

TECHNOLOGY BY DESIGN, INC.

INTERFACE ENGINE MSP REQUEST FOR QUALIFICATIONS

QUESTIONS & ANSWERS

SCOPE OF WORK/ TECHNICAL

1. Our understanding is that the shortlisted partner would be engaged \not just for Engineering/Development, Integrations, Deployment and Support but Consulting and discovery as well, right?
 - a. Yes, shortlisted partners may also be engaged for Consulting and Discovery.
2. What is the expected volume and complexity of Mirth Connect channels that need to be developed or refactored?
 - a. The number of channels is in the thousands (10k-12k). Many channels are standardized and/or simple, while others (~20%-30%) are of high complexity.
3. Are there any specific protocols or data standards (e.g., HL7, FHIR, DICOM) that will be heavily utilized in your current or future integrations?
 - a. Yes, the majority of channels are HL7 v2 and CCD with a growing list of FHIR channels. Additionally, Claims and DICOM are expected in the future.
4. Can you provide more details about the existing infrastructure that will be consolidated into the central HIE solution?
 - a. This is currently comprised of a robust, scalable, and highly available Mirth Connect environment, utilizing modern development practices through GitHub repositories and Infrastructure as Code (IaC).
5. What tools or services are currently in place for monitoring and managing Mirth Connect channels?
 - a. Currently utilizing GitHub repositories for managing channel work. Submitters should provide recommendations for monitoring tools.
6. Are there any scalability challenges you foresee with the integration of multiple networks into a centralized system?
 - a. Evaluate the channels to determine if any can be eliminated or consolidated. For instance, a practice EMR might be integrated once with Tech by Design instead of requiring up to six connections for each QE. Scalability testing and capacity planning are necessary as the volumes in the shared infrastructure

will likely exceed any other known HIE system.

7. What are the top concerns prompting the refactoring?
 - a. Centralization of the underlying HIE infrastructure to a single infrastructure creates opportunities to operate cost-effectively and efficiently as a shared service. When discussing the refactoring of specific channels, we see opportunities to create best practices that make the long-term maintenance of the Mirth Connect channels more sustainable. Implementing these best practices will likely require refactoring.
8. What existing design patterns or standards do you currently follow for Mirth Connect channel development, and are there any pain points?
 - a. Currently, code templates within MC and GitHub are two easy patterns to point to. The largest foreseen challenge is the alignment of different HIEs that are each utilizing Mirth Connect in slightly different ways.
9. Do you have any specific performance metrics in mind for optimizing the channel architecture (e.g., processing speed, throughput)?
 - a. Not at this time. Efficiency in architecture and performance is of the utmost importance. Volumes across all initially scoped QEs surpass 1 billion transactions per year.
10. Can you elaborate on any upcoming interface conversions or standardizations that might require special attention or new development?
 - a. QEs will be migrating and converting interfaces to integrate with a new HIE technology platform.
11. Are there legacy systems or proprietary interfaces that will need to be integrated or converted as part of this project?
 - a. The large majority of interfaces leverage Mirth Connect, which have been customized using generally accepted practices. Some QEs may have unique requirements that deviate from this use case.
12. How do you plan to handle data synchronization between MPI and the various connected systems?
 - a. No firm decisions have been made. Selected vendors will be engaged appropriately for guidance and planning.
13. What cloud services are you currently using, and how do you envision their role in supporting Mirth Connect?

- a. We are currently planning infrastructure that will be deployed on AWS. The system must also integrate with InterSystems' HealthShare platform.
14. Can you provide more information on the systems you plan to migrate from other interface engines to Mirth Connect
- a. The QE's use a variety of techniques and tools in addition to Mirth Connect. Some will need to move channels from Rhapsody while others will be replacing custom processes.
15. Our understanding of team description is to share the roles & responsibilities along with experience of resources, would you be requiring their names as well?
- a. Names are welcome as actual or representative examples of team members that could work on our initiatives, but they are not required.
16. Could you help us with the break-up of resources required to be onsite and those who can work remotely within the US? Or are all the resources required to be onsite
- a. Remote work is permissible; however, offshore resources are prohibited from accessing or handling PHI/PII.
17. Could you help us with tentative resources required at peak time? It will help us plan ramp up and ramp down activities depending on the work.
- a. Resource planning and overall level of effort will be addressed individually by each scope following this procurement.

GENERAL/ ADMINISTRATIVE

1. The link to New York State Vendor Responsibility Questionnaire has expired or is not working, could you help us with the right link?

<https://www.osc.state.ny.us/state-vendors/vendrep/file-your-vendor-responsibility-questionnaire>

- a. Please use the following link instead:

[File Your Vendor Responsibility Questionnaire | Office of the New York State Comptroller \(ny.gov\)](#),

2. What would be the tentative timeline to get shortlisted and commencement of work?

- a. We expect to complete the selection process several weeks after the submission deadline for all responses on 9/26/2024. As previously stated, the plan for implementing all elements of the shared infrastructure is still being developed with the vendors selected for the other components, so a firm start date for this work is uncertain at this time.