

ADDENDUM
October 31, 2012

REQUEST FOR PROPOSAL
West Virginia Health Information Network
Marketing and On-boarding Project

RFP Changes and Updates

SECTION TWO, 2.3, #2 Statement of Work (SOW):

Identify and sign up a minimum of **three hundred (300)** healthcare providers to be active users of WVDirect during calendar year 2013. WVDirect accounts can be assigned to individuals or organizations. In order for a WVDirect account to initially be considered active, at least two clinical messages to another healthcare provider(s) must be sent from that account. Organizational accounts can represent an unlimited number of healthcare providers, but, for the purposes of meeting the **300** count, an organizational account will be capped at 25 healthcare providers per account.

Active WVDirect accounts (both new and current WVDirect accounts) must exchange a minimum of **1,200** cumulative messages for the purpose of care summary exchange, lab exchange, ELR/ immunization reports or other healthcare purposes.

It is critical that the WVHIN increase the usage of WVDirect for both new and current WVDirect accounts (approximately 600). Increase successful implementation of use cases among current and new WVDirect accounts.

SECTION TWO, 2.5 Acceptance and Key Milestones:

Deliverable	Payment %
Kickoff meeting conducted	5%
Delivery and approval of service plan	10%
WVHIN training completed	5%
Receipt of monthly progress reports showing steady progress; including active on-going WVDirect use cases that are successfully implemented	65% - Monthly payment based on hours worked.

Sign up 300 users for WVDirect & exchange 1,200 messages among new & current WVDirect accounts	5%
Sign up 50 physician offices &/or FQHCs for the HIE	10%

Questions and Answers

Question: Section Two, 2.3, #2 - How will the Vendor be able to track the activity of the providers in regard to the number of clinical messages that are being sent? If the Vendor doesn't have access to track this information, how will the Vendor be provided the information? How often? In what format?

Answer: The statistical information is currently provided by the HIE vendor, Truven Health Analytics, to the WVHIN. The WVHIN will provide a monthly report to the Vendor via email in an excel format along with a weekly dashboard report on messages sent by account.

Question: Section Two, 2.3, #16 - If this is a 3-year contract, 1 year with a maximum of 2 one-year renewals, what number of Direct addresses and HIE participants should the Vendor assume for pricing the renewal years?

Answer: For the second and third year of the contract, assume the same requirements as in the Statement of Work (section 2.3) for year one (1).

Question: Section Two, 2.3, #16 - Should the Vendor base the 2 one-year renewals at the same level as identified for contract year 1 - minimum of 500 Direct healthcare providers and 50 HIE healthcare organizations? Or will the subsequent year renewals be priced during the negotiation period (at least 3 months prior to the beginning of each contract year), therefore only requiring a 1 year Cost Proposal to be submitted?

Answer: Submit cost proposals for three years based on the same requirements for contract year one (1). However, the requirements for WVDirect users and HIE participants are subject to change for years two (2) and three (3). Any changes from year one (1) will be negotiated with the winning bidder at least three (3) months prior to the beginning of each contract period.

Question: Section Two, 2.5 - What is meant by, "65% - Monthly payment based on hours worked?"

Answer: A monthly invoice should be submitted based on actual hours worked. The total of all invoices shall not exceed 65% of the total contract amount for each contract year.

Question: Section Three, 3.3 - Is the Vendor only to price the contract for one year? Will the subsequent 2 one-year renewals be priced once the goals for the number of

Direct addresses and HIE participants are determined (3 months prior to the beginning of each contract period, as stated in Section 2.3 SOW, No. 16)?

Answer: Submit cost proposals for three years based on the same requirements for contract year one (1). However, the requirements for WVDirect users and HIE participants are subject to change for years two (2) and three (3). Any changes from year one (1) will be negotiated with the winning bidder at least three (3) months prior to the beginning of each contract period.

Question: Section Five, 5.4 - What is the starting period of performance for the contract term (1 year)?

Answer: The anticipated start date is February 1, 2013.

Question: Please describe any WVHIN marketing activities currently underway directed at the WV healthcare community related to the exchange.

Answer: The WVHIN is concentrating its marketing efforts on recruiting and onboarding hospitals. The WVHIN is currently working with several physician practices as well. The WVHIN has a current contract with the WV Health Improvement Institute, Inc. to market to the healthcare community and sign up users for WVDirect and the HIE.

Question: Will the WVHIN staff be available to speak at conferences/marketing opportunities on behalf of the WVHIN and DIRECT?

Answer: Yes.

Question: Please reference the WVHIN's policies and procedures related to privacy and security requirements.

Answer: The WVHIN's policies are located on our website at www.wvhin.org under *Policies*.

Question: Has the WVHIN developed/finalized all resources that will be furnished to the Vendor to assist in fulfilling the requirements of the project?

Answer: The WVHIN is currently in the process of developing a training curriculum and updating marketing material which will be available by the start of the contract.

Question: What is the source of funding?

Answer: The proposed source of funding is a combination of Federal ARRA Stimulus Funds awarded by the US Department of Health and Human Services, Office of the National Coordinator for Health Information Technology and State Special Revenue funds.