

Responses to RFI Questions

If something is designated as proprietary, what then happens to that portion of the information?

Any information designated as Proprietary will be treated as confidential and not shared outside of the Reviewing Committee. Although some public entities are collaborating partners in the c3 Initiative, responses to the RFI will not be subject to any Freedom of Information Act/Public Information Act requests.

Are there any specific requirements regarding interoperability (e.g. HL7, FHIR)?

The organization does not have any specific requirements but will be exchanging data between participating entities (healthcare, social services, etc). Data should be transferred securely and accurately. Either HL7 or FHIR could be used.

Are there any preferences for specific texting providers?

No, the collaborative does not have any preferences regarding texting providers.

Are there any preferences for data center/hosting models?

While the collaborative would prefer a hosting model, either a data center or hosting is acceptable as long as it is demonstrably secure and HIPAA-compliant.

How many named users are anticipated to use the system?

The pilot project will likely have no more than 10 participating agencies. Assuming that there are a maximum of 3 users at each agency, we expect no more than 30 users, though the number could be as low as 10.

Do you expect any consistent state, federal or other reporting requirements?

No, this is a locally-funded initiative, so we do not anticipate any state or federal reporting requirements. However, the collaborative will likely develop measures regarding client and/or community outcomes that will need to be captured either through the platform or by other means. At this time, those measures have not yet been decided.

Are any integrations anticipated? With Regional Health Information Exchange? With any data lakes?

Integration is a possibility, though it is too early to decide at this point. We are still gathering data from participating entities.

Will there be any migrations from other systems?

There will be no data migration. This will be a new system with data coming in either from an interface or flat files.

Will there be a need for direct client engagement—e.g. patient portal? Provider portal?

At this time we do not anticipate the use of a patient portal, however we would be interested in seeing the available possibilities for such a feature. The features with which we currently expect client engagement are the receipt of text message updates and the ability to map and search various medical, behavioral health and social service resources in Houston/Harris County.

How will collaborative partners use the plethora of platforms submitted via the RFI?

The collaborative will use the RFI to determine whether or not we ultimately want to include all of the listed features/capabilities in a future possible RFP or other competitive bidding method. Depending upon the responses to the RFI, the collaborative may decide instead to focus on a smaller, high-impact group of features to help coordinate client care. It is not the collaborative's current intent to use more than 2 platforms during the pilot project unless they integrate in such a way as to reduce duplicative entry for the staff of collaborative partners.

What is the project timeline?

The collaborative will begin reviewing RFI Responses in September and continue deliberations throughout October. The deliberations will include preliminary determinations of the key features that we would like the ultimately selected platform(s) to include. Beginning in late October or early November, one or more vendors will be asked to conduct demos of their products, focusing on the key features of interest to the collaborative. We expect that an RFP or other competitive bidding method will be issued by the end of 2018 or early 2019.

What is the RFP/competitive bidding method award date?

The exact award date is unknown at this time, but likely will be by the Spring of 2019.

What is the estimated vendor contract award size?

The vendor contract award size will depend upon the pricing included in the vendor submissions during the competitive bidding process.

How many vendors will receive contract awards?

The number of vendor contracts awarded will depend upon the number of different platforms/databases that are needed to ensure successful implementation and operation of the pilot project.

How will the awards be funded?

The vendor awards will be funded through grant funds received by the Network of Behavioral Health Providers specifically for this purpose. No government funding for this initiative is anticipated.

Can you more specifically explain what is meant by “tools for awareness, navigation, coordination of services, and ad hoc reporting”?

The collaborative is seeking tools that will help to improve collaborative partners' staff and the public's awareness of local resources, as well as facilitate coordination of care and any data reporting that may be necessary as a result of this coordination.