Request for Proposal

“Dashboard Database Visualization”

Issued: September 12, 2014

Proposals Due: October 3, 2014
# Table of Contents

1. NYeC Background ................................................................................................................................................. 2
2. Project Purpose, Description and Scope .................................................................................................................. 2
3. Project Deliverables .................................................................................................................................................. 4
4. Proposal Guidelines .................................................................................................................................................. 5
5. Submission Details .................................................................................................................................................. 6
6. Budget ..................................................................................................................................................................... 6
7. Proposal Evaluation Criteria ....................................................................................................................................... 6
1. **NYeC Background**

New York eHealth Collaborative (NYeC, pronounced “Nice”) is a not-for-profit organization, working to improve healthcare for all New Yorkers through health information technology. NYeC (http://www.nyehealth.org) is a public-private partnership that serves as a focal point for healthcare stakeholders to build consensus on state health Information Technology (IT) policy priorities and to collaborate on state and regional health IT implementation efforts. Working with the New York State Department of Health (NYSDOH) and other key constituents, NYeC is developing the Statewide Health Information Network for New York (SHIN-NY), a statewide network of health information technology that will allow providers to share patient health information in a timely and secure manner, leading to improved health care quality and reduced health care costs.

In addition, NYeC believes that continued provider adoption of electronic health records (EHRs) has the potential to contribute to the reshaping of the quality and cost of healthcare. The sharing of complete and accurate clinical information among all providers in the continuum of patient care leads to better medical care and has the potential to reduce unnecessary or duplicative testing. As hospitals become increasingly responsible for reducing their readmission rates, seamlessly sharing of information between EHRs will enable proper tracking of patients once they leave the facility, and ensuring they get the follow-up care they need from their primary care physician, so they don’t need to be admitted again.

To the benefit of the statewide community, NYeC is in the process of tracking progress of the adoption and development health IT landscape in New York, as well as reporting on the CMS Meaningful Use Incentive program participation and success. As providers begin to attest to Meaningful Use Stage 2 metrics, there is an increasing emphasis on the electronic exchange of clinical information among providers via a Health Information Exchange (HIE) network. A key part of building the SHIN-NY is to assure that providers both participate in and use an HIE network. The HIE network must achieve a critical mass of users and electronic health records in order to provide value to its users. To assure that we reach this ‘tipping point’, NYeC and NYSDOH need to measure key metrics of adoption, data contribution and usage among a range of different provider segments and provider settings. The status of these metrics is currently updated and tracked on “Dashboard”.

2. **Project Purpose, Description and Scope**

**Project Purpose:**
NYeC is requesting proposals for the development of a user-friendly, web-based, interactive, outward facing RHIO Dashboard and accompanying database. Currently, NYeC works closely with 10 Regional Health Information Exchange Organizations (RHIOs), otherwise known as Qualified Entities (QEs), which report a defined set of metrics, related to health IT adoption and usage across their participants including various healthcare organizations and their accompanying clinical and non-clinical staff. Upon signing member participation agreements with a RHIO or QE, the member organizations adopt, implement and subsequently utilize electronic health records (EHRs) and health information exchange (HIE) technologies. NYeC aggregates the metrics from each RHIO on a monthly basis and utilizes the data to report on progress of adoption.

**Project Description:**
The goal of this dashboard and database project is to display the metrics by which NYeC measures successful adoption and use of EHRs and HIE technologies and services among health care providers and provider healthcare organizations in the state of New York on our website.

**Project Scope:**
The vendor (consultant) will provide NYeC with appropriate, trained staff that will provide the following services and related deliverables: design, development, and build of a database capable of accepting a standard set of data elements which may change over time. The database would connect to a visualization tool that will interface with our current website in order demonstrate SHIN-NY and HIT adoption and usage related metrics.

1) **Database design, build and support**

   NYeC is seeking a vendor to create a user friendly, simple to use SHIN-NY data aggregation tool, in the form of a centralized database. The database will be designed and created by the vendor to be managed and maintained by NYeC staff. The database will be accompanied by a defined schema and a user-friendly data intake form.

2) **Visualization**

   The database we envision will not only house data about physicians and healthcare organizations, but it will also generate reports, graphs and charts that can be obtained via interaction with its dashboard. NYeC is seeking a vendor able to use the latest web-based database based visualization technologies, such as Tableau or other similar software vendors, to create a web site dashboard that is user friendly, simple to use, interactive, provides detailed information about our HIT adoption and usage of services, and is easy to add or modify content on the back-end by NYeC staff.

