

**Request for Qualifications (RFQ) For
Interface Engine MSP Support
ISSUED BY TECHNOLOGY BY DESIGN, INC.**

APPLICATION INFORMATION	
CONTACT NAME	Tech by Design
EMAIL ADDRESS	InterfaceMSPRFQ@nyehealth.org
SUBMISSION DEADLINE	September 26, 2024, by 5:00pm EST

All correspondence and proposals should be submitted via email directly to the email address listed above and include 'Interface MSP' in the subject line.

STATEMENT OF PURPOSE

Tech by Design, Inc. (Tech by Design) is issuing this Request for Qualifications (RFQ) in order to prequalify reliable and experienced Interface Engine Managed Service Providers (MSP) for anticipated future work including comprehensive support, monitoring tooling/design, and managed services for the Shared Infrastructure Interface Engine. This partnership's primary objective will be to support Qualified Entities (QEs) by assisting them with the implementation of Mirth Connect channel development and deployment during moments of high demand. Tech by Design might also engage the MSPs' services to establish and maintain best practices for Mirth Connect channel usage, and, as necessary, the refactoring of Mirth Connect channels developed during previously prescribed Mirth Channel designs. Lastly, Tech by Design wants to maintain the option of utilizing prequalified vendors for consultative services related to the design patterns, standards, and best practices of an agile, scalable, and optimized Mirth Connect channel architecture for New York's integrated health information exchange (HIE) shared infrastructure ecosystem.

The chosen MSP(s) will play a pivotal role in supporting the planned, centralized HIE system that integrates multiple existing QE networks with a variety of best practices and approaches into a central HIE solution. The consolidation and integration of these networks is planned to initiate in the coming months and will occur incrementally over a multi-year horizon. Major components of the system are being procured independently, creating an architecture utilizing best-in-class solutions. This integrated structure, referred to as the "Shared Infrastructure," includes the Interface Engine, Master Person Index (MPI), Exchange Services, and Cloud Services, with potential functionalities available in the future.

The selection of MSP(s) through this process will result in one-to-many pre-qualified MSP partners who will be available to work with Tech by Design over the next several years. The specifics of the work will be defined at the time it is needed and requested in small scopes of work that are expected to be a mix of both Time and Materials and Fixed Fee project requests. Tech by Design will execute statements of work with prequalified vendors at the time the work is requested.

I. INTRODUCTION

ABOUT Tech by Design

Tech by Design is a 501(c)(3) nonprofit corporation organized and operated exclusively for the benefit of, to perform the functions of, or carry out the purposes

of organizations that participate in the network that comprises New York's statewide health information exchanges. This includes, but is not limited to, New York eHealth Collaborative (NYeC) and any Qualified Entities (QEs), collectively referred to as the supported organizations. Tech by Design provides technology infrastructure and related services on behalf of, and to assist the supported organizations in their participation in New York's statewide health information exchange network (SHIN-NY) and to assist the supported organizations in pursuing their respective missions to advance health information exchange in New York State.

II. MINIMUM ELIGIBILITY CRITERIA

Eligibility to participate in this RFQ is contingent upon vendors meeting the following minimum eligibility criteria. All submissions will be reviewed to ensure they meet the minimum eligibility criteria. Submissions not meeting the criteria shall not be advanced for full evaluation or considered for award.

- Vendor must utilize staff based in the Continental United States to perform all work.
- Must have a minimum of 3 years' experience providing same or similar interface engine development, deployment and design experience utilizing NextGen's Mirth Connect interface.
- Must be in good standing with the NYS Department of Health (NYS DOH) and the New York State Workers Compensation Board.

III. MANDATORY REQUIREMENTS FOR PREQUALIFICATION

To be considered for prequalification, vendors must meet the following mandatory requirements: To be considered for pre-qualification, vendors must meet the following mandatory requirements:

- Documented ability to complete the work defined in Section IV.
- Completion of the New York State Vendor Responsibility Questionnaire. <https://www.osc.state.ny.us/state-vendors/vendrep/file-your-vendor-responsibility-questionnaire>
- Ability to provide proof of NYS Workers Compensation and Disability insurance as required by the NYS Workers Compensation Board (or attest to being exempt from this requirement).

- Participation in Vendor Security Risk Assessment process and compliance with all applicable security provisions in Master Services Agreement (selected vendors only).
- The selected vendor(s) will be required to adhere to certain New York State grant contract, confidentiality, and other requirements.
- The selected vendor(s) will provide sufficient documentation to show financial stability over the agreement term.

