# RFP21-CHCC/ELC-001A-

# "ADDENDUM"

# EXTENSION OF SUBMISSION DATE

## NEW SUBMISSION DEADLINE: MAY 19th, 2021      TIME:10:00AM (CHST)

# "COMMUNITY DISEASE MANAGEMENT SYSTEM (CDMS)"

INTERESTED PARTIES CAN DOWLOAD THIS REQUEST FOR PROPOSAL FROM THE CHCC WEBSITE [WWW.CHCC.GOV.MP]. ONCE AT THE SITE, NAVIGATE TO **REQUEST FOR PROPOSALS** TAB ON THE LEFT NAVIGATION BAR. CLICK ON THE URL FOR THIS RFP. YOU WILL BE REQUIRED TO ENTER DATA TO ALLOW US TO TRACK ALL REQUESTS FOR THIS OPPORTUNITY.

THE CHCC RESERVES THE RIGHT TO REJECT ANY AND ALL PROPOSAL AND TO WAIVE ANY IMPERFECTIONS IN ANY PROPOSAL, IF TO DO SO SHALL BE IN THE INTEREST OF THE CHCC. ALL PROPOSALS SHALL BECOME THE EXCLUSIVE PROPERTY OF THE COMMONWEALTH HEALTHCARE CORPORATION.

/S/ ESTHER L. MUNA
CHIEF EXECUTIVE OFFICER

/S/ CORA P. ADA
DIRECTOR OF PROCUREMENT & SUPPLY

# COMMONWEALTH HEALTHCARE CORPORATION
## REQUEST FOR PROPOSAL
## COMMUNITY DISEASE MANAGEMENT SYSTEM
### RFP21- CHCC/ELC-001

## I. BACKGROUND INFORMATION

The Commonwealth Healthcare Corporation ("CHCC") is issuing this Request for Proposal (RFP) for the CHCC functions as an integrated healthcare system that brings together a wide scope of services including primary, outpatient, and inpatient care; ancillary services including laboratory, pharmacy, and physical therapy; population health services including public and environmental health; and mental and behavioral health services. Through this integration under a single organizational structure, the CHCC provides the majority of healthcare services in the CNMI.

Since 1995, the Epidemiology and Laboratory Capacity (ELC) was formed and a cooperative agreement between the Centers for Disease Control and Prevention (CDC) and the Commonwealth Healthcare Corporation (CHCC) was put in place. The CHCC ELC2032 program consists of many components such as epidemiology, health information systems, laboratory, Healthcare Associated Infection (HAI) and Anti-Microbial Resistant (AMR), and vector-borne diseases. Surveillance efforts are ongoing and classified as either an Event-Based Surveillance (EBS) and Indicator-Based Surveillance (IBS). The IBS is based on sentinel syndromic surveillance which also includes a weekly surveillance reporting system. Communicable disease surveillance is to produce timely, validated and actionable evidence-based intelligence on events related to communicable diseases or events of unknown origin that are of public health interest which will include early detection and monitoring.

The CHCC is seeking expert technical services for 1 year post contract issuance date and subject to availability of funds to design, develop and implement a custom and comprehensive Cloud Based Enterprise Reporting and Planning software solution that will allow for registration of patients to capture COVID, related communicable diseases, and other underlying health conditions linked to COVID-19. The ERP software should allow for assigned personnel to input and update patient information within the software as well as full access to data captured within the software. The software will be supplemental and linked to CHCC's Electronic Health Record (EHR) and CHCC's National Electronic Disease Surveillance System – Base System (NEDSS). COVID-19 requires an integrated system capable of timely data collection, management, and analysis not only for COVID diagnoses but also for related conditions and health symptoms. Timely response for persons suspected with COVID-19 is critical to initiate isolation, lab testing, contact investigation, and outbreak/cluster control. The CHCC's Community Disease Management System (CDMS) system should be designed to allow for timely response and notifications to the proper CHCC teams to reduce delays in diagnosis and necessary treatment to effectively and timely report on possible health conditions that may affect a patient who has the potential of contracting COVID-19 and other reportable diseases and conditions. With the development of the software system, the CHCC will focus on data sharing

and linkage between departments and programs as well as interact with patients through the cloud-based software.

