



Tender # 0171-1253

**Provision of Software and Professional Services for
Meditech Reports Portal**

**Western Regional Health Authority,
Newfoundland and Labrador**

TENDER INFORMATION SHEET

Request For Bid (tender) – Provision of Software and Professional Services			
tender Title:	Provision of Software and Professional Services for Meditech Reports Portal		
tender #:	0171-1253	Issue Date:	November 22, 2012
Questions Deadline:	December 14, 2012	Closing Date and Time:	December 21, 2012 4:00 pm NST
Bid Label:	Materials management Department, Western Health		
<p>Project Name: Provision of Software and Professional Services for Meditech Reports Portal</p> <p>Tender # 0171-1253</p> <p>Closing Date and Time: March 2, 2012 4:00 pm NST</p> <p>Proponent Name</p> <p>Proponent Address</p>			
Enquiries and Communication:			
<p>All enquiries and Communication must be made through e-mail to: paulwight@westernhealth.ni.ca</p> <p>Please reference <u>Tender # 0171-1253</u> in subject line.</p>			

To reduce paper consumption, Western Health publishes tenders formatted to be printed in duplex and encourages Proponents to submit proposals in duplex format.

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Section 1.0 - Introduction

1.1 INTENT

Western Health is seeking bids for the supply of software and professional services for the implementation and ongoing delivery of a Meditech Reports Portal that is flexible and extensible enough to be supportive of a variety of workflows and care delivery in different settings

The intent of this tender is to acquire and implement a software solution with minimal customization. In addition to the software, professional services to perform activities related to software configuration, customization, integration, data conversion, migration, documentation, training, support, security and maintenance will be required.

Other Regional Health Authorities operating in the province of Newfoundland and Labrador will have the right to avail of any award issued under this tender by providing written notice to the successful vendor.

1.2 WESTERN HEALTH

Western Health is a regional Health Authority providing a broad range of health and community services for the people of western Newfoundland. For further information on the organization please see our website at <http://www.westernhealth.nl.ca/>.

1.3 GENERAL DEFINITIONS

- **“Closing Time”** means the date and time on which bids under this tender are due and must be received as specified herein;
- **“Form of Agreement”** means the final contract embodying all contract documents, terms, conditions and obligations;
- **“Letter of Acceptance”** means the document issued to a Proponent stating an intent to enter into a contract pending satisfactory receipt of all conditions precedent to the contract as required by the tender;
- **“Province”** means the Province of Newfoundland and Labrador (NL);
- **“RHA” means** Regional Health Authority.
- **“Meditech”** is the vendor of the primary Hospital Information System used throughout NL.

1.4 GOODS AND SERVICES

Western Health will evaluate and select a packaged solution that best fits the overall system requirements outlined in this tender as well as the professional services required to implement the solution.

It is also Western Health’s intention to choose a portal package that:

- Is proven in similar, Meditech-based environments;
- Requires minimal customization;
- Is supported by a Proponent which specializes in healthcare software and provides regular upgrades based on new technology, changing industry standards and user feedback;
- Provides preconfigured, out-of-the-box functionality that limits or minimizes the amount of configuration or customization required to support the department’s programs; and
- Supports the unique requirements of the health sector.

1.5 SUMMARY OF KEY DELIVERABLES

The key project deliverables are summarized below:

- Master project plan;
- Stakeholder analysis;
- Supply and installation of the software;
- Solution design;
- Solution customization and implementation;
- Training plans and materials;
- Testing strategy and plan;
- Documentation and knowledge transfer throughout the implementation, including but not limited to: application configuration, customization, data conversion, system interface development and report development;
- Maintenance and support plan (including upgrade schedules);
- Business and Change Management Plan;
- Detailed security architecture for the proposed system; and
- Recommendation for the level of staffing and skill sets required for the ongoing operation and maintenance of the system.

SECTION 2.0 - INSTRUCTIONS TO PROPONENTS

All conditions will be strictly enforced.

2.1 BID SUBMISSION

Bids must address Sections 3 to 5 of this tender ONLY. These sections outline the high-level requirements of the solution sought.

