



**REQUEST FOR PROPOSAL (RFP) FOR
CONTRACT MANAGEMENT SYSTEM
ISSUED BY THE
NEW YORK eHEALTH COLLABORATIVE**

RFP INFORMATION	
CONTACT NAME	NYeC RFP
EMAIL ADDRESS	rfpcontact@nyehealth.org
SUBMISSION DEADLINE	September 18, 2017 5:00pm EST

All correspondence and proposals should be submitted via email directly to the contact listed above and include **'NYeC Contract Management System'** in the subject line.

I. STATEMENT OF PURPOSE

The Statewide Health Information Network for New York (SHIN-NY) is made up of 8 regional organizations providing Health Information Exchange services as well as a centralized Enterprise Bus and Record Locator Services hosted by New York eHealth Collaborative (NYeC). The enterprise system of all 9 organizations and independent systems allows exchange of patient clinical records across New York State. NYeC has been identified as the SHIN-NY State Designated Entity (SDE).

NYeC is expanding its contracting responsibilities and is therefore looking for a fully functional system to manage the flow of contracts within the organization and across multiple vendors. NYeC would like to use a Contract Management System to streamline contracting processes, improve consistency of contracts across the organization, enable better tracking of contract progress, voucher vendors, track contract compliance and reduce the overhead associated with managing the contracts life cycle.

II. BACKGROUND INFORMATION

The SHIN-NY is a network of networks comprised of eight Regional Health Information Organizations now referred to as Qualified Entities (QE). Each QE operates its own network that aggregates electronic health records (EHRs) from participating providers in their regions. They are interconnected through a SHIN-NY hub via the statewide patient record lookup (sPRL). Together, the eight QEs connect data from acute care hospitals in New York State, provider systems, individual providers, laboratories, public health departments and other data sources. With the release of the SHIN-NY Regulation on March 9, 2016, QEs are expected to see an increase of healthcare facility participants that are regulated by the New York State Department of Health (NYS DOH) under Public Health law and that are required to connect to the SHIN-NY. It is also a goal of the SHIN-NY to increase usage across all sectors of healthcare, including those providers and facilities that are not regulated to connect.

NYeC will award a single contract for this work and the selected vendor will be expected to implement a system that meets all deliverables specified in the contract **by December 2017**.

III. SCOPE OF WORK

NYeC is requesting information and a proposal to implement a fully functioning Contract Management System with the following required functionality:

- RFP Management
- Contract Initiation and Tracking
- Contract Authoring
- Contract Negotiation
- Contract Approval/Signing
- Contract Compliance
- Contract Accounting
- Contract Repository
- Audit/Reporting
- Security
- Integration with external services

Details on NYeC's needs for each feature are as follows:

1. RFP Management

NYeC is looking for a system that includes a flexible RFP management environment that allows for RFPs to be developed based on defined business rules and technical specifications. This environment should allow for user collaboration on RFP development including workflows for review and approvals of RFPs. Specific system features related to RFP management are as follows:

- RFP development
- RFP tracking
- Proposal Management and Tracking
- Proposal Scoring
- Proposal Routing

2. Contract Initiation

NYeC is looking for a system that allows for the tracking of contracts against organizational budgets and board approvals. Upon the need for contract development, a system should allow a user to initiate the contract, check for available budget and board approvals, and provide required information for cross reference and validation before proceeding to the authoring stage. Specific system features related to contract initiation are as follows:

- Vendor Request Initiation

- Budget Check
- Board Approval Check
- Routing of contract initiation request through legal and fiscal teams

3. Contract Authoring

NYeC is looking for a system that includes a flexible authoring environment that is seamlessly integrated with the contract repository, accelerates the contract creation process, enhances the control over its progress, and improves collaboration between stakeholders. Specific system features related to contract authoring are as follows:

- Revision tracking
- Versioning
- Ability to compare contract iterations side by side
- Access to the full complete revision history
- Library of preapproved contract templates, clauses, and terms
- Automatic completion of standard fields in a contract

4. Contract Negotiation

NYeC is looking for a system that enables stakeholders to compare versions of the contract and note discrepancies to reduce negotiation time. Online collaborative editing, with comprehensive track changes is essential to eliminate the back and forth submission of Word/PDF docs. Specific system features related to contract negotiation are as follows:

