STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Division of Public Health Services
Bureau of Infectious Disease Control
Immunization Section

REQUEST FOR INFORMATION FOR:

Immunization Information System
(IIS)

ISSUED: December 13, 2011
1. GENERAL INFORMATION

1.1. PURPOSE

This Request for Information (RFI) is issued by the New Hampshire Department of Health and Human Services (DHHS) and the Division of Public Health Services (DPHS), to solicit information regarding solutions for providing an Immunization Information System (IIS) for the Immunization Program (IP). Immunization information systems are confidential population-based, computerized databases that record all immunization doses administered by participating providers to persons residing within a given geopolitical area. The State of New Hampshire does not have an immunization information system. The State needs to study the feasibility and cost/benefit of purchasing a commercial off the shelf (COTS) system and amending that system or acquiring the open-source WIR (Wisconsin Immunization Registry) system and customizing that system to the State’s requirements. The State seeks to gather information from a variety of Vendors to aid it in evaluating approaches to allow the IIS to receive immunization information from EMRs, where applicable, or other file formats; download immunization information from the registry into the Comprehensive Clinic Assessment Software Application (CoCASA); forecasting immunizations using the Advisory Committee Immunization Practices (ACIP) recommended schedules; reminder/recall notices in different formats; probabilistic and deterministic deduplication; record merging; interface with the Centers for Disease Control (CDC) Vaccine Tracking System (VTrckS), specifically the ExIS interface; vaccine management tools; support for meaningful use using HL7 2.5.1; and electronic data exchange. The NH IIS base system must provide a platform upon which modules can be built to meet related program area data needs as well as providing a secure, accurate, and efficient way for collecting and processing immunization data. Immunization data fields to be collected specific for the State will be published within the forthcoming weeks and will be posted at http://www.maehc.org/rec_nh_index_.html. Until the guide is posted, national guidelines will be used (http://www.cdc.gov/vaccines/programs/iis/standards/downloads/hl7guide-02-2011.pdf). State funding for this endeavor is limited. The State is amenable to discussing pricing proposals for alternate scenarios.

The State is considering the merits of the following solutions:

1.1.1. Use the open-source WIR code and provide the supporting hardware, software, and staff to maintain the adapted system, or
1.1.2. Use the open-source WIR system and enter into a maintenance agreement with a Vendor to support the system, or
1.1.3. Acquire a COTS system, configure to State’s specifications, and enter into a maintenance agreement with a support Vendor, or
1.1.4. Enter into a negotiated agreement with a vendor providing an established registry system for the cost of O&M (Operations and Maintenance).

Concise, conceptual responses are sought which will inform the IP decision makers of the options available, estimates of cost and implementation timeframes. The State seeks to gain a better understanding of the available approaches; therefore, responses are being solicited from a wide range of respondents in accordance with the objectives and parameters established in this document. Vendors may submit a response that includes one or more proposed solutions; however, responses should separately address
all applicable information sought in Section 4.5 of this RFI as it pertains to each solution.

1.2. NEW HAMPSHIRE’S IIS

The focal point of this RFI is the need for New Hampshire to evaluate the feasibility and cost/benefit of using the open-source WIR code and the State supporting the system, or using the open-source WIR code and having an outside vendor support the system, or purchasing a COTS system, amending that system and either the State or an outside vendor support the system.

The State’s preliminary objectives for an IIS include:

1.2.1. Ability to exchange immunization data in different formats (HL7, flat file, etc.)
1.2.2. Web-based
1.2.3. Deduplicate patient records and immunization records
1.2.4. Ability to download immunization data in different formats
1.2.5. Ability to generate an immunization history for each patient
1.2.6. Download immunization information into CoCASA
1.2.7. Integrated vaccine management and accountability tools
1.2.8. Ability to interface with VTnks
1.2.9. Support meaningful use with HL7 2.5.1
1.3.0. Available reports within the system and ability to generate ad hoc reports
1.3.1 Experience interfacing with an Health Information Organization (HIO) (NH’s HIO is in progress)
1.3.2 Forecast patient immunizations
1.3.3. Follow ACIP-recommended immunization schedule
1.3.4. Ability for different users to access different parts of the system.
1.3.5. HIPAA compliant
1.3.6. User audit trail

1.3. RFI OBJECTIVES

1.3.1. Evaluate vendor supplied information to conduct a comparative analysis of the possible solutions, to aid in determining what is the optimal approach to providing IT support for an immunization registry.
1.3.2. Identify possible vendor hosting options for an immunization registry.
1.3.3. Utilize information collected to facilitate the evaluation of the feasibility and cost/benefit of the creation of an immunization registry either utilizing the open-source WIR system or COTS.
1.3.4. Identify new technology best practices and other state IIS solutions to be considered.

