



**Request for Information (RFI) for the  
Development and Implementation of a Data Warehouse  
and Reporting System**

**Date of Issue:** February 1, 2010  
**Vendor intent to respond due:** February 5, 2010 5pm PDT  
**Proposal Deadline:** February 19, 2010 5pm PDT

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## **I. BACKGROUND**

Health-e-LA was founded in 2004 through a collaboration of LA Care Health Plan, LA County Medical Association, and Department of Health Services. Funding for the LA HIE Safety Net Initiative comes from the Pacific/United Fund with operational support from the Kaiser Foundation. Health-e-LA is currently governed by representatives from six organizations who represent the larger stakeholder group: LA Care Health Plan, Los Angeles County Department of Health Services (LAC DHS), QueensCare Family Clinics, Community Clinic Association of Los Angeles County (CCALAC), HIMSS Southern Chapter, Talbert Medical Group. Public Health Foundation Enterprises, (PHFE), provides fiscal and project management support for the project. PHFE has been acting as the sponsor of Health-e-LA since 2006.

Currently, the CCALAC membership collectively uses over 15 different practice management systems (PMS) for registration, billing, etc., and many of these systems do not have the capacity to messages to other systems using current standards and industry protocols. The LA HIE Health-e-LA Safety Net Initiative has incorporated the use of a single disease management system, (i2i) to pull all the information from the 15 disparate PMS's leveraging the i2i capacity in the 16 clinics (representing 44 clinical sites) by developing one HL7 interface between i2i and the proposed data warehouse.

## **II. PURPOSE FOR THIS REQUEST FOR INFORMATION (RFI)**

This RFI is seeking a partnership with a data warehouse vendor with healthcare experience to facilitate development of a data warehouse for 44 community clinic partners in Los Angeles County with CCALAC membership. Through the release of this RFI Health-e-LA seeks to receive proposals from a selected group of vendors to develop and implement a data warehouse with the following functions:

Data Warehouse should be able to:

- Receive HL7 data extracts from i2i Tracks system
- Develop HL7 interfaces to Practice Management Systems; including AllScripts, Dentrix Enterprise, eClinical Works, Ehealth, eHealthcare Systems, EPIC, HealthPro, IDX, MD Rythm, Medical Manager, Medinfor-matix, MegaWest, Misys, NextGen, and Signature
- Define processes used to ensure data reliability and integrity (data scrubbing and data normalizing).
- Include Master Patient Identifier (MPI) functions.
- Methods and processes for exception reporting of dirty data.
- Easy to use User Interface.
- Provide tools for data reporting functionality.
- Provide a high level diagram of the data model of the proposed system for review; include source data definitions, target data models, transformation and business rules.

### III. SCHEDULE OF EVENTS and INSTRUCTIONS

The Health-e-LA Safety Net Initiative Data Warehouse Selection Committee will review the RFI responses to determine if the cost and requested approach is feasible to continue with the remainder of the vendor selection process. PHFE will be managing the RFI Process as part of its sponsorship role for Health-e-LA.

If the responses to this RFI are deemed feasible, Health-e-LA will proceed with the schedule of events listed in the table below and will start work with the selected vendor immediately thereafter.

**Responses must be submitted via email by 5 p.m. PDT, Friday, February 19, 2010 to Rochelle McLaurin at [rmclaurin@phfe.org](mailto:rmclaurin@phfe.org) Responses should be a maximum of ten (10) pages (does not include requested documentation).**

Activity	Date
RFI distributed to vendors:	February 1, 2010
Vendor intent to respond due:	February 5, 2010 5pm PDT
Vendor questions due:	February 5, 2010 5pm PDT
Response to vendor questions released:	February 10, 2010
RFI responses due:	February 19, 2010 5pm PDT
If determined feasible, top 2 vendors are selected and notified based on RFI responses to move to demonstration/discussion phase of process.	March 8, 2010
Vendor demonstration/discussion to determine compatibility/validity of product with scope.	Week of March 15, 2010
Vendor reference calls	Week of March 22, 2010
Final vendor selection and notification	Week of March 29, 2010
Contract Negotiation	Week of March 29, 2010

#### **Pre-contractual Expenses**

Pre-contractual expenses are defined as any expenses incurred by the proposer in:

1. Preparing its proposal in response to this RFI;
2. Submitting that proposal to PHFE;
3. Negotiating with PHFE on any matter related to this RFI, including a possible contract; or
4. Engaging in any other activity prior to the effective date of award, if any, of a contract resulting from this RFI.

PHFE **shall not**, under any circumstance, be liable for any pre-contractual expenses incurred by proposers, and proposers shall not include any such expenses as part of their proposals.

