

Proposer's Name: _____

RFP No: DMH-1109B2

APPENDIX B.2

TECHNICAL REQUIREMENTS RESPONSE

**Addendum Number One
January 13, 2010**



**Integrated Behavioral Health
Information System**



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TECHNICAL REQUIREMENTS RESPONSE INSTRUCTIONS

Capitalized terms used in this Appendix B.2 without definition herein shall have the meanings given to such terms in the body of Appendix E (Sample Agreement), Appendix A (Statement of Work) or Appendix F (Glossary).

The Technical requirements set forth in this Appendix B.2 (Technical Requirements Response), for the IBHIS RFP are contained in a Microsoft Excel workbook designed to be self-scoring matrix. The matrix has been designed to require a single response in the appropriate Response Column A, B, C, D, or E for every numbered requirement within each respective section. Only one entry per numbered requirement is permitted. Proposer shall not place responses in columns that are shaded or unnumbered, alter, insert rows or add data to the matrix.

Complete and submit information as requested for each and every required Section [i.e., Section I (System Architecture), Section II (Database), Section III (Reporting), Section IV (Security), Section V (EDI), Section VI (Ease of Use), Section VII (System Reliability), Section VIII (Production Control), Section IX (Other Environments), Section X (System Standards), and Section XI (Interfaces)].

[Note: A document substantially similar to this Appendix B.2 shall become Attachment B.2 (Technical Requirements) to Exhibit B (Technical Solution Requirements) of any resultant Agreement.]

IMPORTANT: Proposer must not leave any numbered requirement response column blank within each respective section. Failure to provide a response to any numbered requirement will be deemed “Non-Responsive.” Multiple responses to any numbered requirement will also be deemed “Non-Responsive.” Responses that are deemed “Non-Responsive” will result in a zero (0) point score or may, in County’s sole discretion, result in disqualification or elimination of the proposal. County in its sole discretion may elect to adjust Proposer's score where discrepancies between Proposer's comments and score exist.

For each numbered requirement, place a number one (1) in only one of Response Column A, B, C, D, or E. The definitions of the columns are as follows:

* **A = Currently available**

The functionality described in the requirement statement is available in the current release of the proposed System Software without modification or the use of Third Party Software.

* **B = Development**

The functionality described in the requirement statement is not available in the current release of the proposed System Software but is or will be under development and added to the general commercial release and available for Production Use by July 1, 2010.

* **C = Available via vendor modification**

The functionality described in the requirement statement requires vendor modification ("Custom Programming Modifications") to the current release of the proposed System Software. No Third Party Software is required to provide the stated functionality.



TECHNICAL REQUIREMENTS RESPONSE INSTRUCTIONS

Proposer must additionally include a corresponding entry in Section III.A (Professional Services: Custom Programming Modifications) of Appendix C (Price and Schedule of Payments) in respect of the applicable Custom Programming Modification, even if the cost is a zero (\$0.00) dollar amount, for each requirement with this response.

All software modification services and/or Work associated with a response of C shall be performed as set forth in Appendix A (Statement of Work), and in accordance with Appendix E (Sample Agreement).

* **D = Available using Third Party Software**

The functionality described in the requirement statement requires the licensing, installation, and integration of Third Party Software with existing proposed System Software.

Proposer must list the Third Party Software in the Comments column and include corresponding entries in Sections I.B (System Software: Third Party Software) and III.B (Professional Services: Interfaces) of Appendix C (Price and Schedule of Payments) to include the cost of both the applicable license(s) and any related integration services and/or other Work, even if the cost is a zero (\$0.00) dollar amount, for each requirement with this response.

Any related Third Party Software integration services and/or Work associated with a response of D shall be performed as set forth in Appendix A (Statement of Work), and in accordance with Appendix E (Sample Agreement).

* **E = Not available**

The functionality described in the requirement statement is not available in the current release of the proposed System Software and is not targeted to be in general commercial release and available for Production Use by July 1, 2010.

* **Comments**

In addition to listing any applicable Third Party Software, the Comments column can be used to qualify answers or add notes that may further explain how the proposed software achieves the desired functionality.