The detailed Business Requirements Document attached at the appendix is supporting documentation included to assist Proponents in preparing their responses to Sections 3 to 5. Proponents are advised to read and understand these appendices but **MUST NOT respond to them in writing.**

- 2.1.1 A response for each criterion in Sections 3 to 5 is required. Proponents are encouraged to offer additional information that may be useful to Western Health.
- 2.1.2 The Proponent must provide one (1) bid package containing six (6) complete hard copies and one (1) complete searchable electronic copy (Adobe Acrobat Format) of the response to the tender. Facsimile or electronic-only bids are not acceptable and will not be considered.
- 2.1.3 Western Health reserves the right to print copies of the bid from the electronic copy (Adobe Acrobat Format) provided by the Proponent if needed for additional evaluators.
- 2.1.4 Bid packages must be received in full no later than 4:00 p.m., NST on or before the closing date specified on the Tender Information Sheet. Bids received after that time will not be considered and will be returned.
- 2.1.5 Bids must be signed by an authorized representative of the Proponent. Unsigned bids shall not be considered and will be returned.

Proponents may request a word copy of the tender by e-mail at: paulwight@westernhealth.nl.ca.

The Bid must be delivered to Western Health at the following address:

Mr. Paul Wight
Regional Purchasing Manager
Western Health
P.O. Box 2005
1 Brookfield Avenue
Corner Brook, Newfoundland and Labrador
Canada, A2H 6J7
Tel: (709) 637-5511
Fax: (709) 637-5030
Email: paulwight@westernhealth.nl.ca

- 2.1.6 All Bids must remain valid and open for acceptance up until March 31, 2013.
- 2.1.7 Proponents are solely responsible, and without recourse to Government or Western Health, for any expenses they incur in preparing and submitting a proposal and for their participation in the tender process including, but not limited to, attending interviews, presentations and providing any additional information that may be requested by the Evaluation Committee. The Province and Western Health shall not defray nor be liable for any expenses incurred by Proponents in responding to this tender.
- 2.1.8 All compliant Bids and accompanying documentation submitted prior to the Closing Time are considered the property of Western Health and will not be returned.

2.2 INQUIRIES AND COMMUNICATION

- 2.2.1 All inquiries and other communications with respect to this tender are to be directed **ONLY** to the e-mail address: paulwight@westernhealth.nl.ca.

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- 2.2.2 Written enquiries and requests for clarification will be accepted up to 4:00 pm NST on or before the questions deadline date as specified on the tender information sheet. Inquiries and requests for clarification received after this date, including inquiries regarding tender status, will not be addressed.
 - 2.2.3 Verbal information or representations shall not be binding upon Western Health. Only changes, alterations, modifications or clarifications approved by Western Health in writing are binding. In order to be valid, all such changes, alterations, modifications or clarifications shall be issued in the form of addenda and all such addenda shall become part of this tender.
 - 2.2.4 All addenda that have been issued in relation to this tender will be available on the Western Health tender website at <http://westernhealth.nl.ca/index.php/About-Us/doing-business-with-western>, or by contacting the Materials Management Department. Proponents are responsible for ensuring that they have received all addenda pertaining to this tender and shall be deemed to have received same through their submission of a bid in response to this call.
 - 2.2.5 Information pertaining to Western Health obtained by the Proponent as a result of its participation in relation to this tender is confidential and must not be disclosed by the Proponent except as authorized by Western Health.
 - 2.2.6 At any time during the evaluation period, Western Health may contact the Proponent respecting its bid. No changes by the Proponent will be permitted after the tender Closing Time, but Western Health may request clarification at its discretion.

2.3 BID CONTENT

ALL BIDS MUST ADDRESS THE CONTENT OF THE TENDER. Compliant bids are those that clearly demonstrate a thorough understanding of the tender and its stated requirements and criteria. Responses must specifically address the requirements and criteria as specified throughout this tender document.

2.4 BID FORMAT AND REQUIRED SECTIONS

Bids are to be organized in the following format:

Section 1.0 – Title page and Table of Contents

Section 2.0 – Executive Summary

Section 3.0 – Proponent Information

Section 4.0 – Technical and Business Requirements

Section 5.0 – Financial Bid Requirements

Proponent may submit any other information relevant to the Bid, not included in the above, as appendices.

2.5 BID ACCEPTANCE

- 2.5.1 **Western Health reserves to itself the unfettered right to reject any or all responses to this tender and is not bound to accept the highest ranking or any response. Western Health may elect to cancel this tender at any time with or without cause and no liability shall accrue to Western Health as a result of the exercise of its discretion in this regard.**
- 2.5.2 The successful bid will form part of any resulting agreement by attachment and incorporation by reference. Claims made in the bid will constitute contractual commitments. Any provision in the bid may be included in the resultant agreement as a direct provision thereof.
- 2.5.3 Any agreement resulting from this tender shall be governed by the laws of the Province of Newfoundland and Labrador.
- 2.5.4 If Western Health decides to accept a bid, it will accept the bid that is judged the best overall bid when evaluated in accordance with the stated criteria. Western Health shall give written notice of its decision.

