



# **State of New Jersey**

## **Department of Health**

### **Request For Information (RFI)**

**April 2, 2014**

## **Open Public Records Access Rider**

*Information provided in response to this Request for Information can be released to the public under the New Jersey Open Public Records Act, N.J.S.A. 47:1A-1 et seq., (OPRA) or the common law right to know. All information submitted in response to this Request for Information is considered public information, notwithstanding any disclaimers to the contrary submitted by a bidder, except as may be exempted from public disclosure by OPRA and the common law.*

*Any proprietary and/or confidential information which you provide will be redacted by the State. A person responding to this Request for Information may designate specific information as not subject to disclosure pursuant to the exceptions to OPRA found at N.J.S.A. 47:1A-1.1, when such person has a good faith legal and or factual basis for such assertion. The State reserves the right to make the determination as to what is proprietary or confidential, and will advise the responding person accordingly. The location in the response to this Request for Information of any such designation should be clearly stated in a cover letter. The State will not honor any attempt by a respondent to designate all materials submitted in a response to this Request for Information as proprietary, confidential and/or to claim copyright protection for such materials. In the event of any challenge to an assertion of confidentiality with which the State does not concur, the person responding to this Request for Information shall be solely responsible for defending its designation by submitting a response to this Request for Information, the responding person waives any claims of copyright protection set forth within any materials submitted in the response.*

### **PURPOSE**

The purpose of this Request for Information (RFI) is to solicit potential options, approaches and strategies from groups, individuals and/or organizations that are knowledgeable in streamlining and automating operations to increase efficiency and access to information for program staff, stakeholders, and the public.

The New Jersey Department of Treasury, Division of Purchase and Property (the Division), on behalf of the New Jersey Department of Health (DoH), is issuing this RFI to identify options available to the DoH in connection with its potential procurement of digital solutions to enhance its ability to serve licensed healthcare facilities, and licensed or certified professionals or paraprofessionals.

**Please note that this is an RFI, not a Request for Proposal.** As such, responses to this RFI shall not lead to a contractual relationship between respondents and the State. This issuance does not constitute a commitment to issue an RFP, or award a contract.

## **BACKGROUND**

The Division of Health Facilities Evaluation and Licensing (HFEL) licenses over 2,000 health care facilities annually, licenses 1,200 nursing home administrators triennially, and maintains a database of certified nurse aides, and schools for certification of nurse aides. HFEL continuously performs on-site surveys of licensed facilities to evaluate compliance with regulations, investigates complaints from the public against licensed facilities, and imposes enforcement actions, penalties, or other remedies for noncompliance with regulations. HFEL also evaluates applications for Certificate of Need for new health care facilities and services and processes ambulatory care facilities' assessments annually. HFEL also provides the certification and survey activities for the federal Centers for Medicare and Medicaid Services (CMS) in licensed health care facilities.

Several databases and e-Pay help HFEL staff to perform their duties. A federal database houses most information about licensed facilities, their surveys and investigations, and their enforcement actions. A separate database houses additional data that the federal database cannot accommodate. The certified nurse aide, nursing home administrator, and certified medication aide programs have their own separate databases. HFEL has recently implemented e-Pay as a payment option.

HFEL seeks to improve its processes and databases, implement online license applications and survey reports and responses, and improve access to data for all staff.

## **RFI RESPONSES**

### **Response Contents**

Written narrative is not to exceed ten (10) 8.5" x 11" pages in a font no smaller than 12 point. Submissions must be electronic and cannot exceed 25 MB in size. Responses are to be sent via email to:

Jeanette Bergeron  
NJ Department of Health  
Health Facilities Evaluation and Licensing  
[Jeanette.Bergeron@doh.state.nj.us](mailto:Jeanette.Bergeron@doh.state.nj.us)

Responses received after the required submission date by close of business (5:00 PM ET) will be rejected.

Stakeholder sessions identified high-level requirements (provided below) that respondents must address in their written response and demonstration. However, respondents are not restricted to addressing these requirements only, and can include others based on experience and knowledge. DoH has identified three core objectives to include:

- Enhanced communication - virtual paperless environment within NJDOH and among state, federal and facility staff;
- Enhanced data collection and dissemination processes, functionality and applications; and
- Centralized location for public access of information about healthcare facilities via web.

These exploratory discussions and demonstrations are to evaluate and measure vendor capabilities in support of high-level requirements below. DoH is seeking the best approach to enhance the State’s licensing, certification and evaluation processes and service delivery, and learn which solutions can be integrated with federal, state and facility applications and resources.

