



*Delaware Health
And Social Services*

DIVISION OF MANAGEMENT SERVICES

PROCUREMENT

DATE: February 20, 2017

HSS 16 028

**EMERGENCY SYSTEM FOR ADVANCED REGISTRATION OF VOLUNTEER HEALTH
PROFESSIONALS (ESAR-VHP) AND HEALTH ALERT NETWORK (HAN)
(Short Title – Emergency System for Adv Registration of Vol Health Prof/Health Alert
Network)
FOR
DIVISION OF PUBLIC HEALTH**

Date Due: March 23, 2017
11:00AM

ADDENDUM # 1

Please Note:

THE ATTACHED SHEETS HEREBY BECOME A PART OF THE ABOVE
MENTIONED BID.

Responses to questions received by the deadline of January 19, 2017
and asked at the pre-bid meeting on February 2, 2017.

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**EMERGENCY SYSTEM FOR ADVANCED REGISTRATION OF VOLUNTEER HEALTH
PROFESSIONALS (ESAR-VHP) AND HEALTH ALERT NETWORK (HAN)**

RFP HSS 16 028

Questions and Answers

1. In order to accurately price our System for the State we need to know roughly how many contacts the State expects to have in the vendor database. For this questions purpose, a “contact” is simply an individual person in the database who would be receiving notifications. If you do not have an exact number, please give us your best estimate.

Answer - Currently there are 2000 – for ESARVHP and 1611 for HAN. This is a self-registering system.

2. Has the department of Public Health, Emergency Management Services and Preparedness Section secured funding for this opportunity? If so, what is the budget amount?

Answer - We do have funding, but we do not disclose the budget amount.

3. The ESAR-VHP project focuses on establishing a standardized volunteer registration system that will include readily available, verifiable, up-to-date information regarding a volunteer's identity, licensing, credentialing, accreditation and privileging in hospitals or other medical facilities. Who will verify the information?

Answer - Licensing is verified through the Delaware Division of Professional Regulations

4. Will there be a dial-in number available for the pre-bidders meeting or is this meeting exclusively onsite?

Answer - This is a mandatory in-person meeting.

5. Could the department provide additional information on the integrated voice response function requirement? Are there specific requirements related to this function we should be aware of?

Answer - All specific requirements were included in the RFP.

6. Can you tell us which Federal Guidelines are applicable for ESAR-VHP?

Answer - See WWW.PHE.GOV

7. Can you tell us which Federal Guidelines are applicable for HAN?

Answer - (CDC) PHIN Standards

8. Could you elaborate on what web services you refer to in terms of what may not exist?

Answer - All specific requirements were included in the RFP.

9. Who will do the Emergency Verification? If manual, will this be the responsibility of a person from the State?

Answer - Emergency verification of volunteer credentials during an incident will be done in partnership with other state agencies.

10. Collect the necessary information on a reoccurring basis to allow for system functions to operate:
- What is the frequency of such collection of information?
Answer - This is a self-service updating system. Members may update information at any time. Reminders are sent periodically.
11. The system must have the capability to encrypt the data.
- Encryption at rest and in transit/motion?
Answer - At Rest
12. Manual capabilities must also be developed for redundancy and backup options in the event that the electronic systems are not available.
- Procedures can be developed, but who will be the person(s) to execute and be responsible?
Answer - ESARVHP Coordinator during State Health Operation Center (SHOC) activation
13. The system must be able to register and collect the credentials and qualifications of health professionals that are then verified with the issuing entity or appropriate authority.
- When done electronically, how many such authorities are there?
Answer - One – Delaware Division of Professional Regulations – See question #3
 - Is there documentation for such interaction?
Answer - No
14. Determine appropriate protocols for ESAR-VHP system use at the state level. The system must be useful in a multi-jurisdictional response scenario, whether intrastate or interstate.
- Answer - See www.EMACWEB.ORG**
- Is there a current standard for such protocols?
Answer - Yes – in SHOC plan
 - If a protocol is developed, will other states accept the protocol?
Answer - Yes
15. The following processes shall be developed for the registration function:
- Web-based registration and account maintenance
 - Integration with professional license renewal
 - Paper-based registration
 - Hospital administered registration
- These can be developed as an outcome of the Business Analysis Phase, but
- Are there state/national standards for the different professional license renewal entities?
Answer - State only
 - Can you identify and provide the rules for the integration with such license renewal entities?
Answer - Those rules can be explored with vendor.
16. Could you explain “Static 10 cards”?
Answer - This item may be deleted as a requirement.
17. Could you elaborate on “wireless verification”?
Answer - Telephone refers to wired verification and wireless devices include cell phone, tablets, air cards, etc.

18. There are security risks with local databases on PCs. Do you envisage the same level of functionality and security on the PC based system?

Answer - Must follow all state of Delaware security requirements.

<http://dti.delaware.gov/information/standards-polcies.shtml>. Page 72

19. Do you expect that answers to these might have to be done in the Business Analysis Phase?

Answer - All specific requirements were included in the RFP.

20. A technical system administrator must be assigned with responsibilities that include...

a. Is this person intended to be a Vendor supplied person or a State employee?

Answer - Vendor supplied

b. If Vendor supplied, what is the expectation of the availability of such person?

Answer - There should be availability of T/A 24 hours. 7 days a week

21. The system must be designed to allow health volunteers to update their own information, such as their legal residence, contact information, additional training, or professional specialty updates. It should also have the capability to send email reminders on a quarterly or semi-annual basis to prompt health volunteers to review and update their information.

a. Is the frequency of email reminders to be set at the individual user level?