## II.    NATURE OF WORK

During the period of the agreement, the prospective contractor is expected to work with CHCC staff at the identified location as specified in Section III of this RFP. The prospective contractor is expected to deliver the goods/services in an efficient, trustworthy, and professional manner. The prospective contractor must have experience to qualify for the award of the contract and must be able to show proof that it has the manpower, equipment, and financial resources to complete the scope of work as specified in Section IV of this RFP.

## III.    LOCATION OF WORK

**Commonwealth Healthcare Corporation**
**1 Lower Navy Hill, Navy Hill,**
**Saipan, MP 96950**


**And**


**Epidemiology and Laboratory Capacity (ELC) Program**
**1 Lower Navy Hill, Navy Hill,**
**Saipan, MP 96950**


## IV.    DETAILED SCOPE OF WORK


Utilize technology to electronically capture and populate forms for the management of COVID-19 suspects, cases, and persons under investigation to support case management and contact tracing operations. Software systems must be able to recognize and document linkages between persons diagnosed with COVID-19 in relation to communicable diseases and underlying health conditions which impact COVID-19. Software must be able to document and monitor patient data across multiple programs who are involved in the management of patient data in relation to health conditions that can cause COVID-19 infection to progress to severe disease.

Specifically, CHCC ELC is seeking services in twelve (12) categories.

## #1 Planning and Design

- Vendor will work with the CHCC team in the design, implementation, maintenance, and support of the software system;
- Vendor will create custom registration software through a cloud-based hosted solution accessible online, onsite, and over the phone through the call center;
- Vendor will ensure that registration form is easy to navigate and informative that is device compatible;
- Vendor will ensure that registration form captures data required based on department/program needs;
- Vendor will create a unique identifier using CHCC's Health Record Number and create a patient profile based on available health related information;
- Vendors will limit duplicate entries by limiting entries based on Name, Date of Birth, or other identifiers.

## #2 Patient program registration and documentation

- Vendor's registration software must be able to efficiently schedule and document multiple outreach scheduling, assessments, action items and data management across multiple programs accessible for CHCC staff operating at multiple locations in the CNMI.

## #3 Custom Notifications

- Vendor's software must be able to send out customized automated notifications based on department/program needs to patients and/or designated personnel.

## #4 Data Capture

- Vendor software must be able to capture and track data pre- and post-interview/appointments at different periods in time;
- Vendor software must be able to capture and track additional data as requested by departments/programs.

## #5 Data Sharing

- Vendor software must be able to allow for download of data tied to the unique Health Record Number identifier for designated CHCC personnel;
- Vendors must include a data dictionary and provide the necessary information related to database design and form design.

## #6 Patient Portal

- Vendor will provide the CHCC a registration system to establish patient access to the software;
- Vendor will provide an online portal for patients to view, report, document, or check in any symptoms as required per department/program;
- Vendors will work with CHCC programs to capture patient satisfaction and CHCC program surveys to as.

## #7 Staff Portals
- Vendor will provide dedicated access viewing portals for the different departments/programs to have access to data and information pertaining to each specific station and process;
- Vendor must be able to achieve user role management;
    a. Be able to add, edit, delete users;
    b. Be able to create specific user groups;
    c. Be able to customize permissions on a granular level;
    d. Be able to lock out specific users;
- Vendor must provide training and certification to all users that will be interacting with the software;
- Vendors will monitor material user errors and report to department/programs for action.

## #8 Reports
- Vendor must be able to export data as required by the CHCC's departments/programs;
- Vendor must be able to interpret data accordingly based on departments/program needs;
- Vendor must create data visualization based on programs and services rendered to the patient;
- Vendors must be able to accomplish data mining and generate outputs/reports to interpret and link data across multiple departments and program needs.

## #9 User Training
- Vendor must be able to create a training plan for the software;
- Vendor must be able to deliver interactive training that simulates software operation;
- Vendor must be able to have face to face modes of training;
- Vendor must be able to coach, enables support until proficient;
- Vendors must certify all users prior to having access.

