RFI N22787 HELMS Q&A

Amendment #3

Questions from Optional Vendor Conference

The purpose of this amendment is to address questions posed by potential responders to this RFI.

(Question and Answer numbering below are a continuation of the numbering in Amendment #2)

Q9: We typically offer a Named User licensing structure. We define Named Users as "staff with access to the back-office Software regardless of whether such access is concurrent or consecutive." Based on this definition, how many Named Users does the Department anticipate having on its new system?

> **A9**: If by back-office staff you are referring to system administrators, workflow/configurators, or other users requiring elevated permissions to support the system, the Department estimates approximately: 10-15 IT staff Named Users, 30-40 business staff Named Users (to perform configurations only)
>
> If by back-office staff you are referring to staff who carry out the daily management and processing of licensing and credentialing of health professions and facilities, manage communication and outreach of education programs, and those staff that manage, document, track, adjudicate and enforce disciplinary actions, the Department estimates approximately 500 internal users.   Named User licensing for system users who are not Department staff, such as the general public submitting an application, credential holders renewing credentials, educational program authorized staff, facility authorized staff and local medical directors, does not seem a viable licensing solution to the Department.

Q10: Your RFI mentions a need for certain third-party data-exchange interfaces. Please provide an inventory of these required system interfaces and the purpose of each. Also, please note if each interface will be one-way or two-way.

> **A10**: The Department of Health participates in exchanging data with other state and federal agencies, in additions to approved private entities by the electronic sharing of individual or aggregated information. The Department currently has approximately 35 data share agreements for the purpose of providing credentials/status information of health professionals and facilities, complaint and disciplinary data with enforcement entities, legislative staff, and state and federal agencies. Department of Health is providing data in 75% of these agreements and there is bi-directional sharing in approximately 25%.
>
> Per Exhibit B, refer to the Washington State OCIO website for State OCIO Policy 141.10 regarding our requirements and standards for keeping data secure.   It is mandatory that the solution meet the requirements and standards set forth in this policy and NIST 800-62 (3.1.2 Security Objectives and Types of Potential Losses.   The data involved spans all four categories, from data not needing protection from unauthorized disclosure to confidential data requiring the strictest handling requirements.
>
> Currently, the department has approximately:

Count	Medium	Frequency	Data Category
23	SFT/SSL	Daily, weekly, monthly, As needed, quarterly and annually	Majority is category 3 and 4 data
2	Web Service	Daily	Category 1
1	Web Services	Daily	Category 3
9	Other (encrypted media, in person, etc.)	Variety	Category 2 and 3 data

Q11: We typically propose industry-standard technical support services as noted in the grid below (X = "Yes"). Please confirm this understanding, or further clarify the support required in each of these and any other categories, so vendors can provide pricing for equivalent support plans:

Software Support Services Post-Go-Live	Required to be included in support plan?	To be billed per hour/unit?	Other? (describe)
a. Help Desk Support			
i. 24 x 7 Emergency Support	X		
ii. End-User Support	X		
iii. Configuration Troubleshooting	X		
iv. Developer-to-Developer Support	X		
v. Hardware, Network, and Security Tips		X	
vi. Architecture and Best Practice Guidance		X	
vii. Online Remote Desktop Support		X	
viii. Dedicated Account Management	X		
ix. Local User Group Support		X	
b. Training and Documentation			
i. Web Courses	X		
ii. Agency-Specific Process Training	X		
iii. Software Training	X		
iv. Core Software Documentation	X		
v. User Conference		X	
c. Software Patches and Releases			
i. New Software Versions (major releases)	X		
ii. Installation of New Software Versions		X	
iii. Core Software Patches	X		
iv. Installation of Core Software Patches		X	
d. Customization, Enhancement, and Corrections			
i. Design, Configuration, Testing, Support		X	
ii. Customization Projects		X	
iii. Customization Tasks		X	
iv. Defect Correction	X		
v. Installation of Customization Corrections	X		
e. Hosting Service			
i. Weekly Backup	X		

Software Support Services Post-Go-Live	Required to be included in support plan?	To be billed per hour/unit?	Other? (describe)
ii. Daily Backup	X		
iii. Hosting of Company's Proprietary Software	X		
iv. IP Address Owned and Provided by Company	X		
v. Maintenance of Hosting Environment	X		
vi. Data Security	X		

(Above table and "X" markings were provided by a vendor as part of their question and *was not marked by the Department*)

A11: The Department has not yet decided what support model will best fit our needs. External stakeholder research, including vendor responses to this RFI will guide us in our decision on this matter. It is requested that vendor responses to question 9 be based upon the vendor's recommended support package and that responses to question 19 include pricing for the vendor's recommend support package options and ala cart prices for support services. This will ensure the Department receives the necessary cost data to formulate our anticipated legislative decision package accordingly for the support model we determine will most effectively satisfy our needs.

Q12: Can you elaborate on the agency's preferences regarding hosting with the vendor?

A12: The Department has not formulated a preference at this time for a specific vendor hosting environment. However, Exhibit B provides technology security requirements that must be satisfied by whatever hosting environment the vendor proposes.

