



TELEHEALTH PLATFORM SERVICES

REQUEST FOR PROPOSALS

CONFIDENTIAL AND PROPRIETARY

This Request for Proposal (“RFP”) has been prepared by Virginia Telehealth Network (“VTN”) to provide your organization (“Vendor”) with an opportunity to bid on a contract to provide goods and/or services to VTN and/or its affiliates. VTN considers all information in the RFP to be confidential and proprietary. By accepting this RFP, you agree that you will not allow any other person or entity to see the RFP or any information in the RFP, in whole or in part, and you will not use it in any way other than to prepare the requested proposal. This RFP may be shared within your organization on a need-to-know basis only and all copies of the RFP distributed shall display this confidentiality notice prominently on the cover. You further agree that you will return this RFP, and all copies you have made of it in whatever format, to VTN should you decline to submit a proposal or upon request.

Contact

**Virginia Telehealth Network
Teresa Rincon
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I. Introduction and Landscape

Commitment to Telehealth Services for community partners of the Virginia Telehealth Network

Virginia Telehealth Network (“VTN”) is a 501c3 nonprofit membership organization that supports telehealth efforts in the Commonwealth. Started in 2006 by a group of health professionals to promote telehealth best practices, VTN provides education, resources, and tools to telehealth stakeholders while advocating for safe and effective delivery of telehealth services.

VTN Vision statement: All Virginians should have access to high-quality health care anywhere, anytime.

VTN Mission statement: We devote our resources to advancing the adoption, implementation, and integration of telehealth and related technologies statewide and promote the coordination and delivery of care for all Virginians.

VTN develops and maintains strong partnerships in healthcare and local communities with a goal to explore and promote innovative care programs that foster access to high-quality health care. We expect the winning vendor to complement our current knowledge and commitment with its experience and expertise.

<https://www.ehealthvirginia.org/about-vtn/>

II. Telehealth at Virginia Telehealth Network (VTN)

Over the years, VTN has supported telehealth programs through research, advocacy, education, and resources and tools for implementation across the Commonwealth. From the spring of 2020 through the end of 2021, VTN worked to keep pace with the momentum that has swept through the arena of telehealth due to the pandemic. Over the past 18 months, healthcare organizations tapped into VTN’s expertise, resources, and tools to quickly scale up virtual care solutions. By listening to and learning from health care professionals across the Commonwealth – VTN has addressed through advocacy the challenges that have emerged due to the rapidly changing telehealth regulatory, reimbursement, and technology landscape in our state and in our country. Educational summits, a content series, and comprehensive research provided by VTN staff has led to a better understanding of what might be accomplished across the telehealth landscape and how we might formulate strategies necessary to optimize its potential.

From October through December 2021, the Virginia Telehealth Network led a multipronged “state of the state” of telehealth in Virginia research initiative. Efforts included the following:

- An initial survey of active licensed health care providers (N-9,257). Organization-level surveys also were developed for and distributed through the Virginia Health

Care Association (N=17) and Virginia Association of Free and Charitable Clinics (N=40).

- An in-depth follow-up survey was sent to respondents that opted in, segmented for behavioral/mental health care professionals (N=574) and all other health care providers (N=147).
- Qualitative interviews with health care professionals about their use of telehealth throughout the pandemic.

<https://www.ehealthvirginia.org/telehealth-survey/>

III. Scope of Work

With the rapid increase in need and demand for telehealth services, VTN recognized the necessity for centralization and standardization of tools and platforms to enhance care coordination and expand access to care, specifically for behavioral health services.

Vision

In support of the mission, vision, and values of VTN we seek to find tools that can enhance and expand access to behavioral health care for the patients and populations served throughout the Commonwealth. Access between patients and providers will be delivered through innovative, efficient, reliable, and cost-effective technologies.

Value Based Performance

Telehealth services and programs increase flexibility for healthcare services, making it easier for providers to treat across greater geographical spaces and meet the needs within communities throughout the Commonwealth. Behavioral health professionals can consult and collaborate virtually with patients and other clinicians, regardless of geographic location. The result is a cost-effective alternative to provider office visits, reduced no-show rates, improved patient satisfaction and outcomes, increasing provider caseloads without increasing workloads, and improving access to limited care specialists.

Telehealth Product Objectives

The implementation of a Telehealth Platform for VTN members will enable the organization to meet the following objectives:

- Increase convenient access to behavioral health care for existing and future patients.
- Expand the behavioral health care network throughout the Commonwealth.
- Leverage clinical resources and allow for greater collaboration and care coordination.
- Improve the quality of care, increase efficiency, patient satisfaction, and overall mental health of individuals and communities.

VTN Specific Implementation Criteria

Although open to suggestions and creativity on the design of the VTN implementation, the following is envisioned:

- Streamlined workflow for both providers and patients
- Product should have proven integration with various electronic medical records (EMRs)
- VTN expects to schedule, document, and bill out of the telehealth product and/or the EMR
- Video Visits will be scheduled and should ensure ease of connectivity and ease of use for patients and care providers
- Access from any smart device to include cell phones, tablets, as well as computers

IV. Request for Proposal Instructions

A. Vendor Response Instructions

VTN requires that Vendors provide responses to ALL of the identified sections. Only complete responses will be evaluated. An RFP response form is included to simplify the process.

A complete response will include the following:

1. Fully executed Business Associate Agreement
2. Fully executed Non-Disclosure Agreement
3. Response to all Organization Level Questions
4. Response to all Technical Level Questions
5. Response to all System Requirements
6. Detailed Product / Service Description for Solution offered
7. Detailed Pricing Information
8. Vendor References
9. Vendor Standard Contract including Service Level Agreements

B. RFP Calendar

All proposals received by **5 pm EST on April 20th** will be evaluated. Information obtained in the proposal submitted will be considered part of the contractual agreement between VTN and the selected vendor.

VTN reserves the right to accept or reject any proposal. This document is in no way to be construed as a commitment to purchase on the part of Virginia Telehealth Network.

Listed completion dates may be subject to change.

Milestone	End Date
RFP Distributed to Vendors	April 6, 2022
Vendor Intent to Respond (via email)	April 11, 2022
Vendor Q&A Period Begins	April 13, 2022
Vendor Q&A Period Ends	April 15, 2022
RFP Response Deadline	April 20, 2022
Proof of Concept Demonstrations	April 22 or 27, 2022
Vendor Finalist Recommended	May 5, 2022

Initial Contract Review	May 12, 2022
Contract Awarded	May 26, 2022

C. Proof of Concept Demonstrations

Vendor finalists should be prepared to conduct an interactive real-time software demonstration. Per the scheduled outlined above, finalists should plan on virtual presentations on one of the dates listed above for a finalist presentation and software demonstration. This demonstration must use the actual proposed services in real-time and not just a slide presentation. In addition, it must include a demonstration of capabilities on both computer and mobile devices. Failure of a Vendor to conduct a services demonstration may result in the rejection of the Vendor’s proposal. The Vendor will be responsible for any costs related to the software demonstration.

During the demonstration, the Vendor should be prepared to demonstrate capabilities meeting as many of the business/system requirements as possible and answer detailed questions regarding their solution(s).

D. Question Submission

Please be sure to correlate questions to RFP sections and provide numbers to ALL sections referenced. Vendors may submit questions on any topic related to the requirements stated in the RFP or involving a procedure outlined in this RFP via email. VTN reserves the right to determine, at its sole discretion, which questions have a material bearing on the RFP and will respond accordingly. Please note that question submission responses will be sent out to all vendors for review.

All RFP questions should be submitted via email to the following:

Teresa Rincon, Blue Cirrus Consulting
Teresa.rincon@blue-cirrus.com

E. References

The Vendor should provide details of two (2) to four (4) like-customers for reference.

References should be with customers who are currently using your product with/without an EMR platform.

References should include information about the contract (specific products in use, date of contract execution, "go live" date and any services provided), as well as contact information for the client's project manager or other senior staff members familiar with the project. VTN reserves the right to arrange site visits or contact these references and discuss the client's level of satisfaction with the vendor, its products and/or services.