Technical Requirements Response

Section I - System Architecture

Place the number "1" into the appropriate response column:

A=Currently available B=In development (available by 7/1/2010) C=Available via vendor modification D=Available using Third Party Software

E=Not available

Requirement	A	B	C	D	E	Comments
System Architecture						
General						
1 Ability to access all User Components via a web browser						
2 Includes queue management, forms management, and print distribution capabilities						
3 Ability for vendor to securely access the System remotely via direct access through a secure connection over the Internet						
4 Components of the System use IE7 multiple tabs						
Network						
5 Application can be executed in a Microsoft Terminal Services environment						
6 Application can be executed in a Citrix Client environment						
7 Ability for designated staff to send broadcast messages within the System						
Application						
8 Provides optical scanning of hardcopy documents and document indexing features						
9 Provides for incorporation and indexing of digital images (e.g., photographs, Electroencephalogram)						
10 Provides for sending and receiving an e-fax directly from the System						
11 System Software is case sensitive						

Technical Requirements Response

Section II - Database

Place the number "1" into the appropriate response column:

A=Currently available B=In development (available by 7/1/2010) C=Available via vendor modification D=Available using Third Party Software
E=Not available

Requirement	A	B	C	D	E	Comments
Database						
12						Utilizes Oracle, SQL Server or Caché as the Database Management System (DBMS)
13						Provides utilities or other tools for administrative Users to evaluate data relationships between tables
14						Includes Entity Relationship Diagram of logical design available electronically
15						Includes Entity Relationship Diagram of physical table design (including attributes) available electronically
16						Includes functional descriptions of stored procedures within the database
17						Includes an electronic data dictionary
18						Provides a data dictionary which includes user-defined fields and tables which can be viewed online
19						Ability to load meta-data into a reporting repository
20						Provides a normalized data model for processing of data
21						Provides ad-hoc data access to the production database for trouble-shooting purposes
22						Ability to create data views
23						Ability to automatically rollback deadlocked processes
24						Ability to store data in XML format
25						Utilizes Structured Query Language
26						Provides a diagnostic tool or utility to identify contaminated and corrupt files and locate the contamination within the file
27						Provides a tool or utility to select individual records and execute an update
28						Provides a tool or utility to select a group of records and execute a mass update
29						Ability to create forms online
30						Ability to capture all data elements from online forms
31						Ability to populate online forms using all data elements

Technical Requirements Response

Section III - Reporting

Place the number "1" into the appropriate response column:

A=Currently available B=In development (available by 7/1/2010) C=Available via vendor modification D=Available using Third Party Software
E=Not available

Requirement	A	B	C	D	E	Comments
Reporting						
Reporting Repository						
32 Provides a reporting repository that is separate from the production database						
33 Provides a reporting repository that is synchronized to the production database on a predefined schedule						
34 Provides a database to serve as a reporting repository						
35 All data elements in System are available for download to the reporting repository						
36 Captures data from user-defined fields and screens						
Accesses data within the reporting repository by:						
37 Standard menus and screens						
38 User-defined menus and screens						
39 Standardized reports						
40 Ad-hoc reports						
41 Access to the reporting repository is unaffected by the primary site server(s) (production) and recovery data center site server(s) availability						
42 Ability to extract and download from reporting repository						
43 Includes a Data Extract, Transform, and Load Utility (ETL) to load data from the production database to the reporting repository						
44 Ability to create data marts						
45 Ability to create tables with user-defined elements within the reporting repository						
46 Reporting database resides on its own server						
Report Writing						
Provides one integrated report writer tool with access to:						
47 All fields within all Components						
48 All fields, including user-defined fields added to the production database						
49 Provides a report writer tool that is menu driven						
50 Provides a report writer tool for use by Users						
51 Provides help text available within the report writer tool						

Technical Requirements Response

Section III - Reporting

Place the number "1" into the appropriate response column:

A=Currently available B=In development (available by 7/1/2010) C=Available via vendor modification D=Available using Third Party Software
 E=Not available

Requirement	A	B	C	D	E	Comments
52	Ability to write queries and save them					
53	Ability to print reports locally					
	Ability to save reports in the following formats:					
54	Adobe (.pdf)					
55	MS-Excel (.xls)					
56	MS-Word (.doc)					
57	Plain Text					
58	Other					

