

Proposer's Name: _____

RFP No: **DMH-1109B2**

APPENDIX B.2.1

TECHNICAL NARRATIVE REQUIREMENTS RESPONSE



**Integrated Behavioral Health
Information System**



INSTRUCTIONS

Capitalized terms used in this Appendix B.2.1 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 Narrative Questions set forth in this Appendix B.2.1 of the IBHIS RFP are designed to help the Department learn about the technical capabilities of the proposed System. The Department will use the responses to these questions to determine how easily the proposed System will integrate into its technical environment.

Complete and submit this form in its entirety. Answer each narrative question clearly and completely. Any unclear or incomplete answers will be deemed non-responsive, disregarded and will receive a zero (0) point score. Be sure that the response provides sufficient detail to objectively evaluate the response, while not providing irrelevant information. Respond in the space provided to complete your response. This form is designed to automatically expand space on questions requiring descriptions or explanations. If additional space is needed, attach additional sheets with corresponding reference to question.

References to websites or other external materials in lieu of a response as defined above may be deemed non-responsive and accordingly receive a score of zero (0). Responses provided by Proposer which reference other materials provided by Proposer must cite the title of the referenced document(s) and include the page number and section or line number. Failure to adhere to these procedures may at County's sole discretion render the proposal non-responsive.

| Question | Response |
|---|----------|
| <u>SYSTEM ARCHITECTURE</u> | |
| 1. Describe your proposed System architecture, web-based or client-server based, including server and work station operating systems, tiers, hardware platforms, application development languages, database systems, processing approach (distributed versus centralized), communication protocols, and User interface technology. | |
| 2. Describe the ability to scale the proposed System in terms of numbers of concurrent Users, number of servers, and Users per server. Explain any limitations of the System Software and list the known maximums for concurrent Users, number of servers, and Users per server. | |



| Question | Response |
|---|----------|
| 3. Describe the integration methodologies used to implement your solution into your largest current customer systems environment. | |
| 4. Describe how the proposed System configuration protects against downtime from hardware failures, maintenance activities, and System upgrades. Describe single points of failure, if any. | |
| 5. Describe how the proposed System incorporates electronic signature technologies, biometric technologies, and Smart Cards. | |
| <u>NETWORK ARCHITECTURE</u> | |
| 6. Identify and describe all network monitoring and management tools included in the proposed System. | |
| 7. Describe any limitations that may inhibit access through a VPN, firewall, Windows Terminal Server, Citrix, or other secured network access capability. | |
| <u>HARDWARE</u> | |
| 8. What is the maximum number of printers that your proposed System will accommodate? | |
| 9. Describe how printers can be connected to and managed by the proposed System. Include a description of print management and print distribution capabilities. | |
| 10. Is there a maximum number of workstations and peripheral devices that your proposed System can support? If so, list the device type(s) and applicable limitations. | |
| 11. Describe any vendor proprietary hardware required by the proposed System. | |



| Question | Response |
|---|----------|
| 12. List or describe the types of hand-held devices the proposed Baseline Application Software directly supports (e.g., Blackberry, Microsoft Windows based PDA, etc). | |
| 13. How does the proposed System and System Hardware securely interface with hand-held devices? | |
| 14. What voice recognition software is supported by the proposed System's clinical record component? | |
| 15. Describe your requirements for secure remote connectivity to the proposed System and any other technology or requirements needed to provide full Maintenance and Support Services for the System. | |
| <u>APPLICATION ARCHITECTURE</u> | |
| 16. List and describe the following components utilized to build the System: a. Development and operating system environments b. DBMS c. Programming languages d. Development tools | |
| 17. Describe the utilities and procedures for loading tables from externally supplied files, including but not limited to diagnosis and procedure code files. | |
| 18. What, if any, specialized integrated systems / technical skills are required of the County to support the proposed System? | |
| 19. Describe how the data audit trail works, is accessed and is maintained. | |
| 20. Can the System Software be a portal to access Department-developed applications? Describe how. | |



| Question | Response |
|--|----------|
| 21. What interface engines (e.g., eGate, BizTalk, etc.) does the proposed System support? Include in this response how the interface engine(s) integrates with the proposed System. | |
| 22. What TCP/IP ports does the proposed System utilize for the following: a. Application/web server to database server b. Database server to report server c. Database server through interface engine d. Other required ports and purpose | |
| 23. Are the default TCP/IP port settings in the proposed System Software configurable at installation? Describe the process to reconfigure the TCP/IP ports if a conflict occurs at a customer installation. | |
| 24. What TCP/IP ports does the proposed System utilize for replication? Identify for all environments. | |
| 25. Do you have standard or existing interfaces with claims clearinghouses? If so, which ones? | |
| 26. Which, if any, third party Credentialing systems does the proposed System support? Describe your experience. | |