Q13: We offer multiple support plan options in addition to the primary support plan we will be proposing. Would you like us to incorporate the additional options and corresponding contract language into our proposal, and if so, where?

A13: This RFI does not request a proposal, it is therefore unnecessary for contract language to be provided.

Q14: Can you elaborate on any need for mobile inspection/field investigation capabilities? If there is any need, please respond to the following: (a) How many mobile devices would the agency need set up to use on the new system? (b) Would the agency need to use its own devices and mobile service, or could it pursue an all-inclusive solution integrated with its back-office system? (c) In order that we may determine the number of forms that would be integrated into the new mobile system, how many different forms are currently in use in the field? (d) How should pricing for these items be proposed?

A14: See Exhibit C Technical Requirements, Section 2, requirement 8: solution must provide "responsive design". The intention of this requirement is to provide users with the ability to use the solution from a mobile device, in general.

An example of a more specific need for mobile usage is in regards to inspection and investigation:
- There are approximately 120 staff members that perform investigations, inspections or both.
- When they mobile, the intention is to provide these users with the case information related to their inspection or investigation, along with the ability to collect new data/evidence and to log violations.

a) The department is not looking for the actual mobile devices as part of the solution, only the related software application(s). Assume the application(s) would run on at least 120 mobile devices.
b) The department would use its own devices.
c) It is difficult to say how many forms are currently in use in the field. Some enforcement units have developed their own spreadsheets and forms for use on their mobile devices. Some facility investigation units encourage the use of computer based checklists, while others discourage it. Ideally the solution would allow for a customizable checklist to support the user in conducting their investigation or inspection. This checklist would be configurable for each type of facility or program area. The evidence/data collection feature does not need to be configurable by program area but does need to allow for different forms of data/evidence to be easily collected and uploaded to the system.
d) We do not require the pricing for these features to be proposed separately unless it has a significant impact and should be considered an "exotic requirement".

Q15: In response to Exhibit C Technical Requirement, Section 3 Quality of Service Requirements, Responsiveness requirement, to address response times: (a) Please specify the entire testing scenario for each transaction, including all steps taken, and from what start-point to end-point the timing would be measured. (b) Please confirm these would be measured at the server without interference of network or internet traffic. (c) Please specify any bandwidth or network requirements to be factored into these calculations. (d) Please describe the details of the most complex report/search which must be run within the response time indicated.

A15:
a) This level of detail is not available at this time.
b) Response time would be measured at the server, without interference of network, infrastructure or Internet.
c) Any application server will be connected to the network with a 1Gbps Ethernet connection if physical, or on a shared 10Gbps connection if virtual. Assume that in production both network and internet traffic will decrease the available bandwidth to the system. The system should not have to consume the entire 1Gbps or 10Gbps network connection in order to meet the requirements in Section 3.
d) At any given time, we could have numerous external customers completing on-line applications (currently approximately 500/day); enforcement staff adjudicating disciplinary actions; reports/queries being executed, daily revenue transactions being processed and education programs being developed to name a few.

Q16: What is the timeframe for the potential release and award of an RFP, and what is the desired implementation timeframe?

A16: It is anticipated that the RFP will be released 3Q2017 or 1Q2018 with award occurring approximately 11 months later. The Department will use stakeholder research, including responses to this RFI to reach a final decision on implementation timeline requirements. Vendors have been asked to provide recommendations on implementation timeline, in response to question 18.

Q17: 1.4.1.4 of Business Requirements 2 indicates that the Agency requires a system that can record phone calls and save those calls to a complaint record. Is the expectation that this recording technology will exist within the HELMS, or is the desired functionality simply to allow the uploading of recorded phone calls captured through some other system (as MP3 files etc.) into the new regulatory software system?

A17: Being able to upload an audio file is all that's required.

Q18: To what extent does the Agency expect to be able to interact with the HELMS on a mobile device? For example, (a) to avoid large (or full-database) sets of synchronized data does the Agency expect to be able to access and submit specific sets (or forms) of information through a mobile device when in disconnected (no wireless data or WI-FI) mode? And (b) does the Agency expect to be able to fully utilize the functions and features of the HELMS with a mobile device via wireless data or WI-FI, on mobile web browser?

> **A18**: The department would like mobile solutions for staff that support field work (such as investigations and inspections) and general responsive design for external customer mobile device use
> a) When disconnected from wifi or cellular service, information and features related to an inspection or investigation would be important for the inspector/investigator to have at hand.
> b) Yes, for field work, the Department does expect that staff are able to enter information directly into the system and we would like the system to be robust.

Q19: Business Requirements 1 Section 6.1.3.2.9 mentions "See External Interfaces for more information". Under Complexity Sizing Information, there is mention of "external data exchanges". Are these to be interpreted as interfaces to exchange data with third parties? If not, could you:

A) Elaborate on the purpose and function of these external data exchanges?

B) Point us towards the "External Interfaces" information referenced within the RFI so we can properly assess any potential costing estimates?

> **A19**: This level of detail is not available at this time, but is anticipated to be provided in the RFP. Refer to the answer to Question 10 above for an overview.