Tender # 0171-1338

Provision of Software and Professional Services for Forms Management

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 Forms Management		
tender #:	0171-1338	Issue Date:	**August 12, 2013**
Questions Deadline:	September 6, 2013	Closing Date and Time:	**September 13, 2013 4:00 pm NST**

Bid Label: Materials Management Department, Western Health

Project Name: Provision of Software and Professional Services for Forms Management

Tender 0171-1338
Closing Date and Time: September 13, 2013 4:00 pm NST

Proponent Name :
Proponent Address:

Enquiries and Communication:

All enquiries and Communication must be made through e-mail to:
paulwight@westernhealth.nl.camailto:OCIORFPInfo@gov.nl.ca
Please reference Tender # 0171-1338 in subject line.

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

Table of Contents

Section 1.0 - Introduction

1.1 INTENT

Western Health, on behalf of the four Regional Health Authorities operating in the province of Newfoundland and Labrador, is seeking bids for the supply of software and professional services for the implementation and ongoing delivery of forms management software 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.

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 <u>Sections 3 to 5</u> of this tender <u>ONLY</u>. 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 <u>searchable</u> 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 December 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.

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

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/faqs/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 **PROPONENT PROFILE**
• Name and address of all partners, clearly identifying the lead Proponent.
• For the lead Proponent, provide a Proponent profile including:
  o Proponent contact name, title and telephone number;
  o Principal business and corporate direction(s);
  o Description of the Proponent including corporate history.
	250

2 **INDUSTRY RECOGNITION** • 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.	500
3 **PROJECT EXPERIENCE** • 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. Western Health reserves the right to contact other references not specified in the Proponent's response.	1500
4 **PROJECT PLAN** • 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:	2000

	Requirement	Description of how each requirement is met
	o A summary of the organizational structure suggested for the project;	
	o Organizational chart identifying all proposed resources and their roles;	
	o Proposed approach to completing the design, configuration, and implementation effort, including major milestones and deliverables;	
	o Location where services are to be provided;	
	o Approach to relationship management;	
	o Proposed approach to managing a well structured and controlled data conversion including an overview of its data quality methodologies;	
	o 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;	
	o 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	
	o Proposed support for the design and implementation of new financial and operational controls to safeguard assets and support compliance to all relevant legislation.	
5	**ASSUMPTIONS** 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	250
6	**PROPOSED TEAM** The Proponent shall provide a team plan that includes: • A list of team members; • Their roles in the project; and • Resumes, highlighting qualifications, relevant experience and references.	1500
	Total Points	6000

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): • 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. • Role of each server.	
2	Vendor's system should be able to run on our existing virtual (VMware) server platform. Describe your server architecture.	

4.2 Storage Requirements

#	Requirement	Description of how each requirement is met
3	Vendor's system must be able to utilize our existing EMC VNX SAN/NAS/CAS storage platform. Describe your storage architecture.	
4	Describe annual storage requirements and future growth requirements.	
5	Estimate average form size	
6	If vendor solution involves a "dynamic" view of patient results and minimal storage is required please indicate here	

4.3 Backup/Recovery/Downtime Requirements

#	Requirement	Description of how each requirement is met
7	Backups for the vendor's system must be supported on our existing EMC Networker platform. Describe your recommended backup strategy, including frequency, type (eg. Full/incremental). Identify if additional Networker clients are required for your solution.	
8	Describe recovery strategy in the event of total system failure	
9	Describe how your system could be used, and to what advantage during a MEDITECH downtime episode.	
10	The system must have the same, or as close to same functionality if WH is required to run MEDITECH from the disaster recovery site? Please list any limitations.	

4.4 Network/Security Requirements

#	Requirement	Description of how each requirement is met
11	Vendor must provide its network configuration (provide diagram).	