Should Western Health decide not to accept any bid, all Proponents will be given written notice of such decision.

2.6 DISCLOSURE AND CONFIDENTIALITY OF BIDS

- 2.6.1 Documents and other records in the custody of or under the control of Western Health or its representatives shall be subject to the *Access to Information and Protection of Privacy Act SNL 2002, c. A-1.1* ('ATIPPA').
- 2.6.2 Subject to the limitations of ATIPPA, all responses to this tender and other documents and records submitted by a Proponent in connection with this tender **including resumes of a Proponent's personnel**, and any documentation prepared by Western Health in relation to this tender shall be confidential and shall not be disclosed other than for evaluation of the proposal.
- 2.6.3 In this engagement, the Proponent will have access to confidential information, which may include personal information, received from Western Health or its partner organizations and may be storing, manipulating or accessing the confidential information on the Proponent's own information technology resources. To emphasize the need for appropriate measures to ensure the confidentiality of such information, the successful Proponent may be required to sign a confidentiality agreement and individual resources of that Proponent may be required to sign an oath of confidentiality.

2.7 EVALUATION

2.7.1 EVALUATION COMMITTEE

The Evaluation Committee may include such members of Western Health and any external advisors as are necessary to provide proper technical, legal and financial evaluation of the Bids received.

2.7.2 EVALUATION MECHANISMS

The following table identifies the scores available for each section of the tender.

Criteria	Minimum Score	Maximum Score	%
Section 3.0 – Proponent Information		4000	10%
Section 4.0 – Technical and Business Requirements		16000	40%
Cumulative Score	14000	20000	
Section 5.0 – Financial Bid Requirements		10000	25%
Total Submission Score:		30000	75%
Demonstration Score	7000	10000	25%
Total Score		40000	100%

Each criterion will be scored based on the following key:

Description	Score
Proponent fully meets the criterion.	10
Proponent meets most of the criterion.	8
Proponent meets criterion at minimum level.	6
Criterion is not met but response indicates proponent understands.	4
Criterion is not met and response indicates lack of understanding of requirement.	2

No response.	0
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2.7.3 EVALUATION PROCESS OVERVIEW

The tender evaluation process is a selection procedure. It will be finalized through completion of the following steps:

- Bids are received in response to this tender.
- Bids are reviewed by the Evaluation Committee to ensure that proposed solutions meet requirements.
- The Evaluation Committee Lead may contact Proponents for clarification or to substantiate responses.
- **Western Health reserves the right to invite shortlisted Proponents to provide one or more proof of concept presentations.**
- **Western Health may require shortlisted Proponents to respond to certain of the detailed requirements listed in Section 4.**
- The financial proposal is reviewed and the score calculated.
- A final recommendation will then be made with respect to the Proponent that, in the opinion of the Evaluation Committee, best responds to project requirements.
- Proponents are advised in writing of the acceptance/ rejection of their Bid.
- An agreement, satisfactory to Western Health shall be entered into with the successful Proponent.

2.7.4 FINANCIAL CONSIDERATIONS

Bids having achieved a cumulative score of 12,000 or higher on sections 3 and 4 will undergo evaluation of Section 5, Financial Bid Requirements. Of those Bids, the one judged to represent the lowest overall cost to Western Health will be awarded the full financial evaluation score of 25%. All other Bids will be awarded a prorated score based on the following formula:

$$(Lowest Cost / Proponents Cost) * 25\%$$

2.7.5 PROOF OF CONCEPT DEMONSTRATION

At a minimum, the top Proponent with the best combined score on rated requirements and financial score at their expense will be called upon, on one or more occasions, to demonstrate their product (proof of concept) in support of their Bid to the Evaluation Committee. ***This demonstration must be completed using the identical software and hardware specified in the Bid.***

Western Health reserves the right at its discretion, to invite other Proponents who have achieved the necessary minimum cumulative score to provide a proof of concept demonstration. A maximum of three Proponents will be invited to provide proof of concept demonstrations for any project.

The Proof of Concept Demonstration is intended to allow Western Health to validate components of the written proposal. Proponents will be asked to demonstrate specific requirements identified in the tender in addition to future functionality or value-added features. Shortlisted Proponents will receive further instructions upon invitation to attend the demonstration. Western Health reserves the right to determine the extent of the presentation required for the proof of concept. Western Health reserves the right to terminate a presentation that fails to address the specific project requirements or demonstrate appropriate functionality.

A maximum score of 25% will be awarded for the proof of concept demonstration.

2.8 GENERAL TERMS AND CONDITIONS

- 2.8.1 In the event of any discrepancies between this tender, the Response submitted or the resultant agreement, the agreement will govern, followed by the tender and then by the Response submitted.
- 2.8.2 Bids containing irregularities or errors of a non-material nature may be considered by Western Health at its sole and absolute discretion.
- 2.8.3 If the Proponent is an extra-provincial corporation, the Proponent shall be required to be licensed to conduct business in its own jurisdiction. The successful Proponent may also be required to register in the Province of Newfoundland and Labrador in accordance with the provincial Corporations Act.
- 2.8.4 The successful Proponent will be required to provide a rate sheet in any resultant agreement.
- 2.8.5 Issues with respect to ownership and copyright of any programs, systems or other intellectual property developed as part of this project will be addressed in the resultant contract between Government and the successful Proponent.
- 2.8.6 Upon the termination of this contract, if the Proponent has stored any personal or financial information created during the project, the Proponent is expected to provide an export of this data to government and to delete all such data from Proponent databases, including data stored in backup and log files.
- 2.8.7 Personnel resources supplied by the Proponent may also be required to obtain a Royal Newfoundland Constabulary Certificate of Conduct (<http://www.rnc.gov.nl.ca/fags/certificate.html>) or an equivalent certificate from a police force in the Proponent's jurisdiction and, for any inter-provincial assignment respecting a project, a federal government security clearance.
- 2.8.8 The solution selected via this tender may be subject to a Privacy Impact Assessment (PIA), Threat Risk Assessment (TRA) and/ or a Vulnerability Assessment (VA).
- 2.8.9 **Western Health shall not provide technical expertise to this project unless so agreed with the Proponent. As an outsourced project, the Proponent will be responsible for provisioning of all required technical resources. Western Health may provide guidance and direction when required.**
- 2.8.10 The working language for all communications associated with this project shall be English. All project team members interacting with Government representatives are expected to be proficient in English. All deliverable documentation shall be in English.
- 2.8.11 In responding to the tender, the Proponent must be in compliance with all applicable legislative and regulatory requirements.

SECTION 3.0 – PROPONENT INFORMATION

Western Health is seeking a Proponent with experience in this field. Proponents may respond to this section in whatever narrative form they choose but each item must be addressed so that Western Health can compare the responses to the requirements.

	Requirement	Description of how each requirement is met
1.	<p>PROPONENT PROFILE</p> <ul style="list-style-type: none"> • Name and address of all partners, clearly identifying the lead Proponent. • For the lead Proponent, provide a Proponent profile including: <ul style="list-style-type: none"> ○ Proponent contact name, title and telephone number; ○ Principal business and corporate direction(s); ○ Description of the Proponent including corporate history. 	
2.	<p>INDUSTRY RECOGNITION</p> <ul style="list-style-type: none"> • Industry recognition may include Gartner rating or other third-party research which provides assurance that the Proponent is able to provide product stability, significant enterprise-class client-base, and leadership in this computing market segment. • Industry recognition may also include awards won, accreditations achieved, or other recognition within the relevant business segment. 	
3.	<p>PROJECT EXPERIENCE</p> <ul style="list-style-type: none"> • Provide examples of projects similar to the project described in this tender in which the Proponent was engaged. • The Proponent should describe how previous implementation strategies resulted in successful implementations. • The Proponent must provide at least two project references which substantiate that the Proponent has relevant experience in providing software and implementation services similar to those required in this tender. <p>Western Health reserves the right to contact other references not specified in the Proponent's response.</p>	
4.	<p>PROJECT PLAN</p> <ul style="list-style-type: none"> • The Proponent should provide a project implementation plan and a statement of work that describes how the project will be executed. This response should include a holistic view of how the project will progress from start to finish. • The Proponent's project implementation plan must include: <ul style="list-style-type: none"> ○ A summary of the organizational structure suggested for the project; 	