F. Financial Information

The Vendor shall provide a complete set of audited financial statements for the past three (3) years. All financial statements should be prepared to generally accepted accounting principles (GAAP). Each Vendor should note that VTN reserves the right to purchase credit reports and additional financial information as it deems necessary. The

Vendor shall also provide a copy of its corporate annual report.

In the instance the Vendor is not a public company, the Vendor must provide financial statements that can be used during the evaluation to determine its financial stability.

G. Contract Information

The Vendor shall provide a sample contract for review. The contract template should reflect what VTN would expect to receive if a contract is awarded.

H. Proposal Evaluation

The evaluation process is as follows:

- VTN will examine the proposals to determine whether they are complete, that the documents have been properly signed, and that they are generally in order.
- VTN will review all Vendor information to determine the solvency of the company, compatibility of business models, as well as reference checks which may include conference calls and/or onsite visits.
- A careful review of the detailed technical evaluation to determine conformity to general and functional requirements will be conducted. Evaluation will also include the fit and integration with related VTN infrastructure, system environments, and business applications.
- Invite Vendors in for additional proof-of-concept demonstrations based on predefined use cases.

I. Notification of Award

A contract will be awarded to a single vendor, based on the evaluation of the RFP response, the proof-of-concept results, and the satisfactory outcome of financial negotiations. After the contract has been awarded, VTN will notify the non-selected vendors.

J. Response Submission Method

All proposals must be received via email no later than **5 pm EST on April 20th**.

Please submit an electronic transmission utilizing the response form in Microsoft Word and related materials in Microsoft Word, Microsoft Excel, or PDF formats.

Submit electronic transmission to: **Teresa Rincon, Blue Cirrus Consulting**
Teresa.rincon@blue-cirrus.com

Provide a detailed description of all products and services offered as part of the proposed solution. This should include product numbers, version, and software release levels. This should also include project approach, methodology and implementation techniques.

Please outline the response to include two sections:

Product Descriptions – include a detailed review of the solution, features, benefits, capabilities, and other details as deemed appropriate. Discuss the product/solution lifecycle and history, maintenance lifecycle, and licensing models.

Service Descriptions – include a detailed review of the services required and/or recommended to plan, implement, and support the proposed product/solution. Discuss planning and implementation methodologies, conversion requirements, training methodologies, service level and support agreements.

V. Pricing

VTN requires a full list of all cost components for full procurement and implementation of any proposed solution. This should be all encompassing of any external cost incurred to implement and/or to gain full value of the proposed solution.

Indicate, for all costs, if they are one-time or recurring (monthly/annual) costs. Indicate whether the cost component is fixed or variable in nature.

Examples of cost components may include, but are not limited to:

Software license for the various user levels. Indicate the cost basis (e.g. – number of active users, number of named users, concurrent users, enterprise license, price per module, location license, size of server, etc.)

Maintenance & Support (M&S). Assume 24/7/365 support level. Maintenance should include regulatory updates, future software updates, and bug fixes. Indicate if other levels are available and pricing for these levels or additional features. Indicate cost basis for calculating M&S and if any are subject to change due to any factors such as annual revenues, users, etc.

Documentation to support the implemented solution. Documentation should include technical, setup, training, and user procedures.

Hardware and any required 3rd party software includes any software/hardware components not included in the standard license agreement and required to meet the needs of as outlined in the RFP.

Implementation services required to fully implement the proposed solution itemized in the following categories but not limited to;

- Software Installation
- Application Configuration
- Data Migration, Technical Testing and Validation
- Business Process Testing and Validation
- Required Reports, Interfaces, Customizations and Extensions
- Project Management
- Training

Pricing Format

The pricing response portion of this RFP should be presented in a spreadsheet format. It must be itemized and grouped by each system configuration, piece of equipment, accessory and/or service. The form must identify the pricing date in the header. List any assumptions used in determining price using the sample format below.

***Sample Format

Product/Service Component	Item Description (inclusions/exclusions)	Cost	One time / Recurring Cost	Required / Optional Cost

VI. Project Requirements

NOTE TO VENDORS: Please refer to the separate attached Excel documents where you will indicate your responses. Please deliver your responses in Excel format.

A. Primary Applications

VTN has listed its primary information sources, targets, applications, or other interface points that are relevant to the Telehealth Platform integration requirements. A description of and role for each such item should be included (see Table 1).

Table 1: Primary Applications: Not required at this time

Information Source/Target/Application Name and Version	Description and Role
ENTER INFO	ENTER INFO
ENTER INFO	ENTER INFO
ENTER INFO	ENTER INFO
ENTER INFO	ENTER INFO
ENTER INFO	ENTER INFO
ENTER INFO	ENTER INFO
ENTER INFO	ENTER INFO

B. Organization Level Requirements

Organization Level Requirements are questions that will allow VTN to learn more about your organization and determine if there is potential for your organization to be a long-term strategic partner.

C. Business Requirements (System & Technical) Response Instructions

The attached table will be used to determine a functional score of the product. Please use the guidelines below, (Table 2), when completing the questionnaires. VTN strongly suggests that the Vendor provide any type of written documentation or video snippets to demonstrate the functional criteria. The responses to the questions will also be validated during the proof-of-concept demonstrations. VTN expects that the questionnaires be honestly and accurately completed, and that the vendor will provide full proof of the capabilities declared in this questionnaire. Failure by the vendor to provide honest responses will be grounds for disqualification from the RFP process.

Table 2: Vendor Capabilities Declared

Option	Capabilities
1	Functionality not provided
2	Functionality provided; requires customized integration with third party
3	Functionality provided by vendor, but requires customization
4	Functionality provided seamlessly by third-party product
5	Functionality provided out of the box

The definitions below should be followed when completing the questionnaires. The comments column should be used to provide clarification when necessary.

NOTE: Vendors are cautioned not to indicate functionality as "included in standard offering" when, in fact, that particular feature is in development. When that is the case, Vendors should notate in the comments column and indicate the expected date that such feature will be made available.

- **Functionality not provided:** Not included in the proposed application.
- **Functionality provided; requires customized integration with third party:** Vendor has established a relationship with a business partner to provide this functionality, but it needs customization or work-around.
- **Functionality provided by the vendor but requires customization:** The functionality can be accomplished with the vendor's products, but some customization or work-around is required.
- **Functionality provided seamlessly by third-party product:** The vendor has established a relationship (for example, as an OEM) with a business partner to provide this functionality integrated in its application. No customization or work-around is needed.
- **Functionality provided out of the box:** The vendor provides the functionality from its own code base. No customization or work-around is required.

Business Requirements

Business Requirements are the categories of functionality that VTN is looking for in a solution from a business perspective. The categories are listed below.

Req. ID #	Short Description	Priority
BR 1	Product Features and User Experience	Required
BR 2	Providers	Required
BR 3	Systems Integration and Interoperability	Required
BR 4	Implementation, Marketing, Training, & Post Implementation Support	Required

System Requirements

System Requirements are specific capabilities, under each Business Requirement, that the solution must have in order for VTN to achieve the desired value.

NOTE TO VENDORS: Please refer to the separate attached Excel document where you will indicate your responses. Please deliver your responses in Excel format.

Partner Security Assessment

The Partner Security Assessment is used by VTN to determine if the proposed product will meet the technical standards and security framework requirements.

NOTE TO VENDORS: Please refer to the separate attached Excel document where you will indicate your responses. Please deliver your responses in Excel format.

VII. Terms and Conditions

No Contract

This RFP is not an offer to purchase capable of acceptance by a second party, nor shall it create an obligation on the part of VTN to enter into a contract with any Vendor or recipient of this RFP. This RFP does not serve as a basis for any claim whatsoever for reimbursement of cost for efforts expended in support of any response to this RFP, or to subsequent Requests for Proposal, regardless of whether or not any Vendor is successful in entering into a contract as a result of responding to this RFP. Furthermore, the scope of effort described herein may be revised by at any time, and this RFP may be withdrawn, revised, or modified, in whole or in part, at VTN's sole discretion.

No Public Disclosure – Confidentiality

Vendor shall not issue any news releases, public announcements, denials, or confirmations of same, with respect to this RFP and subsequent negotiations except as may be previously approved in writing by Virginia Telehealth Network, which approval may be withheld, as VTN shall elect.