1.4. LIABILITY

This RFI has been issued to obtain information only and is not intended to result in a contract or vendor agreement with any respondent. The State is seeking vendor community insight and information prior to finalizing business, functional, operational, and technical requirements for a Request for Proposal (RFP). There is no definitive plan to purchase any business services, equipment and/or software at this time as a result of responses to this RFI.
This solicitation for information does not commit the State to publish a RFP or award a contract. The State shall not be held liable for any costs incurred by the Vendor in the preparation of its response. The issuance of a RFP as a result of information gathered from these responses is solely at the discretion of the State. Should an RFP be issued, it will be open to qualified vendors, whether or not those vendors chose to submit a response to this RFI. The RFI is not a pre-qualification process.

2. IMMUNIZATION PROGRAM

The New Hampshire Immunization Program does not have an immunization information system. Vaccine accountability and management are maintained using MS Excel spreadsheets, faxes and emails to and from the providers, manual review of documents from providers, and uploading orders to Vaccine Management System (VacMan). This is a lengthy and tedious process.

CoCASA data is manually entered into the system by the Public Health Nurses. Reports are generated and Vaccine For Children/Assessment, Feedback, Incentives, and eXchange program (VFX/AFIX) visits are completed. Manual entry of anywhere up to 50 patient records for each provider is also a lengthy process. MS Excel is used to track provider visits and pertinent information.

In both of these processes, data entry errors can occur. (However, attention to detail keeps errors to a bare minimum.) Valuable staff time and energy can be better utilized in other areas.

To generate specific reports requires the staff to stop the current task and turn their time and attention to the completion of the reports.

There are no methods in place to provide a complete immunization record at one source to aid healthcare providers and other appropriate parties who require this information.

3. POTENTIAL SOLUTIONS

The State can foresee four possible options for providing an IIS solution.

3.1. Use the open-source WIR code and provide the supporting hardware, software, and staff to maintain the adapted system, or
3.2. Use the open-source WIR system and enter into a maintenance agreement with a Vendor to support the system
3.3. Acquire a COTS system, configure to State’s specification, and enter into a maintenance agreement with a support Vendor.
3.4 Enter into a negotiated agreement with a vendor providing an established registry system for the cost of O&M (Operations and Maintenance).

All proposed solutions should address the CDC IIS requirements in Attachment A.
4. RESPONSE INSTRUCTIONS

4.1. RESPONSE SUBMISSION AND DUE DATE

Vendors are requested to submit their response by January 16, 2012. Please provide an original and four copies of your response to:

Marcella Bobinsky,
Section Chief, Immunization Section
Bureau of Infectious Disease Control
New Hampshire Division of Public Health Services
Department of Health and Human Services
29 Hazen Drive
Concord, NH 03301-6504

4.2. SCHEDULE OF EVENTS (approximate)

<table>
<thead>
<tr>
<th>DATE</th>
<th>EVENT</th>
</tr>
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<tbody>
<tr>
<td>12/13/11</td>
<td>RFI Issued</td>
</tr>
<tr>
<td>1/16/12</td>
<td>Vendor responses due</td>
</tr>
</tbody>
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- The RFI will be posted at http://admin.state.nh.us/purchasing/bids.asp
- The IP Management Team leading this effort will review the responses.
- Vendors may or may not be contacted to provide an oral presentation of their solution.

4.3. RFI INQUIRIES

For inquiries regarding this RFI, please contact:

Marcella Bobinsky,
Section Chief, Immunization Section
Bureau of Infectious Disease Control
New Hampshire Division of Public Health Services
Department of Health and Human Services
29 Hazen Drive
Concord, NH 03301-6504
Telephone: (603) 271-2853
e-mail: Marcella.J.Bobinsky@dhhs.state.nh.us

4.4. VENDOR CONTACT

Please provide a main contact name, address, e-mail address, and telephone number in each response.