	Requirement	Description of how each requirement is met
	<ul style="list-style-type: none"> ○ Organizational chart identifying all proposed resources and their roles; ○ Proposed approach to completing the design, configuration, and implementation effort, including major milestones and deliverables; ○ Location where services are to be provided; ○ Approach to relationship management; ○ Proposed approach to managing a well structured and controlled data conversion including an overview of its data quality methodologies; ○ Proposed approach in addressing major process redesign projects that involve the implementation of new COTS technology, other value-added services and recommendations that will improve the success of the project; ○ Transition / change management plan and how it will support the organization's ability to train, build buy-in, enable new processes, communicate to stakeholders and support project governance; and ○ Proposed support for the design and implementation of new financial and operational controls to safeguard assets and support compliance to all relevant legislation. 	
5.	<p>ASSUMPTIONS</p> <p>Describe Proponent assumptions such as the use of Western Health resources including Western Health subject matter experts, network and communication infrastructure, data centre, software and other third-party products and any other requirements</p>	
6.	<p>PROPOSED TEAM</p> <p>The Proponent shall provide a team plan that includes:</p> <ul style="list-style-type: none"> ● A list of team members; ● Their roles in the project; and ● Resumes, highlighting qualifications, relevant experience and references. 	
	Total Points	

SECTION 4.0 – TECHNICAL AND BUSINESS REQUIREMENTS

The solution must meet the business requirements of Western Health’s Physician users as well as the information needs of policy and decision makers at the health authority itself. Western Health (WH) requires a solution that is flexible and extensible enough to be support a variety of workflows and care delivery in different settings.

In formulating responses to the tender, the Proponent should clearly articulate which components of the solution are being proposed, those components and/or other 3rd party products that may be required to fully implement the proposed solution.

Proponents shall use the space provided in the tables below to describe how the solution(s) proposed meets each requirement. The Proponent must provide a detailed description of how the solution satisfies each requirement. Proponents may adjust column widths as necessary.

SCORES WILL BE ALLOCATED BASED ON HOW THOROUGHLY THE SOLUTION MEETS THE REQUIREMENT.

4.1 SERVER REQUIREMENTS

#	Requirement	Description of how each requirement is met
1	Vendor must describe its server requirements (include diagram if required): <ul style="list-style-type: none"> • Number of servers required along with recommended hardware. • Number of server operating systems required • Number of server database licenses required • Requirements for Antivirus software • Data purging options • Does the vendor supply all server software (OS, Database, Antivirus, etc)? Describe what server software is the vendor and customer responsibility to provide. 	
2	WH has committed to utilizing server virtualization technology. Vendors who have demonstrated past success deploying in a virtualized manner will receive preference. Describe your approach.	

4.2 STORAGE REQUIREMENTS

#	Requirement	Description of how each requirement is met
3	Vendor must describe its storage requirements: (include diagram if required):	
4	Estimate annual storage requirements	
5	Describe vendor strategy regarding data storage (local to server? SAN? NAS? Direct attached?)	
6	Outline unsupported storage devices	
7	If vendor solution involves a “dynamic” view of patient results and minimal storage is required please indicate here.	

4.3 BACKUP AND RECOVERY

#	Requirement	Description of how each requirement is met
8	Describe the backup process for your system	
9	Describe the recommended backup schedule	
10	Describe the backup type (full? Incremental?) and recommended media	
11	Can users remain active while the backup is performed?	
12	Describe recovery strategy in the event of total system failure	

4.4 NETWORK REQUIREMENTS

#	Requirement	Description of how each requirement is met
13	Vendor must provide its network configuration (provide diagram).	
14	Network protocols the vendor supports or does not support?	
15	Estimated network impact during peak hours.	
16	Approach to a routed network topology	
17	Wireless network considerations.	
18	Optimization strategy for remote users with slow internet connectivity	

4.5 SECURITY REQUIREMENTS

#	Requirement	Description of how each requirement is met
19	Describe mechanisms to prevent unauthorized access.	
20	Describe the capabilities for auditing access to the system.	
21	Does your system integrate with Active Directory, LDAP, and Single Sign on?	
22	Will the system automatically “back-out” of the application and log off the user based on a customer defined time period?	
23	Identify how your system will be kept up-to-date with operating system updates and security patches	
24	Explain the ongoing strategy the vendor will demonstrate to ensure security, updates and system protection	
25	Vendor must explain how patient data is handled on the client device (PC, Laptop, Tablet, Smart Phone etc). Will patient data be stored on local client devices? Is data removed after every session termination?	

#	Requirement	Description of how each requirement is met
26	Outline how your firm implements software upgrades/updates or new releases. Describe the process and approach	
27	Describe evergreen options	
28	How often are enhancements released?	
29	Has your company established User Groups? If so, please provide examples of clients that are involved in the User Groups	
30	What type of upgrades/updates/enhancements are included in regular annual maintenance fees and what is considered an additional cost?	
31	When upgrades or updates are installed, how are revisions to the documentation handled	
32	How flexible is your solution to custom requests from client sites? Describe how custom request (outside of updates/upgrades) are handled. Do you charge for custom requests?	
33	Describe the testing cycle for new releases, updates/upgrades.	

4.7 GENERAL MEDITECH INTEGRATION REQUIREMENTS

#	Requirement	Description of how each requirement is met
34	Solution must be a proven platform that integrates with Meditech Magic version 5.64. Vendor must prove past and current success at other hospitals regarding integration into Meditech Magic. Provide at least 1 example of fully successful integration with the Magic platform	
35	Western Health employs a single instance of Meditech, but the other Health Authorities in the province currently operate multiple instances. Can your system provide a consolidated view spanning multiple instances of Meditech? If so, explain how this would be accomplished. Please ensure that any additional costs related to this requirement are reflected in the Section 5.	
36	The Labrador Grenfell Health Authority operates in two time zones, Newfoundland Standard and Atlantic which are different by 30 minutes. Can your system reconcile data from two time zones? If so, explain how this is done.	
37	Vendor must describe integration approach with Meditech. Is the solution a “dynamic view” or a repository approach?	

4.8 LAB DATA INTEGRATION REQUIREMENTS:

#	Requirement	Description of how each requirement is met
38	Solution must seamlessly integrate with the Meditech LIS to easily and securely present relevant patient Lab data to the physician. The display of Lab data in the Vendor's user interface must be configurable to ensure consistency with the current view in PCI. Vendor must explain its approach to integration with Meditech for Lab results into the Physician Portal	
39	Provide information of how your solution graphically represents data to provide a simple yet comprehensive patient lab history	

4.9 RADIOLOGY DATA INTEGRATION REQUIREMENTS:

#	Requirement	Description of how each requirement is met
40	Solution must seamlessly integrate with the Meditech RIS to easily and securely present relevant patient Radiology reports to the physician. The display of Radiology data in the Vendor's user interface must be configurable to ensure consistency with the current view in PCI. Vendor must explain its approach to integration with Meditech for Radiology results into the Physician Portal	

4.10 PACS INTEGRATION

#	Requirement	Description of how each requirement is met
41	It is preferable that the solution seamlessly integrates with the GE Centricity PACS environment Patient PACS images should be a component of the web-based Physician Portal	
42	Describe the approach to working with a PACS system that is not housed at Western Health.	
43	Would the integration of PACS images be linked to the PACS system, or would the vendor provide an embedded view within their solution?	
44	Provide an example from a current customer who is successfully viewing diagnostic imaging from wireless devices and provide the device type used	

4.11 PHARMACY/MEDICATION INTEGRATION REQUIREMENTS:

#	Requirement	Description of how each requirement is met
45	Solution should seamlessly integrate with the Meditech Pharmacy module to easily and securely present relevant patient medication histories to the physician. Vendor must explain its approach to integration with Meditech for Pharmacy/Medications into the Physician Portal.	
46	Vendor should also explain how the system will integrate ALLERGY data into the solution.	

4.12 DICTATED REPORTS INTEGRATION:

#	Requirement	Description of how each requirement is met
47	Solution must seamlessly integrate with the Meditech Dictated Reports (via OE Departmental) to easily and securely present relevant patient Dictated reports to the physician. The display of these reports in the Vendor's user interface must be configurable to ensure consistency with the current view in PCI. Vendor must explain its approach to integration with Meditech for Dictated Reports into the Physician Portal	

4.13 NUR INTEGRATION:

#	Requirement	Description of how each requirement is met
48	Solution should seamlessly integrate with the Meditech Nursing Application (NUR) to easily and securely present relevant patient nursing documentation to the physician. Vendor must explain its approach to integration with Meditech for Nursing documentation into the Physician Portal..	
49	Given that all components of the Nursing documentation set are not necessary in a physician's required view, explain how the solution will help minimize and simplify the view, while still presenting the most clinically relevant data	

4.14 MEDITECH ORM:

#	Requirement	Description of how each requirement is met
50	Solution should seamlessly integrate with the Meditech Operating Room Management Application (ORM) . Solution must seamlessly integrate with the OR case data to easily and securely present relevant patient information.	

4.15 WORKSTATION REQUIREMENTS:

#	Requirement	Description of how each requirement is met
51	Describe recommended workstation requirements for your platform: Operating System, Memory, Hard Drive, Audio/Video requirements, optimal screen resolution.	

4.16 WEB ACCESSIBILITY AND BROWSER COMPLIANCE REQUIREMENTS

#	Requirement	Description of how each requirement is met
52	It is preferable that the Physician Portal be accessible anywhere in the world in a secure fashion, without the use of a VPN client. Describe how your solution can deliver a secure portal using native browser offerings.	
53	Western Health prefers the Physician Portal be entirely web-based with no need for client software install on computers. Describe your approach.	
54	Describe browser encryption level compatibility	
55	What is required from a “plug-in” or “browser control” standpoint? I.e. Does your solution require java, ActiveX? Custom plug in?	
56	Describe vendor approach to browser compatibility. Are certain internet browsers not compatible? For the following browsers, describe what versions are supported: Internet Explorer, Firefox, Chrome, Safari	

4.17 MOBILE DEVICE REQUIREMENTS:

#	Requirement	Description of how each requirement is met
57	Describe the overall approach to compatibility with the wide variety of mobile devices on the market.	
58	<p>For each specific device category below, describe if full functionality of your system is available on the device or if functionality is reduced as a product of the hardware.</p> <ul style="list-style-type: none"> • Apple iPad and iPhones • Blackberry smartphones and Playbook • Android phone and tablet • Windows Phone and tablet 	

Physician Functionality Requirements	Requirement	Description of how each requirement is met
59	Simplicity of the initial “physician home page” is crucial. The vendor must explain how they will present concise and relevant patient list to the physician with the option to “drill down” into more details should they so choose.	
60	Describe how your solution will streamline physicians’ workflow through their patient care delivery	
61	Currently patient census lists are printed and used by physicians to round. Describe how your solution may present this electronically and what features would be available on a patient rounding list. Is this list customizable and printable?	
62	Given physician workflow and demands on their time, describe how your solution enables physicians to access patient data in a manner that is fast without extensive waiting for data to appear.	
63	Explain how your solution will aid WH with electronic signature for patient charts.	
64	Explain the flexibility around the physician’s patient list. Can this be customized by each physician? How can this be sorted?	
65	Explain the approach to the patient summary views. How often is this view refreshed? What data is available on these views?	
66	What formats for individual and trended lab data are available? How are out-of-range results viewed? Are Lab, Micro and Pathology results available?	
67	Describe how medication list/history is presented to the physician. What customization options are available?	
68	Describe how clinical notes (from any department), admission notes, progress notes, consult notes, discharge data and operative notes are displayed. Explain available customization options for these types of notes.	
69	Do physician-to-physician messaging options exist within your	

	solution? Can one physician leave communications on the system for the next physician to view in the case of patient "hand off"? Would this messaging become part of the patient view or will they be erased eventually?	
70	Can physicians quickly and easily look up outstanding order statuses for their patients?	
71	Can your system provide immediate alerts for abnormal or critically high results? How is this presented? How can alerts be acknowledged? Can alerts be redirected to other physicians on the system?	
72	Describe how your system accommodates coverage by locums or other physicians during period when the primary physician is unavailable.	
73	Describe any physician clinical decision support tools that are built into your system.	
74	Can patient reports/results be downloaded from your solution or printed at the physician's office?	

4.18 LICENCE MODEL:

#	Requirement	Description of how each requirement is met
75	Describe, in detail, the proposed user license model. Concurrent licenses? Per seat?	
76	Explain how WH can manage licenses and the process for obtaining more licenses if necessary.	

