

Welcome!

Thank you for your interest in the CommonWell Health Alliance Service Provider RFP!

This Bidder Call is to provide you with preliminary information prior to release of the RFP, which is currently scheduled for early December.

We will not be taking questions on this call. **We will host a Q&A Call in mid-December after release of the RFP.**

Please note that all participants are MUTED. For the best audio experience, please use your phone line and individual Audio Pin provided upon logging into the webinar.

A copy of the presentation slides will be distributed after the webinar ends.

The webinar will begin shortly. Thank you!



commonwell[®]
HEALTH ALLIANCE

CommonWell Health Alliance RFP Bidder Call

November 16, 2018

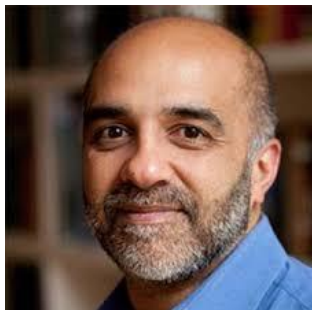
Agenda for Today

- **Intros and background**
- **RFP Process**
- **Service Provider Scope**
- **Service Provider Requirements**
- **Next Steps**

Call Hosts Today



Jitin Asnaani is the first Executive Director of CommonWell Health Alliance and is charged with stewarding CommonWell as it pursues its mission of building a scalable infrastructure that enables health data to follow the patient, regardless of where care occurs. Prior to CommonWell, Jitin was a director at athenahealth, where he focused on building the company's cloud-based interoperability platform and population health services, and worked at the Office of the National Coordinator for Health IT (ONC), where he helped incubate and launch the S&I Framework. Jitin represented athenahealth in Federal Advisory Committees, CommonWell Health Alliance, the Argonaut Project and DirectTrust.org. Jitin has a Bachelor's degree in Computer Science & Engineering from MIT and a Master's in Business Administration from Harvard Business School.



Micky Tripathi is the CEO of the Massachusetts eHealth Collaborative (MAeHC), a non-profit health IT advisory and clinical data analytics company. Micky is also active in the industry at a local and national level, including serving on the Board of Directors of the Sequoia Project, the CommonWell Health Alliance, the CARIN Alliance, the FHIR Foundation and as Co-Chair of the HL7 Advisory Council. He is also the Project Manager of the Argonaut Project, an industry collaboration to accelerate the adoption of FHIR, and an Affiliate at the Berkman-Klein Center for Internet and Society at Harvard University.

The Alliance has contracted with MAeHC to manage the Service Provider RFP process.

Background on CommonWell Health Alliance

We are an independent, not-for-profit trade association open to all HIT suppliers and others, and devoted to a simple yet compelling vision

- Health data should be available to individuals and providers regardless of where care occurs
- Provider access to this data must be built-in to HIT at a reasonable cost

Industry collaboration for interoperability

- Partner with our Members and our Service Provider to operate a vendor-neutral platform that breaks down the technological and process barriers that can inhibit effective health data exchange
- Promote a national infrastructure which leverages open industry standards and policies in order to enable scalable, secure, and reliable interoperability as easily as possible

Growing membership since our founding in 2013

- Alliance has grown from five to nearly 80 members since our founding by Allscripts, athenahealth, Cerner, Greenway, and McKesson
- Change Healthcare (formerly RelayHealth) has been our Service Provider since our founding

10,000+ provider sites live on Alliance services today

- Interoperability services went live in November 2014
- 10 Alliance members have adopted services and many more will be deploying in the months ahead