High-level functional requirements include:

<b>Requirement</b>	<b>Brief Description</b>
<b>Single Source of Truth</b>	Central consolidated trusted record of all data related to a facility or person who may be licensed, certified, investigated, or penalized
<b>Real-time Updates</b>	Data in the consolidated record is updated and accessible as modifications are made
<b>User-friendly System Interface</b>	System interface is designed to enhance and facilitate work flows enabling easy storage and access
<b>Automated Workflow Management</b>	Work flows are logged and automated alerts are generated to assist in tracking, completion and reporting of tasks
<b>Paperless Communication</b>	Online access to intra- and inter-department documents and communications

The following non-functional requirements must also be addressed by respondents:

<b>Requirement</b>	<b>Brief Description</b>
<b>Support</b>	Provide maintenance and support services to users based on 24/7/365 system availability
<b>Compatibility</b>	Ability to interface and integrate with current and future systems used by DoH
<b>System Reliability</b>	System must be reliable in terms of security, privacy and business recovery

<b>Cloud Hosting</b>	Access to business functionality and analytics anytime via virtual servers
<b>Access Level Controls</b>	Ability to assign different users different levels of data access, input and export
<b>Scalability</b>	Ability to grow within the department and also to be deployed to other state agencies

In addition to the high-level requirements above, NJDOH is seeking ways to mitigate some of the existing barriers or pain points highlighted by stakeholders to include:

1. Highly manual processes;
2. Dependency on paper;
3. Inability to track workflows; and
4. Lack of centralized document repository.

Written responses and demonstrations should include:

- Technical requirements – compliance with federal and state regulations or standards related to data backup, high availability and disaster recovery, data and application privacy and security, as well as testing environments and execution;
- Type of product - commercially available, custom development, integration of multiple products, or some other type;
- Technical Support and Maintenance - from project initiation throughout the system development lifecycle to include post implementation (warranty period) and long term support options; and
- Any cost models associated with the solution, such as usage fees, licensing models, or subscription fees, etc.

## **Response Format**

Responses to this RFI are intended to encompass written confirmation of achieving the stated functional and non-functional requirements, as well as the ability to demonstrate the solution through an onsite product/offering demonstration.

A standard response format is not being provided in order to give respondents flexibility with the types of information they wish to provide. However, all responses must be submitted electronically (see “Response Due Date” below), must not exceed ten (10) 8.5” x 11” pages in a font no smaller than 12 point, and cannot exceed 25MB in size. Respondent may provide information in a variety of formats, including, but not limited to:

- Links to websites;
- Electronic copies of marketing brochures and other types of documentation;
- Materials created specifically in response to this RFI; or
- Combinations of the any of the above.

## **Onsite Presentations**

Respondents’ written submissions will be reviewed by DoH staff. Those respondents, whose written narratives provide potentially viable solutions as determined by DoH staff, will be

invited to demonstrate their solution onsite at DoH or an alternate location. Respondents invited to demonstrate their product should be prepared to respond to questions prior to, during, and after the demonstration and include staff accordingly. DoH seeks information about product and technical solution capabilities, not marketing presentations. Therefore, respondents must limit any product marketing discussion to five (5) minutes or less.

Respondents chosen for product demonstration will receive more information regarding location, internet connectivity, and an agenda for the session if their submission qualifies for a demonstration. The criteria for determining which respondent will provide demonstrations will not be published.

Respondents will be scheduled to conduct in-person presentations over a 3-day period within a 1.5 hour timeslot to allow sufficient time for the presentation and question and answer (Q&A) period. DoH seeks to obtain an understanding of the respondent's capabilities, experience, ideas, and suggestions to meet the high-level requirements and mitigate existing challenges.

Respondents who have met the DoH criteria will be contacted to schedule a specific date and time for May 27-29, 2014. These criteria will not be published. A presentation should not be considered as a replacement for a written response.

### **Question and Answer Process**

Any questions about this RFI must be emailed to Jeanette Bergeron at [jeanette.bergeron@doh.state.nj.us](mailto:jeanette.bergeron@doh.state.nj.us) by no later than 12 PM ET on **Friday, April 11, 2014**. Questions and the corresponding answers will be posted at <http://www.state.nj.us/treasury/purchase> by close of business on **Friday, April 18, 2014**.

### **Response Due Date**

All responses must be emailed to [jeanette.bergeron@doh.state.nj.us](mailto:jeanette.bergeron@doh.state.nj.us) by no later than **5:00 PM ET on Monday, May 5, 2014**.

### **Schedule**

- April 2: Posting of Request for Information and Product Demonstration
- April 11: Due date for questions related to RFI
- April 18: Answers to questions posted
- May 5: Due date for written submission
- May 12: Notification to respondents selected for product demonstration
- May 27, 28 and 29: Onsite product demonstrations

## **TERMS AND CONDITIONS**

The opportunity to demonstrate product solutions is solely for DoH's benefit and is intended to provide information to DoH. The product demonstrations will not be subject to an RFP-type evaluation.

DoH is subject to strict accountability and reporting requirements as a recipient of funds from public sources. Any response or other information submitted in response to this offer is subject to disclosure by DoH as required by applicable law. DoH makes no agreements or representations of any kind, and expressly disclaims any requirement to maintain the confidentiality of any information provided in response to this offer to demonstrate. All material and information provided to DoH in response to this offer to demonstrate product solutions shall become the property of DoH upon receipt and will not be returned.

DoH reserves the right to copy any information provided by the applicants, whether or not selected by DoH to demonstrate, for purposes of facilitating DoH review or use of the information. DoH reserves the right to use ideas that are provided by vendors in the application or demonstration. By applying to demonstrate, the vendor represents that such copying or use of information will not violate any copyrights, licenses or other agreements with respect to information submitted or demonstrated.

DoH is not responsible for any costs incurred by an applicant or demonstrating vendor related to the preparation of the application to demonstrate or any activities related to preparing for, conducting, or traveling to or from DoH's location to demonstrate.