4.5. REQUESTED INFORMATION

The State is seeking a better understanding in the areas listed below. Please respond concisely and completely. Base responses on current, not planned capabilities.
4.5.1 Briefly describe the vendor’s organization, client base, financial stability and history. Please keep generalized marketing material to a minimum.

4.5.2 The State is interested in a comparative analysis of the advantages and disadvantages of the four most probable scenarios, which have been identified in section three. Please state your analysis/recommendations for one or all of the proposed scenarios.

4.5.3 Every project has certain inherent risks. Describe the significant risk factors associated with your solution and how you would mitigate them.

4.5.4 Describe any experience/expertise specific to state immunization information system computerization projects.

4.5.5 Provide your experience with adherence to National Vaccine Advisory Committee (NVAC) standards, in particular – meeting the regulatory demands for immunization information systems.

4.5.6 Describe your relevant experience with installation, configuration and support of immunization information systems.

4.5.7 Illustrate current experience your company has with hosting an IIS.

4.5.8 Please describe how your proposed solution would support user maintenance of the application’s data that changes frequently (maintenance tables).

4.5.9 Please provide a description of the ongoing cost for maintaining your solution post deployment. Give specific information as to the numbers and types of resources required to maintain the solution.

4.5.10 Provide an overview of the technology and service offerings that you currently provide. Provide a breakdown of the number of customers served currently by your various product offerings.

4.5.11 Describe savings you have achieved with other states as a result of your services/product.

4.5.12 Describe the platform that your system operates on (database, code base, etc.). If any of platform components are third party or proprietary, please note.

4.5.13 Include details of the proposed software solution including database management system, licensed software suggested for data retrieval and reporting, proposed approach to developing any and all custom-built software components, and, when appropriate, compatibility with other healthcare systems.

4.5.14 Describe any technology that you have used to address the challenges inherent in meeting the demands of an environment consisting of constant regulatory changes, with expanding requirements for data sharing. The State’s specific interests include: Web functionality; new technologies/architectures developed and implemented for Public Health data sharing or other related programs that resulted in program savings, greater staff efficiency, error reduction, and similar benefits; development strategies and technology that achieve a rapid turn-around time for incorporating regulatory changes.

4.5.15 Please provide suggestions and considerations for the State to evaluate as we develop the cost model and associated evaluation criteria. Describe your pricing/reimbursement methodology. Include costs for implementation, hardware or data lines, upfront licensing, ongoing licensing, and maintenance
and support. Include a copy of your “boiler plate” customer contractual agreement.

4.5.16 Provide estimated costs, implementation time frames, and resources necessary for the solution that you propose to be most advantageous.

4.5.17 In the event the IP decides to contract out a feasibility study, specify if your company would be interested in receiving a Request for Proposal (RFP) for deploying a NH Immunization Registry. Submission of material in response to this RFI does not prejudice your status to compete for the Feasibility Study.

4.5.18 If the cost estimates that you provided needed to be reduced by 5%, 10%, or 15%, identify areas within your submission that you would recommend be trimmed or eliminated to meet the new total project cost.

4.5.19 Please feel free to include any additional comments or suggested alternatives, as deemed appropriate based on your industry knowledge and expertise, that you feel would be beneficial to the State of New Hampshire.

4.5.20 In the event of contract termination, discuss options for data migration/ownership and system conversion/ownership.

4.5.21 Beyond the base immunization system, the State is interested in learning solutions for vaccine management within the system and options for school nurses viewing immunization records of school age children.

4.5.22 The State is interested in hearing from vendors who have a developed solution for an immunization registry and would waive development costs and enter into an O&M agreement with the State.

5. VENDOR PRESENTATION

Based on interest that is generated following the review of responses to this RFI, some vendors may be invited to present an overview of their company and services to representatives of the State. There is no guarantee that a vendor may be asked to provide a presentation. All presentation costs incurred by the vendor shall be born by the vendor. At this stage in the discussion, a teleconference/webinar is acceptable.

6. CLOSING

The Division of Public Health Services thanks you for your efforts in preparing a response. Although this Request for Information does not require the State to issue a Request for Proposal or to award a contract, it is anticipated that the information gathered in this project will be highly beneficial and will inform the State’s decision-making process.
ATTACHMENT A

Please refer to the following document: