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# Request for Information 2021

## *For The Constellation*

*HEALTH INFORMATION TECHNOLOGY TECHNICAL ASSISTANCE  
RFI 2021-001*

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**Contact email address: [RFI2021-001@mihin.org](mailto:RFI2021-001@mihin.org)**

### **Estimated Key Timeline Dates:**

<b>Key Milestone</b>	<b>Date</b>
Public Release of RFI	03/08/2021
Deadline for submitting questions	03/22/2021
Deadline for submitting information	04/05/2021

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**This RFI is arranged into the following sections:**

- Section 1: General Information provides a high-level overview of The Constellation and a series of topics to help guide a Participant in building an RFI response.
- Section 2: Response Format provides a description of the physical response format and process.
- Section 3: Submission Sections describe in detail how the Participant’s statement of capabilities and experience should be organized and what information is required to be included within the response as well as any limits to the size of the response.

## 1. General Information

The Constellation is an affiliation of companies. The mission statements for each company are as follows:

- The Michigan Health Information Network Shared Services (MiHIN) is a public and private non-profit collaboration dedicated to improving the healthcare experience, improving quality, and decreasing cost for Michigan residents by supporting the statewide exchange of health information and making valuable data available at the point of care.
- The Interoperability Institute LLC (IOI) develops technology solutions and the next generation workforce required to enable organizations and communities to harness the benefits of interoperability at scale.
- Velatura Public Benefit Corporation (Velatura) strategically aligns and connects people, organizations, technology, ideas, and information to improve healthcare, simplify work and reduce costs. Offering market-driven solutions, as well as being the sole provider of MiHIN products and services, Velatura supports organizations in their mission to interoperate and streamline the sharing of pertinent electronic information.

Combined, MiHIN, IOI, and Velatura are branded The Constellation (the “Group”). This Request for Information (RFI) is being issued by MiHIN (the “Company”).

### 1.1 Purpose of Request for Information (“RFI”)

This is a request for information only. This RFI is issued solely for information and planning purposes and does not constitute a Request for Proposal (RFP) or a promise to issue an RFP in the future. This request for information does not commit the Company to contract for any supply or service. Not participating in this RFI does not preclude participation in any future RFP, if any is issued.

The intended purpose of the Request for Information is to allow interested integrators and developers an opportunity to present information of availability for Longitudinal Health Record solutions that meet the specification section outlined below. The information provided by Respondents will be used by The Constellation to:

1. Identify potential Platform integrators and developers
2. Verify that a Platform as envisioned will meet our functional and technical requirements

3. Verify that a Platform is cost-effective and will meet our budget requirements
4. Gather information for a possible Platform request for proposal (RFP)

The Constellation encourages respondents to provide a full picture of products and services available, along with a rough order of magnitude cost and associated assumptions regarding costing.

The Company is issuing this RFI to satisfy the following goals (submissions may address one or multiple areas):

- Web-based clinical viewer of a patient’s Longitudinal Health Record
- Integration with customer hosted data storage for document types, including raw HL7 v2, HL7 v3, and FHIR Resources
- Ability to normalize information contained in associated documents into consistent terminology
- Leverage native HIE services for access management, such as: electronic consent management, patient attribution service, health provider directory, master person index (MPI)
- Delegated account administration - org admin, types of accounts, access restrictions
- Query for dynamic documents in standard formats such as a C-CDA and/or FHIR
- Export raw documents or a dynamic document in a human readable PDF, or standard data format such as C-CDA or FHIR

## 1.2 Calendar of Events

Key Milestone	Date
Public Announcement and Release of RFI	03/08/2021
Deadline for submitting questions	03/22/2021
Deadline for submitting response	04/05/2021

## 1.3 Who may respond to this RFI

This RFI is open to all legal U.S. businesses and international businesses approved to work in the United States that possess the necessary qualifications criteria and comply with the submission instructions.

## 1.4 Scope

This RFI contains instructions governing the requested responses, including the requirements for the information and material to be included; a description of the services to be provided; and other requirements specific to this RFI.

## 1.5 Incurring Costs

The Company is not liable for any costs the Participant incurs in preparation and submission of its information, in participating in the RFI process or in anticipation of award of the contract.

## 1.6 Questions/Communications about this RFI

Participants should email all questions and communications to the Company in accordance with the instructions below and in accordance with the instructions on the RFI web page(s).

- If a Participant has any general questions regarding this RFI, please email [RFI2021-001@mihin.org](mailto:RFI2021-001@mihin.org) **no later** than the date indicated on the calendar of events.