Answer - No

b. Might the users be assigned to roles/groups and the email reminder frequency be set at the group level?

Answer - Will review proposed method

c. Is this something to be defined in the Business Analysis Phase?

Answer - This should be included in proposal

22. The ESAR-VHP system should be able to identify and credential first responders

a. There are two processes involved here – identify and credential. Is it expected that details be defined during the Business Analysis Phase?

Answer - This should be included in proposal

b. If not, can you provide details?

Answer - No

23. The system must import and export data in several different formats.

a. Could you specify the formats?

Answer - Please include format suggestions in your proposal.

24. The system must have the ability to geocode for census tracks and include latitude/longitude.

a. Is this only for specific address related objects?

Answer - Yes

b. Is this requirement to be extended to other objects? If so, which ones?

Answer - Not required

25. The system must include an integrated voice response (IVR) function.

a. Which are the functions for which IVR is needed?

Answer - All specific requirements were included in the RFP.

26. The system software must include the capability to create and send documents in a format that is readable in a variety of formats and application

a. Can you identify the document formats and applications?

Answer - The format must be adaptable for readability on various devices.

27. The system must have the ability to interface with other systems

a. Is the interface one way, two way, real-time, batch?

Answer - One way

b. Are these different by system?

Answer - No

c. How many such systems?

Answer - Unknown

28. The system must provide a means of secure public health partner communication.

a. Can you specify the standards applicable?

Answer - See pages 11 and 12

b. Could you identify the partners involved in such communications?

Answer - No

29. The system must use a secure website (one that meets certification requirements) to satisfy secure delivery of sensitive information

a. Could you specify which certifications apply?

Answer - Must follow all state of Delaware security requirements.

<http://dti.delaware.gov/information/standards-policies.shtml>. Page 72

30. The system, through secure communications, must support the ability for authorized users to post and receive content and to facilitate broader collaboration functions

a. What kind of content is being referred to?

Answer - HAN messages

b. What do you mean by broader collaboration functions?

Answer - Allow for re-distribution

31. The unique agency identifier must adhere to a specified format that recipients can interpret upon reading

a. Are these preexisting formats or does the format need to be developed? Could you provide examples?

Answer - No development is needed. It is a manual entry in the field.

32. Partner communications and direct messages must use the 13 defined vocabulary structures listed below for the specific data elements and valid value sets.

a. Could you define who the "Partners" are?

Answer - Partners are other agencies who have expressed an interest in receiving health alert notifications.

33. When the "Acknowledge" attribute has a "Yes" value, the system must attempt delivery of communications or alerts to each recipient until the recipient personally confirms receipt.
- How many tries before giving up?
Answer - Up to at least 10 tries.
34. FF) Supporting systems must be able to direct communications and alerts to appropriate, targeted audiences based on the following:
- the nature of the event,
 - the delivery time,
 - type of response required,
 - jurisdiction affected,
 - severity of the event,
 - sensitivity of the information.
- Does "delivery time" mean time of day when the alert is to be sent, or does it mean something else?
Answer - Yes, System should allow for messages to be drafted and scheduled for delivery at a later date.
35. The system must provide a method for the organization to validate (at least quarterly) the communication profile information for persons who will receive communications and alerts with the Delivery Time attribute of "within 15 minutes", "within 1 hour", and "within 24 hours"
- Does the validation process need to be done to all recipients at one time?
Answer - Needs to have the option to be sent to all recipients at one time.
 - Can this be staged?
Answer - Yes
 - Are the rules around this to be defined in the Business Analysis Phase?
Answer - Please define what your systems capability is for this process.
36. The ESAR-VHP and HAN systems currently exist within the State of Delaware. A detailed data migration plan must be included in the proposal.
- Can we get a demo of the existing systems?
Answer - No
 - Is the functionality in the existing systems to be replicated?
Answer - Only as stated in this RFP
 - Can we get an ER diagram for the databases being used by the existing system?
Answer - No. Vendor should list the top 3 preferred formats for the migration of data.
 - Is technical documentation available?
Answer - No
 - Is it feasible to get a copy of the source code?
Answer - No
 - For UAT test cases, will these be developed jointly or exclusively by the State?
Answer - Jointly
37. Bidders should also address the following in the proposal:
- 1) Identify average response and resolution times. Provide examples of current measurements and metrics.
 - 2) Describe the process for providing application fixes and enhancements.

- 3) Identify average turnaround time for fixes and enhancements.
- 4) Confirm whether you have User Conferences or Advisory Boards
 - a. Do enhancements have to be addressed? These are needs that are unknown and undefined at this time.

Answer - No

38. Protests based on any omission or error, or on the content of the solicitation, will be disallowed if these faults have not been brought to the attention of the Designated Contact, in writing, at least ten (10) calendar days prior to the time set for opening of the proposals.

- a. Can we have an indication of when the opening date will be set?

Answer - March 23, 2017

39. Are the funds available state or federal funds?

Answer - Funding is available.

40. Will we have access to see the current systems prior to our proposal and can we have a demo.

Answer – No

41. Is the current system a “COTS” system or was it custom build.

Answer - The system was designed to meet our specific needs.

42. Will we have access to the source codes:

Answer – No

43. What about the data base structures? Can we have access to those?

Answer - No, we are interested in the proposed system.