| Question | Response |
|---|--------------------------|
| 27. Indicate which of the following Technology and B2B Exchange Adapters are currently available within your proposed System at no additional cost: | Check all that apply |
| TECHNOLOGY ADAPTERS: | |
| Microsoft BizTalk XML | <input type="checkbox"/> |
| Email | <input type="checkbox"/> |
| Erwin | <input type="checkbox"/> |
| File Folder | <input type="checkbox"/> |
| FTP | <input type="checkbox"/> |
| SFTP | <input type="checkbox"/> |
| HTTP | <input type="checkbox"/> |
| HTTPS | <input type="checkbox"/> |
| HTML | <input type="checkbox"/> |
| JMS | <input type="checkbox"/> |
| LDAP | <input type="checkbox"/> |
| MASHUPS | <input type="checkbox"/> |
| MSMQ (Extractor) | <input type="checkbox"/> |
| MSMQ (Fixed ASCII) | <input type="checkbox"/> |
| MSMQ (XML) | <input type="checkbox"/> |
| MQSeries (Extractor) | <input type="checkbox"/> |
| MQSeries (Fixed ASCII) | <input type="checkbox"/> |
| MQSeries (XML) | <input type="checkbox"/> |
| Oracle AQ | <input type="checkbox"/> |
| Oracle BPEL | <input type="checkbox"/> |
| Progress Sonic ESB | <input type="checkbox"/> |
| SGML | <input type="checkbox"/> |



| Question | Response |
|---|--------------------------|
| SOAP | <input type="checkbox"/> |
| TCP/IP | <input type="checkbox"/> |
| URI | <input type="checkbox"/> |
| URL | <input type="checkbox"/> |
| WebSphere | <input type="checkbox"/> |
| XML | <input type="checkbox"/> |
| XML DTD | <input type="checkbox"/> |
| XML Schema | <input type="checkbox"/> |
| XML XDR | <input type="checkbox"/> |
| B2B EXCHANGE ADAPTERS: | |
| ACORD | <input type="checkbox"/> |
| CCD (Continuity of Care Document) | <input type="checkbox"/> |
| CCR (Continuity of Care Record) | <input type="checkbox"/> |
| CDA (Clinical Document Architecture) | <input type="checkbox"/> |
| EDI (EDIFACT) | <input type="checkbox"/> |
| EDI (X12) | <input type="checkbox"/> |
| CMS 1500-NSF | <input type="checkbox"/> |
| HIPAA | <input type="checkbox"/> |
| HL7 (all production versions and version 3.0) | <input type="checkbox"/> |
| HR-XML | <input type="checkbox"/> |
| MIB | <input type="checkbox"/> |
| NCPDP | <input type="checkbox"/> |
| NSF | <input type="checkbox"/> |
| SWIFT | <input type="checkbox"/> |
| Text (Delimited – EDI) | <input type="checkbox"/> |
| Text (Delimited – EDIFACT) | <input type="checkbox"/> |



| Question | Response |
|--|--------------------------|
| Text (Delimited – HL7) | <input type="checkbox"/> |
| TRADACOM | <input type="checkbox"/> |
| UB04 / CMS 1450 | <input type="checkbox"/> |
| UB92-NSF | <input type="checkbox"/> |
| XBRL | <input type="checkbox"/> |
| 28. Indicate which of the following EDI Integration Tools are currently available in your proposed System at no additional cost: | Check all that apply |
| Cloverleaf | <input type="checkbox"/> |
| IBM WebSphere | <input type="checkbox"/> |
| Informatica | <input type="checkbox"/> |
| Pervasive Software | <input type="checkbox"/> |
| <u>DATABASE ARCHITECTURE</u> | |
| 29. On which database management system does the proposed System operate, and with which DBMS is it compatible? | |



