velatura
Services

Request for Information 2022

Cross-Sector Data Management System Demonstration User Interface

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Contact Email Address: rfp@velatura.org

Estimated Key Timeline Dates:

Key Milestone	Date
Public Release of RFI	11/23/2022
Deadline for Submitting Questions	12/09/2022
Deadline for Submitting Response	12/31/2022
Invites Sent to Chosen Participants	Week of 01/09/2023
Connectathon Date	July 2023

Table of Contents

This Request for Information (RFI) is arranged into the following sections:

- Section 1: General Information provides a high-level overview of Velatura Services, LLC and a series of topics to help guide a respondent in building an RFI response.
- Section 2: Response Format provides a description of the physical response format and process.
- Section 3: Submission Sections describe in detail how the respondent's statement of capabilities and experience should be organized and what information is required to be included within the response as well as limits to the size of the response.

1. General Information

Velatura Services, LLC. (Velatura Services) provides solutions to organizations needing the ability to interoperate and seamlessly share electronic information. Our company is a trusted partner to public and private sector organizations seeking to streamline and scale secure exchange of clinical, administrative, and person-level data across organizational boundaries and state lines. Our customers include, but are not limited to, health information exchange organizations, commercial and Medicaid health plans, national health systems, and federal, state, and local government agencies.

Velatura Services represents a highly experienced team of nationally recognized HIE and Health Information Technology (HIT) experts and senior consultants. It was established in 2019 to extend the Michigan Health Information Network Shared Services' (MiHIN's) modular and scalable interoperability products and services for access and use on a national scale. Velatura Services draws on broad security and technical expertise from nationwide HIT leaders to provide strategic consulting services and solutions across the United States.

Some of Velatura Services' experience includes, but isn't limited to, the following:

- Advising on and implementing HIE operations in New Jersey, Georgia, and Wisconsin
- Developing or supporting the development of governance models, operation plans, and sustainability frameworks in Connecticut and Tennessee
- Selected to be Civitas' Patient Centered Data Home initiative vendor for zip-code based routing of admission, discharge, and transfer notifications
- Velatura Services' team includes the founders and executive directors of three of the nation's leading HIEs: Georgia Regional Academic Community Health Information Exchange (GRAChIE), Midwest Health Connection (MHC), and Michigan Health Information Network Shared Services (MiHIN).

As a partially owned subsidiary of MiHIN, Velatura Services has MiHIN's full financial, technical, staffing, and operational support, which includes more than 225+ professionals (including subject matter experts, developers, and senior level contractors) and 80+ student interns. Velatura Services' resources include the research and development expertise of the Interoperability Institute, which was formed in 2019 to

facilitate the collaborative and agile development of real-world interoperability solutions and train the next generation of the Health IT workforce.

Velatura Services is uniquely positioned to help harness opportunities presented by the Trusted Exchange Framework and Common Agreement (TEFCA) with expertise in existing integration standards as well as the transition to Health Level 7 International (HL7) Fast Healthcare Interoperability Resources® (FHIR®). Beyond all this, Velatura Services possess a commitment to operational excellence and the experience to securely leverage cloud-based services to maintain high availability while controlling costs.

1.1 Purpose of Request for Information ("RFI")

This is a request for information only. This RFI is issued solely for information and planning purposes and does not constitute a Request for Submission (RFP) or a promise to issue an RFP in the future. This request for information does not commit the Company to contract for any supply or service. Not participating in this RFI does not preclude participation in any future RFP, if any is issued.

The intended purpose of the Request for Information is to identify vendors that Velatura Services will invite to participate in a Connectathon (further described in Section 1.4 below) taking place in-person (with a virtual option available) anticipated to occur in July 2023. The information provided by Respondents will be used by Velatura Services to:

- Identify technology vendors to invite to the July 2023 Connectathon to demonstrate how their cross-sector data management user interface can integrate with our data management platform to provide a whole person view to community and health care team members.

About Our Customer:

Respecting the confidentiality of the customer, Velatura Services declines to share specifics around the scope of work until invitees are identified and have executed our Non-Disclosure Agreement. The following details about the work and the customer may help respondents with their RFI submission:

Velatura Services will be demonstrating a cross-sector Proof of Concept (POC) data management platform to improve outcomes and reduce recidivism for youth involuntarily admitted to behavioral health facilities.

The innovative heart of the POC is to demonstrate a family-centered technology solution that supports youth, parents, and caregivers in accessing and participating in supportive services that improve their mental health and wellness. A mental health crisis can be scary and confusing for youth and their parents or caregivers alike. Navigating the system of care can also be overwhelming and frustrating, and result in poor outcomes, inadequate care, and long wait times. In these situations, the POC will demonstrate the opportunity for families to understand their choices and to be empowered to select the best support plan with well-informed, timely professional assistance that doesn't require them to tell their story over and over.