IV. SCOPE OF WORK

Tech by Design seeks to prequalify qualified MSPs that can help it scale to meet the needs of its QE partners during their migration to the new shared infrastructure and on an as needed basis when the QE needs additional support or bandwidth to efficiently onboard new providers/connections. The ideal partner(s) will be highly capable of providing high-quality resources with the skills to efficiently develop and deploy Mirth Connect channels. Additionally, the partner(s) will be able to leverage their expertise to support Tech by Design with Mirth Connect design and architecture expertise on an as needed basis.

A. Resource Scalability and Peak Time Support

Prequalified MSP(s) that contract with Tech by Design may provide as needed support to manage fluctuations in Tech by Design and QE resource bandwidth needs.

B. Special Project Implementation

Prequalified MSP(s) that contract with Tech by Design may assist as needed with special projects, including interface conversions and standardization as needed. This may involve activities such as updating existing interfaces to meet new standards, integrating disparate systems, and ensuring consistent data formats and interoperability protocols are maintained across the network.

C. Incident Management and Support

Prequalified MSP(s) may provide as needed comprehensive support resources capable of rapid response to incidents and operational issues. This includes

dedicated support teams to manage and resolve incidents promptly, ensuring minimal disruption to the network's operation. All work will be established and completed according to service level agreements agreed upon in contracting with selected prequalified vendors.

D. Optimization and Continual Improvement

Prequalified MSP(s) may support Tech by Design as needed with recommendations and optimizations to enhance the efficiency and performance of the interface engine. This could include but would not be limited to periodic review and updates to improve processing speeds, integration capabilities, architectural design and overall infrastructure efficiency.

V. CONTENTS OF SUBMISSION

1.1. Applicant Overview and Firm Qualifications

1.1.1. Cover Letter

Provide a one-page cover letter clearly indicating the project contact name, title, company name, mailing address, phone number and email address. Provide a brief narrative on why your company is the best suited to provide these services to Tech by Design.

1.1.2. Firm Overview

This section should include a brief description and history of the company. Vendors should include the products and services they offer narrowly tailored to address the scope of work.

1.1.3. Team

1.1.3.1. Team Roster

Describe the members of your overall team that would work with Tech by Design and the individual QEs. Be sure to include both technical and non-technical resources that may work with Tech by Design and the QEs. An example of a non-technical

resource might be a Resource Manager, and/or Account Manager. Utilize Attachment A – Team Roster Worksheet to provide the list of technical and non-technical resources you would name in this RFQ.

1.1.3.2. Team Certifications

Use the template below to provide a list of relevant certifications and the count and percent (%) of staff that currently hold them.

Certification Title	Count	Percent of Staff
<i>Sample Certificate</i>	5	50%

1.1.4. References

Please provide at least three (3) references including company name, contact name, title, email address and phone number from current customers or customers in the last year similar in size and scope and or similar to the vendor/client relationship described in this RFQ. Provide a brief description of the services provided for each reference provided.

Where possible include a reference where you migrated the customer from a different interface engine solution to Mirth Connect.

All references should be provided on Attachment B – References Worksheet.

All submissions shall become property of Tech by Design, whether accepted or rejected.

1.2. Technical Approach to Mirth Channel Development

In the following section of your submission, please respond to the prompts describing your company’s approach to technical Mirth Connect channel development.

1.2.1. New Mirth Connect Channel Implementation Strategy

Provide answers to the following questions related to implementing a new large-scale Mirth Connect system:

- Process of working with clients to understand their needs and align solutions to their principles. How can we expect you to engage in discovery with both Tech by Design and the HIEs that it supports?
- Technical philosophy for architecting Mirth Connect channels. What design patterns and techniques do you use and why?
- Life-cycle of a developed channel. What approaches do you bring to each step of the SDLC?

1.2.2. Channel Migration (QEs to Tech by Design Infrastructure)

In the process of moving multiple Qualified Entities to the Shared Infrastructure, there will be a variety of needs due to the unique nature of each QE's current use of either Mirth Connect or another interface engine technology. Even those QE's that use Mirth Connect don't currently have a common pattern between all of them.

Recognizing that you don't have all the details, describe how you might approach the migration of the QE's interface engine connections to the centralized Mirth Connect implementation. Where additional information may be needed to answer specifically for Tech by Design's needs, please, call out the assumptions being made in your response.

1.2.3. Mirth Connect Channel Standardization and Optimization

Describe an engagement where you were required to refactor Mirth Connect channels and bring them in line with the newly established standards, improve efficiency, or simply align a variety of styles to meet a common standard.

1.2.4. Mirth Connect Channel Redesign Recommendations

Please describe an engagement where you were required to review an existing Mirth Connect channel and redesign it. Please include the reason for the redesign, the process used to redesign, and if you were asked to implement the redesigned channels how the new designs were deployed along with the transition plan from old to new. Last, include a description of the outcomes achieved through the redesign.