Technical Requirements Response

Section IV - Security

Place the number "1" into the appropriate response column:

A=Currently available B=In development (available by 7/1/2010) C=Available via vendor modification D=Available using Third Party Software
E=Not available

Requirement	A	B	C	D	E	Comments
Security						
Access Control						
59 Ability to restrict rights, privileges or access at the User and group level						
60 Ability to assign rights, privileges or access to processes for specified tasks						
Ability to authorize administrators to manage restrictions or privileges associated with Users, groups, and processes including:						
61 Defining levels of access						
62 Assigning levels of access						
63 Modifying a level of access						
64 Removing a level of access						
Ability to associate permissions with a User using the following access controls:						
65 User-based (i.e., access rights assigned to each User)						
66 Role-based (i.e., Users are grouped and access rights assigned to these groups)						
67 Context-based (i.e., role-based with additional access rights assigned or restricted based on the context of the transactions, such as time-of-day, workstation-location, emergency-mode, etc.)						
68 Assigns record only to designated Users						
69 Makes record inaccessible (e.g., blinds and locks) to non-designated Users						
70 Ability to override restricted assignment and assign to another designated User						
71 Provides notification when Break-the-Glass function is used						
Ability to limit User functionality based on the following access rights:						
72 Read						
73 Write						
74 Modify						
75 Transmit						
76 Download						
77 Ability to revoke the access privileges of a User without requiring deletion of the user						
78 Integrates with Microsoft Active Directory for authentication						
79 Provides integrated security managed in a central accounts database						
80 Ability to view list of Users logged on to System in real-time						
81 Ability to add user-defined messages to log-on screen						

Technical Requirements Response

Section IV - Security

Place the number "1" into the appropriate response column:

A=Currently available B=In development (available by 7/1/2010) C=Available via vendor modification D=Available using Third Party Software
E=Not available

Requirement	A	B	C	D	E	Comments
Audit Control						
82 Generates an audit record for all activity of a given User (i.e., a trail of all user activity within the System)						
83 Generates an audit record for activity associated with a transaction, from creation to completion, including logging of data additions, changes, and deletions						
84 Ability to record and monitor all accesses of a patient record						
85 Ability to record and monitor all activity of a patient record						
86 Ability to generate an audit record whenever a client record is viewed						
87 Ability to select which transactions to capture						
88 Ability to select data elements captured in audit records						
89 Ability to capture all Users who have used a given function						
90 Ability to capture all Users who have updated a given field						
91 Ability to establish policy-based retention periods for audit information						
Records within each audit record the following information when it is available:						
92 Date and time of the event						
93 Component of the System (e.g., software, hardware) where the event occurred						
94 User device or peripheral device involved in transactions						
95 Type of transaction						
96 User identity						
97 Outcome (success or failure) of the event						
98 Tracks the before and after record of modified data elements						
99 Ability to log system administrator activity						
100 Ability to restrict system administrator from changing log activity						
Provides authorized administrators with the capability to read all audit information from the audit records in a human readable format using the following options:						
101 Reports based on ranges of system date and time that audit records were collected						
102 Export logs into text format and correlate records based on time (e.g., UTC synchronization)						
103 Supports time synchronization using Network Time Protocol (NTP) and uses this synchronized time in all security records						

Technical Requirements Response

Section IV - Security

Place the number "1" into the appropriate response column:

A=Currently available B=In development (available by 7/1/2010) C=Available via vendor modification D=Available using Third Party Software
E=Not available