VTN considers all information in this RFP to be privileged and confidential, whether expressly marked as such or not. This RFP and the information in it is provided solely for the limited purpose of vendors preparing a responsive proposal, and vendors shall not use the RFP or its contents for any other purpose. Vendors shall not share this RFP or its contents, in whole or in part, in any form or format with any third parties without VTN's prior express written consent.

VTN may use information submitted in response to this RFP in any manner it may deem appropriate in evaluating the proposals. Materials submitted to VTN that a vendor considers as confidential must be noticeably marked as such. VTN will notify a vendor in the event that confidentiality cannot be afforded, and such vendor will be permitted to withdraw its proposal. If you must disclose any RFP information to a third party in order to prepare your proposal, contact VTN for consent prior to disclosure.

By accepting this RFP, vendor agrees that it will immediately comply with any request from VTN to return, or certify destruction of, the RFP and all complete or partial copies of the RFP.

Rejection of Proposal

VTN reserves the right to reject any and all proposals, whether solicited or unsolicited, or to negotiate separately with any source whatsoever in any manner deemed necessary to serve the best interests of Virginia Telehealth Network. This right includes the type of contract to be awarded. There exists no automatic right for Vendor to submit revisions to its original proposal; however, VTN may, at its discretion, accept or reject any such revisions. Although VTN reserves the right to question Vendor concerning its proposal, VTN may, at its sole discretion, award a contract without soliciting additional information or clarification from the respondents to this RFP.

Destruction of Proposal

All proposal documents become the property of VTN and will not be returned to the Vendor. VTN reserves the right to destroy any proposal, with all attachments and enclosures, submitted in response to this RFP.

Use of Vendor's Proposal Materials

Vendor's response to this RFP may be included or referenced in any resulting Agreement.

Communications with VTN during the RFP Process

With the exception of approved communications via the RFP contact, Vendors are prohibited from contacting employees, staff, contractors, or others at Virginia Telehealth Network or within their members. Failure to comply may be grounds for rejection of the Vendor's proposal.

Unintentional Misrepresentation

VTN shall not be responsible to any Vendor or potential Vendor for any unintentional misrepresentation of information noted herein.

Contract Terms and Conditions

Initial contract negotiations will commence once the final vendor has been recommended. VTN will prepare and send out the award letter by May 27, 2022

Debarment Provision

Vendor warrants and represents by tendering a bid to VTN in response to this Request for Proposal that neither the Company nor any individual within the

Company has been debarred from entering into a contract with or subcontracts through any contractor with any agency of the Federal Government of the United States of America or any State agency or State Government within the United States of America and specifically has not been debarred from entering into any contract or subcontract by virtue of any violation of any provision of Section 42 USCA Sections 1320a 7 (a)(1), (2) (3), (4) (7) or Section 42 CFR Section 1001.

Equal Employment Opportunity

Non-Discrimination and Equal Employment. During the performance of this Agreement, the Vendor agrees as follows:

(1) The Vendor will not discriminate against any employee or applicant for employment because of the person's race, color, religion, sex (including pregnancy, transgender status, and sexual orientation), national origin, age (40 or older), disability or genetic information. The Vendor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, sex (including pregnancy, transgender status, and sexual orientation), national origin, age (40 or older), disability or genetic information. Such action shall include, but not be limited to, the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The Vendor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the municipality in which the Project is located setting forth the provisions of this non-discrimination clause.

(2) The Vendor will, in all solicitations or advertisements for employees placed by or on behalf of the Vendor, state that all qualified applicants will receive consideration for employment without regard to their race, color, religion, sex (including pregnancy, transgender status, and sexual orientation), national origin, age (40 or older), disability or genetic information.

(3) In the event of the Vendor's noncompliance with the non-discrimination clauses of this contract or with any of the said rules, regulations, or orders, the contract may be cancelled, terminated, or suspended in whole or in part and the Vendor may be declared ineligible for further contracts or federally assisted contracts in accordance with the procedures authorized in Executive Order 11246 of September 24, 1965, and such other sanctions may be imposed and remedies invoked as provided in Executive Order 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor.

END OF DOCUMENT