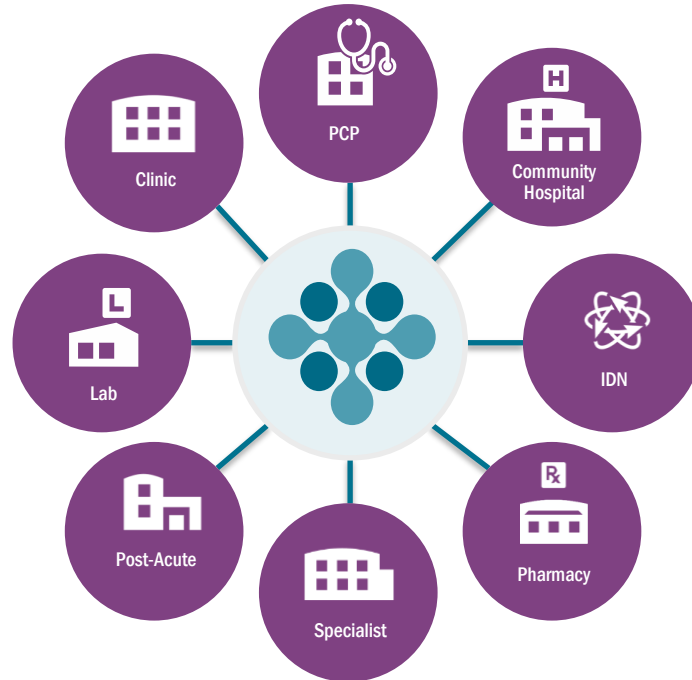
Alliance Infrastructure

Alliance Members

Large, heterogeneous Membership including:

- EHR vendors
- Other HIT vendors
- Provider organizations
- Patient-facing services
- HIEs

Variety of Treatment and Non-Treatment Use Cases



Alliance Services

Central infrastructure: Record Location & Secure Record Brokering

Record location services include:

- Patient Identification & Linking
- Person Enrollment
- Record Location
- Publish/subscribe architecture (leading to Event Notifications capability)

Secure record brokering services include:

- Record query and retrieval
- Record routing and delivery
- End-to-end payload encryption – no CDR

Alliance Services Exchange Patterns

(for details, see <http://commonwellalliance.org/specifications>)

Record Location

Record Source



- Continuous updates of patients

PIX/PDQ/FHIR
HL7 ADT

1

Alliance Service Infrastructure



- Patient-matching
- Record location indexing

REST

2

REST

3

REST

Record Requestor



- Local consent (today)
- Person enrollment
- Location intake

Secure Record Brokering



- Record identification
- Record encryption

XCA/SOAP/FHIR

2

3

XCA/SOAP/FHIR
CCDA
FHIR (future)



- Record query
- Record retrieval
- Record routing & delivery

XCA/SOAP/FHIR

1

4

XCA/SOAP/FHIR
CCDA
FHIR (future)



- Patient lookup
- Record query
- Record intake

Alliance Current Status and Planning Projection

Planning Projection provided for RFP response baselining only

Measure (cumulative)	Q4 2018	5YR Planning Projection (Q4 2023)	5YR CAGR
Sites Live	11,000	33,000	25%
Enrolled Persons	40M	120M	25%
RLS Queries	200M	750M	30%
Documents Retrieved	20M	180M	55%

Why is the Alliance conducting an RFP?

- **Since our inception, the Alliance has utilized a Service Provider to power the interoperability services that we provide to our Members and their clients. The current Service Provider contract ends in October 2020.**
- **The Alliance enjoys an excellent relationship with Change Healthcare, our current Service Provider, but the Alliance is a member driven organization and it has been 5 years since our founding. Our governance model and proper stewardship of the organization requires that we explore all market options.**
- **Alliance service adoption and utilization is increasing significantly as more members deploy and more providers go live.**
- **Reliability and affordability will be critically important as Alliance services become a utility for providers and a critical part of members' interoperability offerings. We are thus beginning this selection process well in advance of the contract renewal date to ensure a fair and reasonable review of proposals and a smooth transition to the next contract.**
- **The Alliance invites qualified vendors, including the existing Service Provider, to respond to this RFP.**

Key Requirements of the Service Provider

1. Establish a technical and services **infrastructure and team** to support the Alliance's current and future technical and functional requirements
2. Seamlessly **transition** currently supported Core Alliance Services without service disruption
3. Make available all **Core Alliance Services** by new contract go-live date
4. Support **on-boarding and operating services** with high reliability and affordability
5. Actively participate in Alliance **governance and Working Group processes**
6. Provide continued **R&D investment** to support identified future Alliance requirements
7. Provide technical and development vehicle for addition of **future requirements** as they arise, including Federal regulatory and programmatic requirements
8. Maintain currency of technical and services infrastructure in compliance with new **regulations and mandates** such as 21st Century Cures and HITECH requirements

What is the Alliance looking for in a Service Provider?

Will be further specified in the RFP

- Experience building and operating high-volume, high-reliability, secure clinical information exchange network infrastructure and services
- Deep bench-strength (skills and capacity) in project management, development, on-boarding/implementation, operations, and support
- Expertise and experience with health care interoperability protocols and specifically IHE/SOAP and RESTful FHIR patterns and standards
- Compliance with applicable laws and regulations (current and future)
- Acceptance of key Alliance Terms & Conditions, including intellectual property requirements
- Ability to meet competitive pricing requirements considering Alliance adoption goals

The Alliance welcomes all bidders, however, please recognize that we are a large, complex, and growing nationwide network and thus require a partner who will have the breadth, depth, expertise, and longevity to support our current and emerging needs

High-Level Timeline

		Oct	Nov	Dec	Jan	Feb	Mar
Phase 1	Project Initiation						
	Requirements Refinement						
	RFP Development						
Phase 2	RFP Release						
	RFP Response Management						
	RFP Response Deadline						
Phase 3	Finalist Selection						
	Oral Presentation and Demo						
	Final Selection						

Current RFP Timeline

(Subject to Change)

Event/Deadline	Date
Bidder conference call	Nov 16, 2018
RFP Released	Dec 7, 2018
Letter of intent submitted (required for consideration)	Dec 14, 2018
Written questions submitted for Q&A call	Dec 17, 2018
Q&A call	Dec 20, 2018
Written proposals submission date	Jan 21, 2019
In-person demonstration (exact dates and times TBD)	Feb 18 – Mar 8, 2019
Final vendor decision	Mar 29, 2019
Contract completion	TBD

Communications during RFP Period

Communication Channel

- A prospective Bidder requiring any information on this RFP can notify the Alliance via email at the following address no later than 10 working days prior to the written proposal submission date: RFP@maehc.org

Questions and Answers

- The Alliance RFP team will respond in writing (via email only) to any request for clarification of the RFP received by the deadline
- A consolidated Q&A document containing the Alliance's responses to all questions (including an explanation of the query without identifying the source of enquiry) will be made available to all prospective bidders who have received the RFP

Restrictions during RFP Period

- From the date of the Bidder conference call (November 16, 2018) to the final vendor decision, all communications regarding the RFP shall be directed to the official RFP team at the following email address: RFP@maehc.org
- Bidder shall not contact the Alliance Executive Director, any member of the Alliance Board of Directors, or any Alliance Member or their Alliance representatives concerning the RFP or the RFP process
- *Any breach of these rules by a Bidder may result in the disqualification of a proposal at the Alliance's sole and exclusive option*

Next Steps

Prospective bidders review RFP and submit Letter of Intent

- Please carefully consider whether you have the technical, service, and business qualifications to meet Alliance requirements

Communications and questions regarding the RFP will be accepted only through the Alliance's RFP management process:

- Email inbox: RFP@maehc.org
- The email inbox will be open upon release of the RFP in early December and not before

Appendix: Current Alliance Specifications

Will be further refined for RFP

Alliance Services Specification

- http://www.commonwellalliance.org/wp-content/uploads/2014/08/CommonWell-Services-Specification_v2.9.1.pdf

Argonaut Implementation Guide

- <http://www.fhir.org/guides/argonaut/r2/>

Carequality Implementation Guide

- <https://sequoiaproject.org/wp-content/uploads/2018/03/Implementation-Guide-v1.1-Effective-3-27-18.pdf>