The POC will demonstrate how professionals within the system of care who are involved with the youth are able to exchange vital information about all aspects of the youth's care, while honoring the privacy choices of the youth's family. By so doing, the solution will provide a common language of communication that will transcend barriers, break down silos, and revitalize the existing system of care. This leads to improved care coordination, and the ability for care team members – specifically those involved in the juvenile justice, education, healthcare, behavioral health, and child welfare – to realize more positive, meaningful, and supportive outcomes for the youth and their family. By supporting an equitable, high-quality support system for the youth and parents or caregivers, the solution will demonstrate how technology can improve the overall experience of care, reduce trauma and recidivism, improve cross-agency communication, and yield financial savings to the overall system of care. Most importantly, it will prevent the continued emotional fracturing of the youth, a life-long benefit that cannot be overstated.

Goals:

Velatura Services is issuing this RFI to explore options for a user interface to our data management platform that satisfies the following goals (submissions may address one or multiple areas):

- Integration with Integrated Data System that matches youth with their care providers and supports consent management so that data can be shared with care team members appropriately and based on parent/caregiver preferences
- Integration with Clinical Data Repository and relevant and common FHIR profiles (e.g., USCORE)
- Demonstrate fluency with respect to consent and data privacy constraints of a cross domain data sharing solution
- Create cross platform data access solution for two or more of the following (i.e., web, mobile [IOS, Android], desktop)
- Includes social care data represented with health care information for a whole person view

The goal of the Connectathon is to demonstrate capabilities and end to end data flow within a synthetic test environment with realistic test data that resembles a production environment. In parallel, Velatura Services is also facilitating workstreams surrounding sustainability and legal considerations with the aim that potential funding sources, a drafted data sharing legal framework, and policies are considered to enable implementation to production upon successful demonstration. At such time, a participating vendor may be considered for a long-term engagement. Participation in the Connectathon is no guarantee of a future contract.

Project's Future State:

- Future state of the project should scale to encompass additional use cases supporting the aggregation and dissemination of the social and health data of the population. Further, the application should integrate both a consent system interface and patient (or their delegated

authority) interface for managing consent and sharing treatment and social needs resource related information.

1.2 Calendar of Events

| Key Milestone	Date
Public Announcement and Release of RFI	11/23/2022
Deadline for Submitting Questions	12/09/2022
Deadline for Submitting Response	12/31/2022
Invitations Sent to Selected Connectathon Participants	Week of 01/09/2023
Connectathon Date	July 2023

1.3 Who may respond to this RFI

This RFI is open to all legal businesses whose platform is hosted and maintained within the United States and that possess the necessary qualifications criteria and comply with the submission instructions. Additionally, respondents must have implemented within the last two years a contract of similar size and scope.

1.4 Scope

The goal of this RFI is to identify vendors to participate in Velatura Services' Connectathon currently anticipated to occur in July 2023. The purpose of this Connectathon is for vendors to demonstrate their capabilities to provide a user interface that easily enables whole person care coordination while integrating with Velatura Services' data management platform.

Ultimately at this Connectathon, Velatura Services is demonstrating a Proof of Concept for its identified customer. The Connectathon is a collaborative, hands-on event that allows invited vendors and cross sector community and health care stakeholders to safely explore integrating their systems with the Velatura's data management platform and demonstrate their capabilities. The goal is to collectively produce an end-to-end, interoperable data flow that connects all wrap around services with the behavioral health facility to prepare a whole person discharge plan.

The Connectathon itself will take place in person. Invited vendors may participate virtually as well. Invited vendors will have the opportunity to demonstrate their solution to all participating stakeholders consisting of service, system, and family partners in the customer community.

1.5 Incurring Costs

Velatura Services is not liable for any costs the respondent incurs in preparation and submission of its information, in participating in the RFI process or in anticipation of award of the contract. Velatura

Services is not responsible for any costs associated with participation in the Connectathon, including but not limited to development, travel, lodging, etc.

1.6 Questions/Communications about this RFI

Respondents should email all questions and communications to Velatura Services in accordance with the instructions below and in accordance with the instructions on Velatura Services' website.

- If a respondent has any general questions regarding this RFI, please email rfp@velatura.org no later than 5:00pm ET on 12/09/2022.

Responses to submitted questions will appear on Velatura Services' website at https://velatura.org/procurement/ by December 9, 2022.

1.7 Response Date for Submitting Your Information

Velatura Services asks that responses to this RFI be received no later than 12/31/2022 by 5:00pm ET. Responses should include the Non-Disclosure Agreement signed by the respondent.

Submissions should be submitted electronically via e-mail to rfp@velatura.org.

The RFI title and respondent's business name must be indicated in the subject line.

Complete formatting instructions are in Section 5: Submission Sections.