1.2.5. Service Offerings and Service Level Agreements

Describe your standard service offerings and your defined service level agreements. Including but not limited to the following:

- Standard implementation requests
- Standard implementation requests with truncated time frames
- After hours support
- Emergency break/fix support
- Knowledge Transfer

1.3. Workforce Management Approach

Tech by Design's experience with and impression of the MSP will mostly come through the individual resources that are placed on assignments with Tech by Design. Based on the nature of this work, Tech by Design recognizes that it is not entirely within an organization's control which resources decide to stay or which resources are deployable to a client at any given time. With that in mind, the following questions are aimed at better understanding how your organization is designed to staff high-quality resources and ensure success regardless of the deployable resource.

1.3.1. Talent Acquisition, Training and Retainment

Describe your company's approach to attracting, hiring, training, and retaining talented resources with Mirth Connect experience.

1.3.2. Employee Soft Skills and Values

Describe what soft skills and values your company looks for when hiring a new development resource.

1.3.3. Certifications, and Skill Verification

Describe how your company confirms that your resources have the required skills to perform the task prior to resourcing them on a job.

1.3.4. Workforce Distribution/ Bandwidth

Describe how your company addresses distribution of workload or availability of resources to ensure adequate bandwidth to meet client needs in a timely manner. Provide a timeframe for notice to engage resources to complete work.

1.3.5. Knowledge Transfer (General and Customer-Specific)

Describe your approach to transferring knowledge between your employees. This should cover general best-practices as well as knowledge gained from specific clients.

1.4. Interface Engine Cost Proposal Worksheet – Attachment C

Vendors must complete the cost proposal worksheet Excel spreadsheet in Attachment C.

VI. RFQ CONTACT & QUESTIONS

Vendors may only contact Tech by Design using the email address on the cover page for all matters concerning this RFQ. Vendors may not contact any Tech by Design staff, Tech by Design board members, 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 RFQ and the full execution of a contract. Any oral communication will be considered unofficial and non-binding regarding this RFQ and any subsequent contract(s) or statement(s) of work.

If you have questions about the RFQ, please submit those questions to the designated email address noted on the cover page of this RFQ by the date indicated in Section VII Application Process & Timeline and Tech by Design will distribute all questions received and answers to those questions by the date indicated in the timeline.

VII. APPLICATION PROCESS & TIMELINE

Proposals that do not address all the criteria in this RFQ may not be evaluated. The evaluation committee will determine if interviews and/or demonstrations are needed prior to finalizing their evaluations.

Proposal submissions are due by 5:00pm EST on the date indicated in the timeline below and should be submitted to the designated email address noted on the cover page. **Please submit your application in Microsoft Word format using font size 12 with a maximum of 15 pages.** All valid applications must include all sections identified in the evaluation criteria.

Tech by Design reserves the right to amend or cancel this RFQ any time before a signed contract and is not responsible for costs incurred in preparing a response to this RFQ.

TIMELINE:

Item	Due Date
RFQ Release	August 29, 2024
Deadline to submit Questions	September 6, 2024
Q&A Document posted	September 12, 2024
Submissions due	September 26, 2024, by 5:00pm EST
Interviews / Demonstrations (if applicable)	To Be Determined
Contract Awarded	To Be Determined

VIII. EVALUATION PROCESS & CRITERIA

Eligible proposals will be evaluated by an evaluation committee comprised of staff from NYeC, Tech by Design, and the participating QEs based upon the criteria found in Section V “Contents of Proposal”.

IX. PREQUALIFICATION DETERMINATIONS

Prequalification determinations will be made by an evaluation committee as described in Section VIII.

As indicated above, the prequalification of MSP(s) through this RFQ process will result in one-to-many prequalified MSP partners who will be available to work with Tech by Design over the next several years. The specifics of the work will be defined at the time it is needed and requested in scopes of work that are expected to be a mix of both Time and Materials and Fixed-Fee project requests. Contract(s) with Tech By Design are not guaranteed as part of the RFP, and if Tech by Design enters into contract(s) or statement(s) of work with prequalified vendor(s), such agreements would be executed at the time the work is requested. Specific contract terms related

to contract duration are not guaranteed as a part of this RFQ and will be addressed in contracting discussions with the selected vendor(s).

X. RFQ ATTACHMENTS

ATTACHMENT A: Team Roster (separate Word template)

ATTACHMENT B: References (separate Word template)

ATTACHMENT C: Cost Proposal Worksheet (separate excel file)