it is not a requirement. We are open to similar tools based on vendor suggestions
80	Regarding #101, Is there any requirement for Mobile Device Management (MDM such as Airwatch) to support mobile platform types (ios/Android, etc) for the following Use cases - (i) Device registration process automated/configured as a self-service, (ii) User On-boarding / Off-boarding (iii) Device Access Policy Management	No
81	Regarding #101, As per the digital standards of UI are there any specific browsers and their respective versions that the app needs to be built on.	The app needs to be supported in current browsers (i.e. Chrome; Firefox; Edge; Safari; etc)
82	Regarding #102, As per the digital standards of UI are there any specific list of devices & wearables that the app needs to be built on.	Hardware not specified
83	Regarding #102, Is there any existing BYOD policy in place for University. Please let us know if University expects the app to be downloaded in the non BYOD devices as well.	These are not BYOD devices. This is an app to be provided to the public
84	Regarding #103, Do the external systems, that the app is to be integrated with, expose any web services? If so, are the web services RESTful?	There are multiple different connections available. Not all are RESTful APIs
85	Regarding #103, If there are existing web services in place, will the web services & web application (mobile app) be hosted on the same server? If not, then we assume that the UI will create a middleware layer	It would be safe to assume that UIHC would create a middleware layer
86	Regarding #104, Is there any other Access Management tools available for Authentication, Single Sign-On, Self Service Password Management?	No
87	Regarding #104, Do you have any preference on the technology stack to be used (such as JavaScript frameworks) or libraries for graphs to be used (such as Angular js, JQPlot Highchart etc.)	No
88	Regarding #194 & #195, Please elaborate on the scope of the Disaster Recovery requirements for this RFP - RTO /RPO expectations for DR - expected SLAs for backup - monitoring and tools - Can we leverage UI Staff for data center operations like rebooting library, loading and ejecting tapes?	We would like this app to be highly available. We would expect to have offline features available (i.e. provider directory, etc) Vendor can utilize our data center infrastructure to make technology/functionality available.
89	Regarding #212 & #213, We assume training content would be developed in English (US) language only. Please confirm.	Yes
94	Is the supplier expected to leverage the current Role based access controls implemented in UIHC Provider web portal? If any, please provide the details.	The current online Provider Portal is a public web-page. However, there are links to Epic CareLink that would require specific credentials to access. If the provider doesn't have these credentials there are <u>directions on registration</u>
95	The app will be built in English (US). Please confirm if there are any other language additions	English only at this time
96	Data Migration is not in scope for this RFP. Please confirm	No. We are wanting the app to act as an umbrella tapping into our current technology in order to <u>streamline communications</u>
97	Performance Testing is not in scope of this RFP. Please confirm.	Performance testing, load testing, and compliance are in scope
98	Does University have a separate and dedicated environments for regression, performance and end to end testing? If no, please elaborate on the requirement on test environment management services as part of this Proposal.	Yes we have separate test environments available
99	What is the test management tool preferred and used by the University? Please confirm if the same would be made available for supplier during the engagement.	No. Open to vendor suggestions
100	Does it require any integration (HL7, CCD, CCR, Custom format) with Hospital & payer systems to pull/push the Patient demographical, Clinical and Financial data? If yes, please specify the integration scope and details.	This is not included in scope at this time but could be a future phase
<b>Reporting &amp; Analytics</b>		
73	Regarding #100, Is there any existing Business Intelligence Platform setup like Microstrategy, Tableau or Cognos which can be used for this project. If not, What is preferred technology stack (hardware and Software) that will be used for reporting and analytics ?	We do have Tableau reporting available; however, overall we would like the vendor awarded this bid to have the ability to provide reporting on usage, access, etc of the app
74	Regarding #100, Please specify the expectation on accessibility of the reports through web portal, ios, android and other wearable devices etc.	Reporting is not required on the app itself, but to be made available on the backend
75	Regarding #100, Should the output be interactive dashboards or static output reports in standard formats like PDF, CSV?	Both. This is to be determined in the design phase of the project
76	Regarding #100, Can we use one of the readily available hosted solutions like Flurry or Google Analytics for the reporting analytics or the supplier is expected to provide on premise reporting analytics solution?	Yes. GoogleAnalytics
77	Regarding #100, Please provide details on 'Volume by Modality' and 'ROI' Report	Backend reporting to be made available to UIHC to pull reporting/metrics on volume by modality (i.e. use of app and what method users are accessing the app). Metrics to be made available through backend reporting to assist UIHC on determining Return on Investment. We would be open to vendor <u>suggestions</u>
78	Regarding #100, Should the solution support real time reporting or a delay is acceptable?	Delay is negotiable
79	Regarding #100, Please elaborate the HIPAA compliance for data transfers of patient referrals or record viewing	All data for patient referrals must be secure
<b>Security/Compliance</b>		
12	In the current environment, describe security model in place: a. Policy b. User management c. AD structure or other (If other please ID)	Current mobile app environment doesn't exist. The tool is expected to comply with current institutional policies, which are based on NIST 800-53-V4. This is to facilitate compliance with all HIPAA and other existing regulatory standards
23	Expected security model? a. Policy b. User management c. AD structure or other (If other please ID)	The tool is expected to comply with current institutional policies, which are based on NIST 800-53-V4. This is to facilitate compliance with all HIPAA and other existing regulatory standards

48	Is it safe to assume that if a UI CareLink provider has credentials they are a UIP provider?	No.
63	HIPAA compliance for data transfers of patient referrals or record viewing - > we assume that lifeIMAGE & UI CareLink used for data transfer is compliant to the standard	Yes
70	Regarding #99, is IOWA planning to leverage the existing security framework of Web based UIHC Provider Portal for Enhanced Version of Mobile application for rendering the contents? If yes, kindly furnish the followings - (i) Existing Security Tools for Authentication and Authorization? (Current Version and logical architecture) (ii) Existing Security Tools for Role and Group Management (iii) Existing Security Tools User provisioning/De-provisioning	No
90	How is data in motion and data in rest encrypted on existing UIHC provider web portal platform; What are the requirements in new setup for mobile application enhanced version?	It is encrypted per the requirements of those applications and consistent with HIPAA compliance
91	Is there any requirement for Vulnerability Assessment for Mobile application as part of Secure Code review?	Yes
92	Please explain how the University of Iowa is currently managing regulatory compliance needs such as HIPAA for provider web portal?	The tool is expected to comply with current institutional policies, which are based on NIST 800-53-V4. This is to facilitate compliance with all HIPAA and other existing regulatory standards
93	Please confirm if the masking of sensitive data in the production/ non-production environment is in scope for this bid. If yes, please provide details.	Yes for basic and enhanced
<b>Ongoing Support/Maintenance</b>		
24	Will you be looking to enter into a managed services arrangement for ongoing support and maintenance on any work products delivered?	Yes
<b>Project Management/Implementation/Pricing</b>		
25	Is there a project charter or business plan for this initiative and can it be shared?	We are in the very early stages of building out our requirements for this project, and once the bid is awarded, we would like to work with the vendor to put together the overall project plan. The intention of this app, and enhancement of our Provider Portal, is to identify these mechanisms for communication, and have the Mobile App and HTML5 view, act as a central access point for all forms of provider communication. We have illustrated the plan this far in the PDF UIP Navigator App Story in a <u>very general format</u> .
26	Are business requirements documented and available for review?	All business requirements that have been documented thus far have been provided in the RFP bid document and UIP Navigator App Story provided as a PDF. We will work with the vendor awarded this <u>contract on further details and business requirements</u>
64	Do the client have any time-frame for Phase 1 and Phase 2 ?	Phase I within six months / Phase II TBD
45	Should the focus be on Phase I or should we outline Phase II as well?	Please outline your plan for both
53	As we provide a SAAS based model, our pricing is per user per month, how should we fill out the pricing section as there is not a line item that reflects how SAAS solutions are delivered?	We would not entertain a per user per month model. We would entertain more of an enterprise license fee or monthly maintenance charge, not per user pricing model. If you have a different pricing model please include as an attachment to the bid
<b>Project Team Structure</b>		
27	Will business and technical domain experts from the organization be available for the duration of the effort once initiated?	Yes
19	Do you have your own web design staff?	No
32	Do Onsite development at University is required or we can do development offsite from our office?	Offsite is ok
54	Can the work be performed off-site with some on-site meetings?	Yes
<b>Branding</b>		
20	Do you have policies/guidelines/documentation around branding that would govern UI design for Mobile and Portal?	Yes
56	Do you have any imagery or graphics requirements?	Yes
57	Is there a Style or branding guide available based on which the app needs to be designed?	Update in process; should be complete within next 2-4 weeks