Requirement	A	B	C	D	E	Comments
104 Supports time synchronization using Simple Network Time Protocol (SNTP), and uses this synchronized time in all security records						
Secures audit records in the following ways:						
105 Allows read access to authorized Users only						
106 Protects stored audit records from unauthorized deletion						
107 Prevents modifications to the audit records						
Authentication						
108 Authenticates the User before any access to protected resources (e.g., PHI) is allowed						
109 Authenticates the User before any access from standalone devices (e.g., mobile devices) to protected resources (e.g., PHI) is allowed						
110 Password strength rules mandate a minimum number of characters, required inclusion of alpha-numeric complexity and special characters						
111 Requires the User to change their password on a defined schedule						
112 Ability to prevent further viewing and access to the proposed System upon detection of inactivity that remains in effect until the User reestablishes access						
113 Logs all unsuccessful access attempts to log-in to the System						
114 Ability to lock-out a User due to user account inactivity						
115 Ability to configure the length of time of User account inactivity						
116 Ability to set a maximum number of unsuccessful logon attempts after which User is locked out of the System						
117 Provides an administrative function that resets passwords						
118 Ability for an administrator to delegate authority, by User group, to reset password						
119 Ability for an administrator to delegate authority, by User group, to restore system access of locked out User						
120 Ability to require the password to be changed by a User at the next successful logon						
121 Ability to use case insensitive usernames that contain typeable alpha and numeric characters						

Technical Requirements Response

Section IV - Security

Place the number "1" into the appropriate response column:

A=Currently available B=In development (available by 7/1/2010) C=Available via vendor modification D=Available using Third Party Software
E=Not available

Requirement	A	B	C	D	E	Comments
122 Ability for an authenticated User to change their password						
123 Ability to use case sensitive passwords that contain typeable alpha and numeric characters						
124 Stores and transmits passwords in an encrypted format						
125 Prevents the reuse of a configurable number of previously used passwords within a specific configurable timeframe						
126 Ability to configure password constraints to incorporate user-defined criteria						
127 Ability to use the County RSA SecurID token to provide access to the System via the Internet						
Protection						
128 Provides secure information delivery over the Internet via encryption by using triple-DES (Data Encryption Standard) or the Advanced Encryption Standard (AES)						
129 Encrypted data delivered over the Internet is transmitted via open protocols (e.g., TLS, SSL, IPSec, XML encryption, S/MIME)						
130 Ability to store information on portable / removable media that has been encrypted with triple-DES or AES algorithms						
131 System provides a web (HTTP) interface and provides an SSL configuration mechanism						
132 Ensures the authenticity of remote nodes (i.e., mutual node authentication) when communicating PHI over the Internet or other known open networks using open protocols (e.g., TLS, SSL, IPSec, XML sig, S / MIME)						
133 Prevents display of passwords while being entered						
Electronic Signature						
134 Ability to use digital signatures in records and documents within the System						
135 Ability to use digital signatures in records and documents sent to external business partners						
136 Employs non-repudiation techniques in digital signature technology						
The electronic signature mechanisms is:						
137 Unique to the signer						
138 Capable of being verified						

Technical Requirements Response

Section IV - Security

Place the number "1" into the appropriate response column:

A=Currently available B=In development (available by 7/1/2010) C=Available via vendor modification D=Available using Third Party Software
 E=Not available

Requirement		A	B	C	D	E	Comments
	The system complies with Certification Commission for Healthcare Information Technology (CCHIT) certification criteria for:						
139	Security: Access Control						
140	Security: Audit						
141	Security: Authentication						

Technical Requirements Response

Section V - EDI

Place the number "1" into the appropriate response column:

A=Currently available **B**=In development (available by 7/1/2010) **C**=Available via vendor modification **D**=Available using Third Party Software
E=Not available

Requirement	A	B	C	D	E	Comments
EDI						
	Accepts and transmits information in the following standard formats:					
142	ASC X12N 270 / 271 Eligibility					
143	ASC X12N 276-277 Claim Status					
144	ASC X12N 275 Patient Information / Claims Attachment					
145	ASC X12N 278 Health Care Services Review					
146	ASC X12N 820 Capitation					
147	ASC X12N 834 Benefit / Enrollment / Maintenance					
148	ASC X12N 835 Health Care Claim Payment / Advice					
149	ASC X12N 837 Health Care Claim					
150	ASC X12N 997 Functional Acknowledgment					
151	TA1 Interchange Acknowledgement					
152	NCPDP Telecommunication Standard v5.1					
153	NCPDP Batch Standard v1.1					
154	NCPDP SCRIPT Standard v8.1					
155	NCPDP Formulary and Benefit Standard v1.0					
	Accepts and processes automated information using standard interfaces in secure formats, including:					
156	EDI					
157	Custom XML messages (via HTTP/HTTPS, FTP, SMTP)					
158	Internet direct entry					
	Transmits EDI claims status to providers, including:					
159	Errors requiring resubmission					
160	Resubmission validation					
161	Ability to reject claims received electronically due to missing required fields					
162	Ability to transmit electronic statements to third-party processing agents					
163	Ability to customize EDI components including the addition or removal of elements					
164	Provides data compression for transmitted transactions					