| Question | Response |
|---|----------|
| 30. Describe the database architecture, the tools, and utilities available in the proposed System by responding to items <u>a through d</u> below: | |
| a. Describe the database architecture. | |
| b. Is there a utility for synchronizing the database and the data dictionary between the primary site and a fail-over site? Describe the process for using the utility. | |
| c. Are any components of the database architecture vendor proprietary? If so, explain. | |
| d. What utilities or tools are available for managing database capacities, indexing, and database optimization? | |
| 31. Describe any limitations of the proposed System on the number of records or database size. | |
| 32. Describe how data is archived. Is archived data accessible by the User and if so, how? | |
| 33. Describe the process / mechanism (e.g., row level lock, field lock, etc.) for controlling simultaneous updates to the database. | |
| 34. Describe the recommended daily, weekly, and monthly database management or maintenance activities. | |
| 35. Describe the recommended back-up process for the proposed System and explain the process for selecting and excluding certain items from being backed up. | |
| <u>BUSINESS CONTINUITY</u> | |
| 36. Describe how the proposed System responds to an incomplete/work-in progress transaction at the time of an unplanned downtime event. Will the disruption cause the loss of data? | |



| Question | Response |
|---|----------|
| 37. In the event of a System failure at the primary data center site, describe how the data is reconciled from the recovery data center site to the primary data center site once the proposed System is restored and vice-versa. | |
| 38. Describe the recommended process for loading the proposed System to a Warm-Site in the event of a failure in the primary data center site. Approximately how long does this process take? | |
| 39. Identify customer sites at which you have participated in a Warm-Site recovery data center implementation. | |
| 40. Identify customer sites at which you have participated in a Hot-Site recovery data center implementation. | |
| 41. Describe the technology used to support synchronized instances of the proposed System at separate locations. Specifically, address any applicable configuration settings, and describe database synchronization processes and technology in detail. | |
| <u>SECURITY</u> | |
| 42. Describe the security environment and how role-based security is implemented. Include any limits to the number of roles in your description. | |
| 43. Describe integration of the proposed System with Lightweight Directory Access Protocol (LDAP) compatible directory services. | |
| 44. Describe how the proposed System protects confidentiality and integrity of all Protected Health Information (PHI) delivered over the Internet or other known open networks. | |
| 45. Identify the encryption methods and technologies used in the proposed System. | |



| Question | Response |
|--|----------|
| 46. Does the proposed System provide single log-on across all Components, networks, and sub-networks including interfaces or integrated third party products? If so, list and explain the use of the applicable security tools and how access codes are managed. | |
| 47. Describe security for remote devices, such as Blackberrys, and other wireless hand held devices. | |
| 48. Describe any known conflicts between the proposed System Software and security services such as antivirus software, intrusion detection or host-based firewalls. | |
| <u>SYSTEM PERFORMANCE</u> | |
| 49. Based on the proposed System Hardware and System Software configuration, what are the threshold limits for the database size, maximum number of concurrent Users, and daily transactions before the System experiences performance degradation issues? | |
| 50. Describe the tools available for tuning System performance. Are tools different for initial tuning versus ongoing tuning? | |
| 51. Can the proposed System be available twenty-four (24) hours per day, seven (7) days per week? Explain any limitations that inhibit or prevent continuous System availability. | |
| 52. How will System Software upgrades and bug fixes impact the proposed System availability? Describe your standard process for installing upgrades and bug fixes and identify the proposed roles and responsibilities of the parties therein. | |
| 53. How will running large batch jobs impact production system performance (e.g., claims file submission of batch files of 1 gigabyte with 500,000 records in Production) during peak hours? | |



| Question | Response |
|--|----------|
| 54. List the number of claims both per month and annually, your largest current customer processes today. | |
| 55. How will compiling and running complex User queries impact the proposed System's performance? Describe your process for mitigating this type of performance impact. | |
| <u>IMPLEMENTATION, TRAINING, ALTERNATE ENVIRONMENTS AND SUPPORT</u> | |
| 56. What is your standard process for providing Custom Programming Modifications when requested during implementation? Describe the process for requesting, designing, testing, and implementing custom features. Include time frames for each step. | |
| 57. What is your standard process for providing Custom Programming Modifications when requested after implementation? Describe the process for designing, testing, and implementing custom features. Include time frames for each step. | |
| 58. Describe your standard data conversion strategy for client demographic data from a legacy system. | |
| 59. Describe your standard data conversion strategy for claims data from a legacy system. | |
| 60. Describe and list any processes and Components of the System necessary to support data load routines. | |
| 61. Describe how alternate environments (e.g., testing, training, development, etc.) are maintained and any restrictions imposed. How is data synchronized among the environments? | |
| 62. Describe your support organization, standard hours of support, standard points of contact, locations, and standard response times. | |