## #10 Software Maintenance

- Vendor will be responsible for problem identification and tracking in regard to the custom software;
- Vendor will take corrective action to repair any faults found with the software;
- Vendor will be required to adjust the software to new hardware or operating system updates;
- Vendor will cover system improvements, such as the reorganization of data sets within a database so they can be searched faster or use less storage;
- Vendor will be required to provide maintenance that can include code optimization and restructuring;
- Vendor will be required to back up the database on a 24-hour basis to ensure data safety;
- Vendors will report of any software updates or maintenance done to the software.

## #11 Hosting

- Vendor will be responsible for hosting the software on a cloud-based server that are HIPAA Compliant;
- Vendor will update hosting servers;
- Vendor will account for server downtime and notify the CHCC if any downtime is needed.

## #12 Dedicated On-Island Customer Support

- Vendor will provide technical support either remotely or on site;
- Additional Training and Support;
- Vendors will provide service level agreements based on maintenance package.

## V.   VENDOR CRITERIA

The CHCC ELC program is seeking proposals from the vendors with experience in the following:

    a.  Building and designing cloud-based data systems and complex forms

    b.  Successful implementation of a health data system in a geographically remote and low resourced region which allows for data capture of unique patient records with the ability to update and expand data based on services rendered/received

    c.  Proven business systems analysis experience

    d.  Successful implementation of cloud-based portals that provide both internal and public access with data protection management, data management, visualization, and reporting

    e.  Successful implementation of user-role management for staff level access.

## VI.   GENERAL REQUIREMENTS

In providing the services, vendors shall adhere to the following general requirements:

a. Proposals must demonstrate the vendor's ability to address all categories in an effective and efficient manner.
b. Vendor will be expected to outline a detailed approach for each required content including incremental steps and actions, staff and data resources required, schedule, budget and deliverables for each content/project.
c. Each vendor will be expected to cooperate with CHCC and ELC staff and other selected collaborators in the accomplishment of ELC's goals.
d. Collaborate with CHCC to coordinate, develop project plans, strategize, and execute work in a timely manner;
e. Understand CHCC ELC and health data management objectives and provide solution and resources to efficiently and effectively met needs while maintaining the highest quality standards;
f. Project will be completed during a 12 month project period in executable phases which build on each other yielding a complete system twelve (12) months from issuance of contract and/or Notice to Proceed (NTP).
g. Project workplans will require executive level agreement from CHCC CEO and the ELC program
h. Project initiation and contract issuance will be based on the confirmation of the availability of federal reimbursable funding and approval from the grantor agency.

## VII.    INFORMATION AND FORMAT REQUIRED IN THE PROPOSAL

**All proposals submitted by the prospective vendors must contain the following information:**

1. Brief history and description of the company (including the date the company was founded and date of operation in the CNMI.)
2. Statement of company's capabilities and experience.
3. Overall service plan and approach to project, including estimated timeline for completion, and itemized furnishing costs.
4. Portfolio of previously published/disseminated work relevant to the scope of work.
5. Proposed fee for the scope of work (refer to Section IV).
6. List of a minimum of three (3) references (arrange references from most recent projects).
7. Listing of Board of Directors or Officers and number of employees in the last three years. (If applicable)
8. Listing and type of equipment to be used in this project.
9. The name of the authorized personnel to negotiate the proposal and contract (should also be the contact personnel.)
10. Copy of valid CNMI Business License and/or W-9 Form
11. Proof of insurance coverage for the contractor and property liability insurance of at least $100,000.00.
12. Copy of company financial statement.
13. Other information that may be helpful to the evaluation team.

CHCC reserves the right to request for additional information or documents that it may consider necessary and relevant to assist it in evaluating a proposal.

## VIII. GENERAL AND ADMINISTRATIVE INFORMATION

### a. Posting of Proposal

Interested parties can download this Request for Proposal (RFP) from the CHCC Website [www.chcc.gov.mp]. Once at the site, navigate to **RFP** tab on the left navigation bar. Click on the URL for this **RFP21-CHCC/ELC-001**. You will be required to enter the date to allow us to track all requests for this opportunity.

### b. General Provision

Until the selection process is completed, the content of the proposal will be held in strictest confidence and no details of any proposal will be discussed outside the Evaluation Team created by the Corporation. This RFP does not constitute an offer and does not obligate the Corporation in any way. The Corporation reserves the right to reject any or all proposals for any reason and waive any defect in said proposals, negotiate with any qualified offers, or cancel in part or its entirety this RFP, if it is in the best interest of the Corporation.

CHCC will enter a contract with the successful vendor pursuant to the terms of the standard government independent contract. Additional terms and conditions will be attached as exhibits to the standard independent contract.

### c. RFP Question & Answer Call
**Interested vendors are required to participate in a call to discuss the RFP**
Proposers are encouraged to submit questions in advance to the MSO Director of Procurement & Supply, Corazon P. Ada via email at cora.ada@chcc.gov.mp
Questions will be accepted until April 26, 2021 at 430pm Chamorro Standard Time
- Vendor call Date and time: April 27, 2021 at 0800 hrs (8am) Chamorro Standard Time
    - **Zoom Meeting ID**: 932 2842 2545
    - **ZoomLink:** https://chcc.zoom.us/j/93228422545

### d. Place, Date, and Time of Submission

Proposers shall submit four (4) copies in addition to the original proposal (5 in total) marked **RFP21-CHCC/ELC-001** to the CHCC Division of Procurement and Supply, Administrative Building, Lower Navy Hill, Saipan.

And/Or

Email your proposal and all supporting documents to **Corazon P. Ada, Director, CHCC Division of Procurement and Supply, at cora.ada@chcc.gov.mp, no later than May 4, 2021 close of business, 04:30 PM Chamorro Standard Time**

Please note submission instructions:
- All submissions must include the RFP/ITB # and Project Title in the email subject.
- All documents must be submitted in Adobe PDF Format.
- All pages of your proposal must include the RFP/ITB # and Project Title in the header, plus page number in the footer.

Failure to follow the instructions regarding the submission of RFP/ITB responses may result in the CHCC's choice to disqualify such proposals.

### e. Cost of Preparation

All costs incurred by the vendor in preparing a response to this RFP and subsequent inquiries shall be borne by the vendor. All proposals and accompanying documentation will become the property of CHCC and will not be returned. The Commonwealth Healthcare Corporation reserves the right to reject any or all bids for any reason and to waive any defects in said bid, if in its sole opinion, to do so would be in the best interest of CHCC.

### f. Questions, clarifications, or inquiries

Any questions or requests for clarification should be directed to:

Corazon P. Ada
MSO Director of Procurement & Supply
CHCC# (670) 234-8950 Ext 3561
Email: cora.ada@chcc.gov.mp

And/Or

Portia Tomokane
Program Coordinator/Manager
CHCC# (670) 234-8950 Ext 3577
Email: portia.tomokane@dph.gov.mp

All questions or requests for clarification must be made in writing. Facsimile/email transmission of questions or requests for clarification is acceptable.

### IX.    EVALUATION CRITERIA

This section pertains to the measurement of points of the scope of work, responsiveness, and capabilities. The award will be made to the proposer whose proposal is most advantageous to the Corporation considering the evaluation factors set forth below:

### a. Technical Criteria

1.25.00% = Experience in similar or related products.
2.25.00% = Demonstrative understanding and ability to meet requirements.
3.50.00 % = Technical approach to implement all categories in the project scope

### b. Cost Criteria

Price is also a factor for consideration and price will be evaluated in comparison with the overall merit of the proposals. Technical merit is more important than price and the Corporation reserves the right to award the contract other than the lowest priced proposal. As proposals become more equal in technical merit, the importance of price will increase.

## X.    SELECTION PROCESS

Proposals submitted will be evaluated and selection will be made based on the evaluation criteria mentioned in Section VII. Upon selection, the successful vendor will be advised to negotiate the contract with CHCC. Should the negotiation fail to result in an agreement, CHCC reserves the right to cancel the negotiation and select the next proposer, which in CHCC's opinion, is the most qualified proposer. If the contract is not agreed to with any of the responsible proposers, the RFP will be cancelled and re-advertised.

Approved By: _____     Date: 04/19/21
                Esther L. Muña
              Chief Executive Officer

Approved By: _____     Date: 4/19/21
                Corazon P. Ada,
        Director of MSO Procurement & Supply