3) **Web-based user interface development**

   The vendor will develop a web-page on our website which will illustrate the dashboard visualizations described in paragraph 2 above. NYeC’s IT group must be able to easily manipulate the layout and content of the finished web site dashboard in order to allow for the frequent changes that occur in the NYeC dynamic environment; where metrics are constantly changing. The web site dashboard design and layout should be aesthetically pleasing, simple for users to navigate, and provide for analytical interpretation.
3. **PROJECT DELIVERABLES**

1. **Database design/build**
   - Build database capable of accommodating current data requested from QEs as well as additional elements
   - Must be flexible and editable by NYeC staff so that they can add or modify elements
   - End users must have ability to edit specific data

2. **Interface standards requirement**
   - Schema for data intake into database
     - Include definitions of elements
   - Data intake form building

3. **Visualization of data**
   - Must connect to database
   - Can be edited by NYeC staff
   - Visualization types considered
     - Bars
     - Lines
     - Maps
     - Tables

4. **Website hosted dashboard construction**
   - Must be compatible with current NYeC website ([www.nyehealth.org](http://www.nyehealth.org))
   - Provide 3 or more wireframe designs that include 3-4 rounds of revisions
   - Provide a separate fully outlined aesthetic mock up (that will show in detail how the dashboard will look) with 3-4 rounds of revisions

5. **Website/database/visualization** will be maintained by NYeC training for NYeC staff should be included in proposal
The following criteria must be met to achieve a successful project:

- Visually and aesthetically pleasing web site dashboard design
- User-friendly environment that is easy to navigate
- Consistency of design across all pages and sections of the web site in a design theme that fits current market segment(s)
- Site and visuals represented can be changed or modified easily by NYeC staff with minimal effort
- All software and licensing requirements should be included as part of this project
- Ability to work closely with NYeC Dashboard Project Manager on coordination of project tasks and resources
- Plan and perform a complete testing process on web site and database in order to ensure functionality

4. **Proposal Guidelines**

Vendors responding to this RFP (“Proposers”) must respond to ALL items contained in section 4 outlined below.

**Proposal Content**

The proposal contents must include:

1. **Cover Letter and Company Overview** (1 page limit) – a brief overview of the vendor’s organization and contact information to direct future inquiries regarding the proposal. The cover letter must be signed by an officer authorized to bind the vendor to the terms of the proposal.

2. **Company Background, Relevant Experience & References** (5 page limit) – The vendor should provide an overview of its company, relevant experience in this space, and provide appropriate references for this project.

3. **RFP Scope Statement** (8 page limit) – the vendor must respond to each component in the PROJECT PURPOSE, DESCRIPTION AND SCOPE section of this RFP.

4. **Provide Development Timeline** (1 page limit) – Identify the key tasks, milestones, and project deliverables within the timeline. The project must be planned to be completed by February 1st, 2015. Any assumptions used in developing the timeline should be identified in this section. If there are specific tasks that NYeC will be responsible for, they should be identified clearly within the timeline.

5. **Pricing** (1 page limit) – please provide pricing based on services, deliverables, and milestones as aligned with the proposed timeline.
5. Submission Details

All communication regarding this RFP must be in writing and addressed to rfpcontact@nyehealth.org. Vendors may not contact any NYeC staff, NYeC board members, the New York State Department of Health staff, or any other stakeholders regarding this project in the period between the issuance of this RFP and the notice of award, as stated in the timetable below. Any oral communication will be considered unofficial and non-binding with regard to this RFP and subsequent award. Any oral communication will be considered unofficial and non-binding with regard to this RFP and subsequent award.

The subject line of all communications must include and your company name and the label “Dashboard Database Visualization”.

Timeline:

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFP Issued</td>
<td>September 12, 2014</td>
</tr>
<tr>
<td>Proposals due</td>
<td>October 3, 2014</td>
</tr>
<tr>
<td>Anticipated Contract Start Date</td>
<td>October 15, 2014</td>
</tr>
</tbody>
</table>

NYeC reserves the right to amend or cancel this RFP at any time prior to a signed contract with the vendor. NYeC is not responsible for any costs incurred by a vendor in the preparation of a response to this RFP.

6. Budget

All proposals must include proposed costs to complete the tasks described in the project scope. Costs should be stated as one-time or non-recurring costs (NRC) or monthly recurring costs (MRC). Pricing should be listed for each of the following items in accordance with the format below:

- **Project Initiation and Planning**
  - NRC
  - MRC
- **Site/Database/Visualization Development**
  - NRC
  - MRC
- **Site/Database/Visualization Testing**
  - NRC
  - MRC
- **Site/Database/Visualization Deployment**
  - NRC
  - MRC

NOTE: All costs and fees must be clearly described in each proposal. In addition, please provide the total cost of the project for the deliverables and staff required (their CVs, and hourly rate) for the delivery of the project.

7. Proposal Evaluation Criteria

NYeC will evaluate all proposals based on the following criteria. To ensure consideration for this Request for Proposal, your proposal should be complete and include all of the following criteria:

- Overall proposal suitability: proposed solution(s) must meet the scope and needs included herein and be presented in a clear and organized manner
- Organizational Experience: Bidders will be evaluated on their experience as it pertains to the scope of this project
- Previous work: Bidders will be evaluated on examples of their work pertaining to web site design and hosting as well as client testimonials and references
• Value and cost: Bidders will be evaluated on the cost of their solution(s) based on the work to be performed in accordance with the scope of this project
• Technical expertise and experience: Bidders must provide descriptions and documentation of staff technical expertise and experience