#	Requirement	Description of how each requirement is met
12	Vendor's system must utilize TCP/IP protocol.	
13	Estimated network impact during peak hours	
14	Wireless network considerations	
15	Optimization strategy for remote users with low bandwidth connectivity	
16	Describe mechanisms to prevent unauthorized access	
17	Describe the capabilities for auditing access to the system	
18	Vendor's system must integrate with Active Directory (LDAP) for user authentication. Should support Single Sign On (SSO) integration.	
19	Will the system automatically "back-out" of the application and log off the user based on a customer defined time period?	
20	Identify how your system will be kept up-to-date with operating system updates and security patches	
21	Explain the ongoing strategy the vendor will demonstrate to ensure security, updates and system protection	
22	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?	
23	Explain how user profiles are created and managed by your system.	
24	Vendor must identify the number of IP addresses required by the system.	

4.5 Printer/Hardware Requirements

#	Requirement	Description of how each requirement is met
25	Describe your process for printing forms from different media trays utilizing different models of printers.	
26	List any printers and associated hardware not supported by your system	
27	What printer languages does your system support and can you print forms or packets of forms that are different languages to different printers with a single keystroke.	
28	Describe how your system can interact with output	

	devices to take advantage of various capabilities such as finishing, folding, two-sided printing, etc.	

4.6 Upgrades / Updates Requirements

#	Requirement	Description of how each requirement is met
29	Outline how your firm implements software upgrades/updates or new releases. Describe the process and approach	
30	How often are enhancements released?	
31	Has your company established User Groups? If so, please provide examples of clients that are involved in the User Groups	
32	What type of upgrades/updates/enhancements are included in regular annual maintenance fees and what is considered an additional cost?	
33	When upgrades or updates are installed, how are revisions to the documentation handled	
34	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?	
35	Describe the testing cycle for new releases, updates/upgrades	

4.7 General MEDITECH Integration

#	Requirement	Description of how each requirement is met
36	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	
37	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	

#	Requirement	Description of how each requirement is met
	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.	
38	The Labrador Grenfell Health Authority operates in two time zones, Newfoundland Standard and Atlantic. Can your system reconcile data from two time zones? If so, explain how this is done.	
39	Vendor must describe integration approach with Meditech. Is the solution a "dynamic view" or a repository approach?	

4.8 MEDITECH SCA Integration

#	Requirement	Description of how each requirement is met
40	System must integrate seamlessly with MEDITECH Scanning and Archiving (SCA) to easily and securely allow for the easy viewing of any and all relevant patient information. Vendor must explain integration with SCA.	

4.9 Information Routing

#	Requirement	Description of how each requirement is met
41	System must auto-route forms based on business rules for multiple locations? Explain if your system is also able to do a secure auto-email or auto-fax?	
42	• Describe how your system provides for grouping of forms into packets and automatically forwards these packets to the appropriate destination(s). • What form(s) can these destinations take (i.e. email, printer, fax, etc). • Describe what happens when the registration staff is finished with the registration in terms of creating hardcopy forms (i.e patient arm-bands and bar-coded labels.), routing and distributing electronic forms (all formats).	
43	• Describe your reprint function. Is there any data	

#	Requirement	Description of how each requirement is met
	that appears on a document in the initial printing that would not be included in the reprint? • How is the form linked to the patient information during the reprint? • If the end user desires, could information be redacted on subsequent reprints?	
44	Do we have to locate the information/data fields from source reports or can we simply list the fields and your software places them?	

4.10 Conversion and data merging requirements

#	Requirement	Description of how each requirement is met
45	Is your system able to convert forms already created in MEDITECH or other applications to electronic forms (i.e. billforms, patient facesheets, etc.)?	
46	Does your system include any type of electronic auto conversion tool or service, so that we would not have to design forms? Please describe. • Would this service be included in the system price, or would it be an additional cost?	
47	Does your system offer an electronic bridge that ports electronic documents directly into a document imaging system? Please describe.	
48	Where does your system merge the data with the forms? • Must we use different source reports to identify different form selections (i.e. can the same source trigger various forms to print)?	

4.11 Barcoding requirements

#	Requirement	Description of how each requirement is met
49	What barcode types does your system support? If multiple types, how does the system determine which barcode to print on which form? • Please list any limitations in terms of number of barcodes per form, as well as data elements per	

barcode. • Are there also any limitations to the placement and/or sizes of these barcodes?	

4.12 Form creation requirements

#	Requirement	Description of how each requirement is met
50	Describe your process of forms creation	
51	WHRA would like the ability to create in-house forms. These forms may be two-sided, and may include a perforation or be needed in double or triplicate. With your system, could we create new forms or edit any existing form? • Do you provide a toolkit for forms creation and editing? • Is form creation available to all users, or only a select few?	
52	Please address, if applicable, whether your system utilizes either an overlay technology or a data mapping technology. • What, if any, are the limitations of your system in this regard? • Are there any forms typically associated with a hospital setting that you have not been able to handle?	
53	Does your system price include access to a forms library? • If so, where did the content of the library come from? • Are there regular updates and change to this library? • Is information ever removed from this library? (i.e. previous versions of a similar form)	
54	The system must be able to handle the inclusion of logos and other possible graphics on forms. • Is the system able to handle different logos depending on the location/corporate entity with which the form is associated? • Where are the logos located?	

4.13 Paperless environment

#	Requirement	Description of how each requirement is met
55	WH strives to reduce the amount of paper generated in our facilities. Please describe how your system can support paperless hospital workflows, across clinical and non-clinical departments. If so, please discuss functionality and licensing requirements.	
56	Do you offer a 100% paperless admission solution that includes patient electronic signature? Explain.	
57	Describe how your system handles electronic signatures, including encryption methodology. • How does the e-signature feature work with the MEDITECH HIS?	
58	Can your system support bedside electronic patient signatures? • Please discuss your options/solutions for bedside registration.	

4.14 License model

#	Requirement	Description of how requirement is met
59	Please describe your licensing model, and include any and all options. • Is the licensing model significantly different for a multi-site implementation?	
60	Explain how WH can manage licenses and the process for obtaining more licenses if necessary	

4.15 System Support

#	Requirement	Description of how each requirement is met
66	Outline the hours covered for system support included in this proposal	
67	Is a toll free support line provided?	
68	Describe how your company would provide support services (onsite, remote, etc.).	
69	If remote access into WRHA network is required in order to provide support for the system, it must have strong security protocols. Describe your network requirements and security mechanisms for remote access (outside the corporate WAN).	
70	Outline the type of support services provided within your solution	
71	Describe the escalation process for unresolved issues.	
72	Indicate the response time your firm guarantees when a user calls for help	
73	Indicate where support services personnel would be based.	
74	Indicate the location of the closet support office and the closest service engineer.	
75	Describe how the customer will be kept informed and educated about current and future solution of future version releases, functionality and bug fixes?	
76	What mechanism is offered to submit fixes and enhancement requests?	
77	Describe the mechanism for submitting non-urgent and urgent issues for troubleshooting	

4.16 System Implementation

#	Requirement	Description of how each requirement is met
78	Please provide a detailed implementation plan with estimated timeline	
79	What is the timeline for a standard implementation?	
80	Describe the typical project team provided by your company for implementation of the proposed solution.	
81	Describe the typical project team that should be allocated by WH for a successful implementation.	
82	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.	
83	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.	

4.17 Training

#	Requirement	Description of how each requirement is met
84	Describe the training processes or approaches used (in-person or online). If applicable, include a sample training schedule.	
85	At what location is training provided?	
86	Are training and software testing handled separately?	
87	List the orientation material and user's manual that would be provided. Indicate whether online documentation is available.	
88	Describe any ongoing training subsequent to initial go-live	

4.18 System testing

#	Requirement	Description of how each requirement is met
89	Describe the full testing cycle prior to go-live. What resources are required from the hospital? Include details of each stage of system testing.	
90	Describe the vendor's approach to upgrades/updates/patches and the associated testing required. What resources are required from the hospital?	
91	In the event of Meditech Magic upgrade or change to a data set that your solution may draw upon, please describe the approach and any testing involved.	
92	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?	

4.19 Reporting

#	Requirement	Description of how each requirement is met
93	Describe the reports available "out-of-the-box" with the system. Examples may be system utilization, system performance, most frequent users, permissions	
94	Explain the system's ability for the customer to develop custom generated reports	
95	Explain any report distribution features. Example: Can reports be auto-generated and emailed dependent upon conditions?	
96	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							