## 1.7 Response Date for Submitting Your Information

The Company asks that responses to this RFI be received no later than 03/31/2021.

Submissions should be submitted electronically via e-mail [RFI2021-001@mihin.org](mailto:RFI2021-001@mihin.org).

The RFI number and Participant business name must be indicated in the Subject line.

Complete formatting instructions are in Section 5: Submission Sections. The Company requests that all information be included in one combined pdf document.

## 1.8 Economy of Preparation

Participants should prepare Submissions simply and economically, providing a straightforward, clear, and concise description of the Participant's services and capabilities.

## 1.9 Potential Post RFI Submittal Activities

If deemed necessary, Participants may be asked to provide a written clarification of their submission to the Company to aid understanding of the Participant's capabilities.

## 1.10 Information Contents

### *1.10.1 Confidential Information*

The Company is not requesting, does not require, and does not wish to receive confidential or proprietary information or trade secrets included in Participant's submissions in response to this RFI. Accordingly, except as provided herein, Participants should not label submissions as confidential or proprietary or trade secret protected. Any Participant who determines that it must divulge such information as part of its Submission must additionally provide a redacted version of its Submission, which removes only the confidential proprietary information and trade secrets.

### *1.10.2 Use*

All material submitted with the submission shall be considered the property of the Company and may be returned only at the Company's option. The Company has the right to use any or all ideas not protected by intellectual property rights that are presented in any submission regardless of whether the submission becomes part of a contract.

Notwithstanding any Participant copyright designations contained on Submissions, the Company shall have the right to make copies and distribute Submissions internally for its own internal use and to comply with any rule or order of any court of competent jurisdiction.

## 1.11 News Releases

Participants shall not issue news releases, Internet postings, advertisements or any other public communications pertaining to this RFI without prior written approval of the Company, and then only fully in coordination with the Company and with the Company's final edit/approval authority.

# 2. Submission Response Format

## 2.1 Requested Information

Participants must submit their Submissions in the format outlined below.

Submission received on schedule via email by 4:00 pm EST on the date of the submission deadline.

1. One-page Submission Cover Sheet
2. One-page Cover Letter
3. Responses to Questions
4. Other Information

# 3. Proposal Sections

## 3.1 Submission Cover Letter (Required)

The Submission Cover Letter one-page PDF file should include the following information:

- RFI reference number and title in the subject line
- Date of Submission
- Legal Business Name, Address, Phone, Email, website
- Contact Name for this Submission, Phone, Email

## 3.2 Responses to Questions (Required)

Examples of questions may include:

1. Provide an overview of your experience as it relates to Longitudinal Health Records
2. Describe your recommended solution for the deliverables listed in Section 1.1
3. Describe other tools/functionality recommended to further enhance the deliverables listed in Section 1.1
4. Provide examples of client work that is similar in scope and functionality to the work described in Section 1.1

5. Describe your company's approach to customizing solutions for customers
6. Describe your recommended approach for onboarding new data sources
7. Describe the policies and procedures your company uses to ensure accuracy, consistency, and confidentiality
8. Describe the authentication options for accessing the proposed solution (username and password, SSO, etc.)
9. Describe the hosting location options for the proposed solution
10. If a multi-tenant environment, describe the extent of The Constellation system/data segregation
11. Describe the process for identifying and resolving any issues (i.e. production outages) encountered during the course of the engagement
12. Describe the process your company uses for supporting customer HITRUST certification
13. Describe the audit reports available to customer (format, content, etc.)
14. Describe options for delegating access of audit reports to participant orgs
15. Describe customer and offeror security and privacy monitoring roles and responsibilities
16. Describe functionality and data visibility associated with default user roles and to what extent they can be customized
17. Describe the process for incorporating customer feedback into future releases of the solution
18. Describe your experience with Amazon Web Services such as Amazon HealthLake
19. Describe your approach for pushing new releases out to customers and customer testing in lower environments prior to the release date
20. Provide a recommended timeline for implementing the recommended solution for the deliverables listed in Section 1.1
21. Describe your approach for migrating historical information into the recommended solution

### 3.3 Other Information

1. No formal pricing is requested as part of this RFI; however, we are requesting information that will allow us to determine the pricing approach your company utilizes. If your pricing model is based on active users, please define "active user" for us.
2. Participants are free to submit additional information at their discretion.

**THIS PAGE REPRESENTS THE END OF THIS REQUEST FOR SUBMISSION**