Technical Requirements Response

Section V - EDI

Place the number "1" into the appropriate response column:

A=Currently available **B**=In development (available by 7/1/2010) **C**=Available via vendor modification **D**=Available using Third Party Software
E=Not available

Requirement	A	B	C	D	E	Comments
Provides data validation based on:						
165 Data type						
166 Data integrity checks						
167 Comparison edits (e.g., comparison against a table of acceptable values)						
168 User-defined rules						
169 Includes audit mechanism for reconciliation of rows transmitted						
170 Reports all preprocessor errors in an inbound batch at one time						
171 Includes error processing mechanism for import process reconciliation						
Accepts electronic imports and exports of the following information and reference files:						
172 ICD-9						
173 CPT						
174 HCPCS						
175 NDC codes						
176 Provider data						
177 Pricing and fee tables						
178 Other						
179 Ability to view status of EDI file transfers						
180 Ability to resend EDI file						

Technical Requirements Response

Section VI - Ease of Use

Place the number "1" into the appropriate response column:

A=Currently available B=In development (available by 7/1/2010) C=Available via vendor modification D=Available using Third Party Software
E=Not available

Requirement	A	B	C	D	E	Comments
Ease of Use						
User Customization Options						
181 Ability to define new data elements and incorporate them into the production database, client record, application screen, and reports						
182 Provides for the customization of tables (e.g., procedure code or description)						
183 Ability to customize standard field labels						
184 Provides security controlled access to the customization or definition of tables						
185 Provides for administrative Users to define new screens						
186 Provides for the addition of menu options or menu selections to facilitate access to new user-defined screens						
Provides the capability to assign default values to screen fields for:						
187 Standard screens						
188 User-defined screens						
189 Ability to establish table edits within user-defined screens						
190 Flags custom programming and prevents over-write during upgrades						
191 Flags custom help text and prevents over-write during upgrades						
192 Provides for user-defined screen literals associated with the data-field						
193 Provides for user-defined screen literals not associated with the data-field						
194 Ability to define the edit rules for a user-defined data element						
195 Provides automatic data formatting as appropriate (e.g., phone number, dates)						
Documentation						
On-line Help						
196 Provides on-line context sensitive definitions for menu-screen selections						
197 Provides "pull-down" menus for screen prompting						
198 Provides on-line context sensitive help at the screen level within all Components (i.e., when the User selects "help" from within a screen, the help text is specific for that screen and related topics)						
199 Provides prompting for field level entry						
200 Provides unique identifiers on all screens to assist Help Desk resolve User problems						

Technical Requirements Response

Section VI - Ease of Use

Place the number "1" into the appropriate response column:

A=Currently available B=In development (available by 7/1/2010) C=Available via vendor modification D=Available using Third Party Software
E=Not available

Requirement	A	B	C	D	E	Comments
201 Provides context sensitive on-line help at the field level for all fields accessible on-line within all Components						
202 Ability to customize help text						
203 Provides technical documentation, within each screen that includes source of all data (i.e., data element name and table or calculation)						
204 Ability to add internal policies and procedures to help text						
205 Provides updates to on-line documentation with each software update						
User Documentation						
206 Includes a complete on-line copy of the User documentation						
207 Includes context sensitive on-line User documentation and help files						
208 Includes indexed User documentation						
209 Includes on-line User documentation and help files which are searchable based on a topic and/or keyword						
Technical Documentation						
210 Includes a complete on-line copy of the technical documentation						
211 Includes context sensitive on-line technical documentation and help files						
212 Includes indexed technical documentation						
213 Includes on-line technical documentation and help files which are searchable based on a topic						
214 Includes on-line technical documentation and help files which are searchable based on a keyword						
215 Includes technical documentation on how to add, modify and remove User accounts						
216 Includes technical documentation on how to reset User passwords						
217 Includes technical documentation on how to establish password constraints						
218 Includes technical documentation on how to use and manage audit logs						
219 Provides GUI for System Administration tools						