#### **Questions**

Any questions vendors may have regarding the terms, conditions or scope of work for this RFI should be directed to Rochelle McLaurin at [rmclaurin@phfe.org](mailto:rmclaurin@phfe.org), by 5PM, February 5, 2010.

Answers to all questions received will be provided to vendors that have indicated that they intend to bid on this RFI on Friday, February 5, 2010.

### **No Commitment to Award**

Issuance of this RFI and receipt of proposals does not commit PHFE to award a contract.

PHFE expressly reserves the right to postpone proposal opening and/or closing for its own convenience, to accept or reject any or all proposals received in response to this RFI, to negotiate with more than one proposer concurrently, or to cancel all or part of this RFI.

## **IV. SYSTEM COST**

System costs are requested as part of this process to assist in determining the feasibility of this approach. Please ensure that costs reflect all pricing for the total proposed model, including but not limited to hardware, software, etc. Proposed costs will be compared across all vendors. Cost proposals should be realistic and competitive for the services offered; please be reasonable; do not under bid or over-bid.

Pricing should be based on the following assumption:

- 800,000 patient records
- Delivery/development of HL7 outbound messages that include the following data elements;
  - ADT - Patient Demographics
  - DFT - Charge
  - SCH - Appointment
  - ORU - Lab Results
- The understanding that 75% of the data will be coming from one source (i2i).
- Budget and planning should reflect an understanding the significant work effort involved in ETL of healthcare data of this target population.

The proposal must clearly define ALL costs (see examples below) expected to be incurred during implementation and throughout the term of the contract.

- System Hardware
  - One-time purchase
  - Ongoing annual maintenance
- System Software
  - Operating System
    - One-time purchase
    - Ongoing annual maintenance
  - System Tools
    - One-time purchase
    - Ongoing annual maintenance
  - Other system software

- Communications Hardware
  - One-time purchase
  - Ongoing annual maintenance
- Communications Software
  - One-time purchase
  - Ongoing annual maintenance
- Application Software
  - One-time license fee
  - Ongoing annual maintenance
  - Annual access fees
- Installation
  - One-time installation fees
- Implementation Fees
- Training
- Documentation
- Projected increase in fees over the next 5 years

## V. RESPONSE AGREEMENT

Please complete the Response Agreement below and include it in your response. For purposes of this RFI, it is understood that your electronic signature is both legal and binding.

In consideration of this response to the Request for Information from PHFE for the Health-e-LA Safety Net Initiative, **(enter name of your company)** agrees that:

The vendor response will become the property of PHFE's the Health-e-LA Safety Net Initiative.

Technical or promotional materials may be referenced as attachments or appendices but are not to be used in lieu of answering the question.

The RFI document is to be kept confidential; information contained therein may not be used for any purpose other than in the preparation of this response submitted to PHFE for LA HIE Health-e-LA Safety Net Initiative.

Any and all portions of the vendor response containing confidential information must be clearly marked "CONFIDENTIAL".

Name and title of corporate official:

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Signature of corporate official

Date

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## **VI. GENERAL VENDOR INFORMATION**

Provide a brief overview of your company's role in the healthcare industry. Provide references of functioning data warehouses in the healthcare sector.

## **VII. TECHNICAL/FUNCTIONAL REQUIREMENTS**

### **A. Technology**

1. What operating system(s) do you support?
2. What networking technologies do you support?
3. What is the preferred platform for implementation of your system?
4. Does your software comply with ODBC Standards?
5. What are typical server specifications?
6. Does sharing the server with other applications present problems?
  - a. If yes, what is your suggested approach to address this situation?
7. What are typical desktop/workstation specifications?
8. Do you support “push” technology for user device updates?
  - a. If no, please describe technology for user device update
9. Provide a high level diagram of the data model of the proposed system for review; include source data definitions, target data models, metadata dictionary, conforming data maps, and transformation and business rules.
10. Can the proposed system provide functionality for a Master Patient Identifier to be used to uniquely identify individuals across all systems? Please describe the functionality including an overview of the algorithm that is used.
11. Can the system accommodate 50 concurrent users 24/7?
12. Does the system include reporting tools? If yes, please describe the capability of the tools. If not, please describe how data would be extracted from the warehouse.
13. Describe the security functions and features of the system.
14. Describe the auditing functions and features of the system.

**B. Implementation**

1. Describe your implementation process; include a sample work plan, resource requirements for vendor and client, and a generic timeline.
2. Describe your training methodology.
3. What type of documentation is included with the proposed system; (e.g. system architecture, training, product development plans, customer support, etc.)? Please provide samples of all documentation.