- Automatic negotiation process (successive, parallel, or mixed-type)
- Recording any amendments to the contract
- Monitoring the progress of the negotiation process
- Reminders and notifications to participants
- Submitting comments upon approval or rejection of a contract
- Revision of a contract subject to comments and proposals
- Contract version control

5. Contract Approval/Signing

NYeC is looking for a system that supports automatic contract routing to relevant parties for review, approval and execution, including digital signature. Transparency, and quick electronic approval process are essential. Specific system features related to contract approval are as follows:

- Tailored approval workflows, either parallel or successive
- Supports e-signature

- Sending for signing to external counterparties
- Making comments upon approval/signing/rejection
- Report on approval/signing actions

6. Contract Compliance

NYeC is looking for a system that enables contract progress monitoring for all contracted milestones and service delivery. An integrated system that applies business rules to manage contracts should enable personnel from within the organization to access, analyze, and act on contract-related information efficiently and consistently. Specific system features related to contract compliance are as follows:

- Setting targets for contract compliance
- Monitoring progress of compliance
- Automatic reminders/alerts regarding milestones, key dates, hours tracking, performance matrix, etc
- Automatic notifications/reminders regarding contract expiration
- Automatic renewal process of the contract

7. Contract Accounting

NYeC is looking for a system that serves as a central repository and workflow enabler for the processing of vouchers and payments for vendors with contracts managed through the system. The system shall integrate to accounting systems and databases for purposes of processing payments and tracking vouchers and budget thresholds. Specific system features related to contract accounting are as follows:

- Contract budget/amendment accounting
- Voucher processing
- Payment processing (integration capability with other systems)
- Contract fund accounting (budget categories)
- Inquiry capability
- Threshold alerts

8. Contract Repository

NYeC is looking for a system that serves as a central repository for tracking active, amended, and historical contracts as well as associated attachments, documents, and schedules. The repository enables users to collect, arrange, and store contracts into one system, providing a secure online, easy-to-use, single access point for a company's business relationships and obligations. Specific system features related to contract repository are as follows:

- Web-based document management environment.
- Centralized, secure, single-access storage for contracts and related documents.
- Full-text and keyword search of contracts, attachments, clauses, etc.
- Search by wide range of variables (e.g., customer, deliverables, milestone dates, etc.).
- Ability to group and filter search results, as well as save search for future use.
- Ability to manage faxed and scanned documents as well as native files in any format, including all versions of .doc, .pdf, .ppt, and .xls file types, common image formats.
- Establish links between contracts and related documents, such as contracts and amendments, contracts and vouchers, etc.

9. Audit/Reporting

NYeC is looking for a system that provides visibility into all contractual relationships across the company, with a complete audit trail for every contract. Comprehensive reporting capabilities enable performance assessment and risk analysis while delivering role-based dashboard views tailored for contract administrators, business managers, executives, and other stakeholders. Specific system features related to audit and reporting are as follows:

Automated generation of various reports:

- Generating reports regarding drafting and negotiation of contracts
- Generating reports on contract progress, key performance indicators (KPIs), service level agreements (SLAs), risk assessments, compliance rates, and execution milestones
- Generating reports on budgets and board approvals across vendors and projects
- Role-based dashboard views tailored for contract administrators, business managers, executives, and other stakeholders
- Automated audit trail, including all messages and negotiated document versions
- Ability to create ad hoc reports including individual and group contract reports

10. Security

NYeC is looking for a system that provides adequate security and user authentication. It should also allow only authorized users to access the information that is relevant to them. Specific system features related to security are as follows:

- Online authentication via a secure login screen
- Secure web-based access to the contract management environment
- Role-based access to view/update information
- Contracts and related information access restricted to authorized personnel
- Ability to audit status, access, and usage of system resources
- Utilizing software security best practices
- Meet NYeC's internal user access security policy

11. Integration with External Services

A seamless integration of the system with services and applications that are commonly used as part of the NYeC's business operations is essential. The system shall integrate with the following systems:

- Integration with Microsoft Office tools (Word, Excel, Access, PowerPoint, and Visio)
- Integration with DocuSign (or other e-signature technology)
- Integration with Salesforce
- Integration with FundEZ

12. Additional Functionality

In addition to the above required features, the following functionality would add benefit to the enterprise. These features are not required and will be weighted lower than the above when evaluating proposals:

- A "legacy load" capability, which enables batch uploading of existing paper contracts
- Fax received during the negotiation phase will enter the repository automatically, link with the correct negotiation, and trigger an alert to the appropriate parties
- Graphical approval workflows, that can display where a contract is in the approval process, who still needs to approve it, and can note the role and relevance of each approver
- Integration with Tableau
- Integration with SQL Server

V. RFP APPLICATIONS & EVALUATION CRITERIA

Proposals should provide complete and detailed descriptions of the applicant's abilities to meet the requirements of this RFP. NYeC will select a qualified vendor on a best value basis considering feature and system completeness, implementation approach, implementation timeline, vendor qualifications, support and maintenance and system cost. Please see below for more detail on the evaluation criteria. NYeC reserves the right to request product demonstrations with vendor as necessary.

The RFPs will be evaluated by a selection committee comprised of members from NYeC. RFPs which do not address all the criteria below may not be evaluated by NYeC.

Proposals are limited to twenty numbered pages including the cover letter and all appendices. All pages should be in portrait landscape with 1-inch margins. Font size shall be 11 point or larger. Proposals not following this format will not be reviewed.

The cover letter shall include the **RFP Title, Name, Title, Email Address, Phone Number and Addresses** of the applicant's main contact and include any real or perceived conflicts of interests for team members, inclusive of the prime, sub-consultants and key team members.

The selected vendor will be required to adhere to certain New York State grant contract and confidentiality requirements specific to the initiative. These requirements will be outlined in the vendor contract.

Proposal submissions are due **September 18, 2017 at 5:00pm EST**. Vendors may only contact NYeC using the email address RFPContact@nyehealth.org for all matters concerning this RFP. All questions related to this RFP should be submitted by September 5th at 5:00pm EST. A FAQ including submitted questions will be posted on the NYeC website by September 8th at 5:00pm EST.

Vendors may not contact any 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 RFP and the notice of award, as stated in the timetable above. Any oral communication will be considered unofficial and non-binding regarding this RFP and subsequent award.

NYeC reserves the right to amend or cancel this RFP at any time prior to a signed contract with the vendor. NYeC is not responsible for any costs incurred by a vendor in the preparation of a response to this RFP.

Proposals are to address and be evaluated upon the following criteria:

1. Feature and System Completeness:

Describe how the system proposed meets the features described in the “scope of work” section of this RFP. Define feature by feature how the system meets the needs as described. If there is a missing feature, please describe how the desired functionality can be otherwise achieved using the proposed system.

2. Implementation Approach

- **Assumptions and Risks:** Define the assumptions made regarding accomplishing the Scope of Work. Define the factors the consultant believes are risks to the successful completion of the project and proposed mitigation strategies. Describe any factors that you believe may constrain your ability to undertake the scope of work as described.
- **Innovative Ideas:** Include a summary of innovative ideas and suggestions for enhancing the scope of work.
- **Coordination & Communication:** Provide a plan for communications and coordination between the Vendor and NYeC.
- **Project Management:** Describe the vendor’s experience in the formal project management of projects such as the one defined in the RFP.

3. Implementation Timeline

Provide a timeline and approach for the overall implementation. Identify the key tasks, milestones and deliverables within the timeline. Any assumptions used in developing the timeline should be identified in this section. If there are specific tasks that NYeC will be responsible for, they should be identified clearly within the timeline.

4. System Support and Maintenance:

Identify and provide details for other supporting services that will be provided for the overall implementation and maintenance. These include:

- Software Support (including help desk support, upgrades and maintenance)
- Knowledge Transfer and Training Services
- Service Level Agreements (include standard SLA documents as an appendix)
- Software Support (including upgrades and maintenance)

5. Vendor Qualifications and References

Vendor should describe their current client mix, specific unique qualifications and provide a minimum of 2 references for projects of similar scope, budget and implementation timeline. All references must be received by the Proposal due date. NYeC will evaluate the reference checks to assess the proposed system’s overall performance and success with implementation of previous systems. NYeC may contact submitted reference sites directly if they require additional information.

6. Cost

Outline cost for the project with a breakdown of level of effort anticipated for all team members. Cost should be broken down by project milestone as the vendor sees fit. A minimum of three milestones is required but vendor can propose additional milestones as necessary. Anticipated travel costs should be included within the response. Costs should include any implementation costs as well as license and upgrade costs.