Technical Requirements Response

Section VII-System Reliability

Place the number "1" into the appropriate response column:

A=Currently available B=In development (available by 7/1/2010) C=Available via vendor modification D=Available using Third Party Software

E=Not available

Requirement	A	B	C	D	E	Comments
System Reliability						
Backups						
220 Provides for fully automated backups of data, security credentials, log and audit files						
221 System restore results in a fully operational and secure state, including application data, security credentials, log and audit files						
222 Performs complete backups of a running System in Production Use without shut down or suspension of operations						
Availability						
223 Provides User System availability twenty-four (24) hours per day, seven (7) days per week						
224 Includes utilities to help monitor and tune performance						
Business Continuity						
225 Ability to create synchronized instances of the System at primary and recovery data center sites						
226 Provides high availability capabilities to the recovery data center for Users in the event of a System failure						
227 Provides auto-save function for all User updates						

Technical Requirements Response

Section VIII-Production Control

Place the number "1" into the appropriate response column:

A=Currently available B=In development (available by 7/1/2010) C=Available via vendor modification D=Available using Third Party Software

E=Not available

Requirement	A	B	C	D	E	Comments
Production Scheduling and Control						
228						Ability to establish and support job queues, assign priorities, and classes
229						Provides job scheduling capabilities
230						Provides event triggered job scheduling
231						Provides job batch scheduling of multiple processes
232						Provides System notification to the operator of exceptions including: any communications failure; abnormal job completion; and performance degradation
233						Ability to print the system log
234						Interfaces with third party scheduling systems

Technical Requirements Response

Section IX - Other Environments

Place the number "1" into the appropriate response column:

A=Currently available B=In development (available by 7/1/2010) C=Available via vendor modification D=Available using Third Party Software

E=Not available

Requirement	A	B	C	D	E	Comments
Testing, Development and Training Environments						
235						
236						
237						
238						
239						
240						
241						
242						
243						
244						
245						

Technical Requirements Response

Section X - System Standards

Place the number "1" into the appropriate response column:

A=Currently available **B**=In development (available by 7/1/2010) **C**=Available via vendor modification **D**=Available using Third Party Software

E=Not available

Requirement	A	B	C	D	E	Comments
System Standards						
246	Compliant with the security and privacy of health data provisions of the HIPAA Final Security Rules published February 20, 2003					
247	Ability to use XML and EDI formats					
248	Provides data transmission using HL7 protocol version 2.x					
249	Provides data transmission using HL7 protocol version 3.x					
250	Interfaces with Internet Explorer 7.0 or any later version to allow access to the System					
251	Utilizes Security Assertion Markup Language (SAML)					
252	Utilizes Object Linking and Embedding (OLE)					
253	Utilizes Simple Object Access Protocol (SOAP)					
254	Compliant with ODBC					
255	Interfaces with Cognos Business Intelligence products					
256	Compatible with CISCO networking products					
257	Interfaces with Double-Take (produced by NSI Software)					
258	Supports Pointsec 2.0 encryption protocol for secure remote laptop access					
259	Compliant with the security provisions of Title IV – Health Information Technology for Economic and Clinical Health (HITECH) Act					

Technical Requirements Response

Section XI - Interfaces

Place the number "1" into the appropriate response column:

A=Currently available **B**=In development (available by 7/1/2010) **C**=Available via vendor modification **D**=Available using Third Party Software

E=Not available

Requirement	A	B	C	D	E	Comments
Interfaces						
260						Interfaces with facsimile applications
261						Interfaces with translation software (interface engine) for the transmission of electronic claims
262						Provides EDI interface to claims clearinghouses
263						Interfaces with Dragon NaturallySpeaking
264						Interfaces with touch screen devices
265						Ability to provide data extracts from the production database to feed an external enterprise data warehouse
266						Provides an interface engine to create customized interfaces
267						Ability to use a third party interface engine to create customized interfaces
268						Integrates with Sun's eGate Integrator
269						Integrates with Quovadx
270						Integrates with Microsoft's BizTalk
271						Creates user-defined interface files for eCaps financial system