1.8 Economy of Preparation

Respondents should prepare submissions simply and economically, providing a straightforward, clear, and concise description of the respondent's services and capabilities.

1.9 Potential Post RFI Submittal Activities

If deemed necessary, respondents may be asked to provide a written clarification of their submission to Velatura Services to aid understanding of the respondent's capabilities.

1.10 Information Contents

1.10.1 Confidential Information

Please refer to the Non-Disclosure Agreement related to this RFI. A signed Non-Disclosure Agreement is part of a complete RFI response submission.

1.10.2 Use

All material submitted with the submission shall be considered the property of Velatura Services and may be returned only at Velatura Services' option. Velatura Services has the right to use any or all ideas not protected by intellectual property rights that are presented in any submission regardless of whether the submission becomes part of a contract.

Notwithstanding any respondent copyright designations contained on submissions, Velatura Services shall have the right to make copies and distribute submissions internally for its own internal use and to comply with any rule or order of any court of competent jurisdiction.

1.11 News Releases

Respondents shall not issue news releases, internet postings, advertisements, or any other public communications pertaining to this RFI without prior written approval of Velatura Services, and then only fully in coordination with Velatura Services and with Velatura Services' final edit/approval authority.

2. Submission Response Format

2.1 Requested Information

Respondents must submit their submissions in the format outlined below.

Submissions must include the following:

1. One-page Submission Cover Page
2. Cover Letter
3. Responses to Questions
4. Other Information
5. Signed Non-Disclosure Agreement

Items 1 – 4 above should be within one PDF document. Responses are requested to use Calibri size 12 font with single spaced paragraphs in the respondent's submissions. The Non-Disclosure Agreement may be its own separate signed PDF document.

Please email submissions to rfp@velatura.org no later than 5:00pm ET on 12/31/2022. The RFI title and respondent's business name must be indicated in the subject line.

3. Proposal Sections

3.1 Submission Cover Page (Required)

The first page of the PDF document should include the following information:

- Name of the RFI
- Name of the respondent's company
- Respondent's business logo

3.2 Submission Cover Letter (Required)

The Submission Cover Letter should directly follow the Cover Page and include the following information:

- RFI title in the subject line
- Date of submission
- Legal business name, address, phone, email, website
- Contact name for this submission, phone, email
- High-Level understanding of this Connectathon and project
- Short description of respondent's company: years in business, scope of work done, past/current work that demonstrates competency and capabilities, etc.
- Acknowledgement accepting the legal terms and conditions outlined within this RFI

3.3 Responses to Questions (Required)

1. Provide your experience as it relates to integrations with community and health care organizations and organizational systems.
2. Provide experience with delegated patient authority for minors.
3. List any healthcare or generally related security assessments relating e.g., HITRUST or SOC2.
4. Describe your approach to handling diverse data sources such as FHIR, HL7v2 and non-healthcare standardized data inputs in a single application.
5. Describe your process for identifying and developing new application features as requested by end users.
6. Describe your experience in delivering patient oriented consent solutions; particularly those targeted towards youths or patients admitted for mental health treatment.
7. Describe your experience with integrating identity proofing as part of application registration workflow.
8. Capacity for and experience with participation in a Connectathon or a Connectathon-type event.
9. Describe your experience with the below solutions and software:
   a. Amazon Web Services (AWS)
   b. FHIR R4
   c. Patient-Provider Attribution Service
   d. SMART on FHIR
   e. Open Id Connect
   f. OAuth2
   g. Unified Data Access Profiles (UDAP)
10. Due to the sensitive nature of the data shared, it is essential that a solution encompasses both specific and purpose-driven consent practices. It is also necessary that the application can aggregate data from non-healthcare data systems (e.g., schools, 211, Department of Juvenile Justice) and correlate that with the data provided from Health IT systems. To make sure this data is not improperly shared, the access needs to be both addressed at an organizational level as well as an individual level. To elaborate, this means that the user needs to authenticate based on their

organization and have the information explicitly restricted to the individual providing care, but not others at the same organization. Describe your ability to fulfill this requirement.

3.4 Other Information

1. No formal pricing is requested as part of this RFI; however, we are requesting information that will allow us to determine the pricing approach your company utilizes. If your pricing model is based on active users, please define "active user" for us.
2. Respondents are free to submit additional information at their discretion.

3.5 Non-Disclosure Agreement (Required)

- Refer to the Non-Disclosure Agreement.
- Review the Non-Disclosure Agreement and include a submitted copy with the RFI response.
  - The signed Non-Disclosure Agreement can be included as an attachment in one's email submission as its own PDF document. This will be in addition to another PDF document attached with the other required sections of the RFI response.

THIS PAGE REPRESENTS THE END OF THIS REQUEST FOR INFORMATION