4.19 SYSTEM SUPPORT

#	Requirement	Description of how each requirement is met
77	Outline the hours covered for system support included in this proposal	
78	Is a toll free support line provided?	
79	Describe how your company would provide support services (onsite, remote, etc.).	
80	Are there any special requirements for remote support (i.e.VPN connectivity?)	
81	Outline the type of support services provided within your solution	
82	Describe the escalation process for unresolved issues.	
83	Indicate the response time your firm guarantees when a user calls for help	
84	Indicate where support services personnel would be based.	
85	Indicate the location of the closet support office and the closest service engineer.	
86	Describe how the customer will be kept informed and educated about current and future solution of future version releases, functionality and bug fixes?	
87	What mechanism is offered to submit fixes and enhancement requests?	
88	Describe the mechanism for submitting non-urgent and urgent issues for troubleshooting	

4.20 SYSTEM IMPLEMENTATION

#	Requirement	Description of how each requirement is met
89	Please provide a detailed implementation plan with estimated timeline	
90	What is the timeline for a standard implementation?	
91	Describe the typical project team provided by your company for implementation of the proposed solution.	
92	Describe the typical project team that should be allocated by WH for successfully project implementation.	
93	Drawing from past experience, describe the resources necessary from a physician standpoint to ensure successful implementation.	
94	How long after go-live does the implementation team remain with the project before maintenance period begins? Describe the transition from go-live to operational status.	
95	Indicate the number and type of ongoing WH staffing needed to support your proposed system. Include comments on recommended resources and structure (both internal and from your company) to ensure the long term stability and success of the solution.	

4.21 TRAINING

#	Requirement	Description of how each requirement is met
96	Describe the training processes or approaches used (in-person or online). If applicable, include a sample training schedule.	
97	What is the total time allotment necessary for each physician to be fully trained and fluent with system functionality?	
98	At what location is training provided?	
99	Are training and software testing handled separately?	
100	Provide details of how the following functions will be conducted:	
101	List the orientation material and user's manual that would be provided. Indicate whether on line documentation is available.	
102	Describe any ongoing training subsequent to initial "go-live"	

4.22 SYSTEM TESTING

#	Requirement	Description of how each requirement is met
103	Describe the full testing cycle prior to "go-live". What resources are required from the hospital? Include details of each stage of system testing.	
104	Describe the vendor's approach to upgrades/updates/patches and the associated testing required. What resources are required from the hospital?	
105	In the event of Meditech Magic upgrade or change to a data set that your solution may drawn upon, please describe the approach and any testing involved.	
106	In the event of Meditech Magic upgrade or change to a data set that your solution may draw upon, will the vendor work directly with Meditech in advance or will the customer be solely responsible to coordinating all change management?	

4.23 REPORTING

#	Requirement	Description of how each requirement is met
107	Describe the reports available “out-of-the-box” with the system. Examples may be system utilization, system performance, most frequent users, permissions	
108	Explain the system’s ability for the customer to develop custom generated reports	
109	Explain any report distribution features. Example: Can reports be auto generated and emailed dependent upon conditions? Are there any physician office integration options for automated report distribution?	
110	Is additional software required to run reports that is not included in your proposal? If so, please list.	

SECTION 5.0 – FINANCIAL BID REQUIREMENTS

Proponents are required to submit in their financial proposal, annual costs for professional services and software. In this regard, proponents should indicate the appropriate schedule for procurement of software licenses for development, staging, testing and production environments as described in the project plan. It is expected that Western Health would procure production licenses prior to the scheduled implementation of the solution.

In the Financial Bid Cost Breakdown Tables below, Proponents may add rows as necessary but shall not delete any rows. If an item is not applicable, insert N/A in description and cost columns.

The Proponent is expected to itemize **all costs** that, to its knowledge, will ultimately be billed to Western Health.

#	Response Requirements	Score
6.1	The Proponents must show in their Financial Bids, the cost for travel, accommodations, per diem etc.. All costs must be in Canadian Dollars (CDN\$).	2000
Total Points		2000

Financial Bid Cost Breakdown Tables

One-time Costs			
Description		Description / Comments	Cost
Software Licenses	Production Environment		
	Development Environment		
	Testing Environment		
	Training Environment		

One-time Costs			
Description		Description / Comments	Cost
	Staging Environment		
Plug-ins, additional software licenses (list)			
Systems implementation (Professional Services)			
Customization			
Data conversion			
Training costs (materials, facilities)			
Travel and accommodations			
Other (itemize)			
HST			
Total One-time Costs			

Recurring costs							
Description	Comments	Year 1	Year 2	Year 3	Year 4	Year 5	Total (sum of Years 1 to 5)
Maintenance and support							
Other (itemize)							
HST							
Total Recurring Costs							

