



velatura
Services

Request for Information 2022

Cross-Sector Data Management System Demonstration User Interface

Calendar Amendment And Q&A Responses

Contact Email Address: rfp@velatura.org

Updated Key Timeline Dates:

Key Milestone	Date
Public Release of RFI	11/23/2022
Deadline for Submitting Questions	12/09/2022
Deadline for Submitting Response	1/6/23
Invites Sent to Chosen Participants	Week of 01/16/2023
Connectathon Date	July 2023

Questions and Answers

- The RFI we received is specifically for the user interface component of the total solution. What other component types are being considered as part of this system? [No other components at this time.](#)
- Frequently when organizations ask for participation in POCs for demonstration and testing purposes, they provide funding for these efforts. It was unclear whether selected vendors would be compensated. Will selected vendors receive funding for their efforts on this POC and travel expenses to attend the Connectathon? From our experience, we provide significant value-add, not only in the demonstration of the end result but in supporting and collaborating with other vendors and stakeholders during this process. Our participation in these efforts lead to a stronger outcome. [As stated under Section 1.5 “Incurring Costs”: Velatura Services is not responsible for any costs associated with participation in the Connectathon, including but not limited to development, travel, lodging, etc.](#)
- Right now, all of the constituents depicted seem to be individuals from agencies that are providing support to individuals both from the healthcare and social services spectrum. Do they have any long-term vision of extending visibility into the record to the individuals and the parents they serve as well? [Yes, this is on the project roadmap. There will be an opportunity at the Connectathon to showcase your solution’s complete capabilities above and beyond the success measurement described below.](#)
- What will be the “proof of success” for the Connectathon? [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. The specific use case is to receive an alert that a youth has been involuntarily admitted for psychiatric evaluation and it is routed to the community supports that have been consented to receive it.](#)
- How does participation in the Connectathon factor into the post-Connectathon work of getting to a production system? [At this time, Velatura’s current obligations include a Proof of Concept at the Connectathon. Our intention is to showcase how Health Information Technology can be used to achieve the desired use case to strengthen families and improve outcomes for the county’s most vulnerable youth. It is our hope that this demonstration will lead to additional opportunities with the county, at which time we will consider participants for a long-term engagement. Participation in the Connectathon does not guarantee a future contract.](#)
- Understanding the end goal of this effort (POC), how do you think Velatura will differentiate from other providers in the marketplace? [We believe that through this POC, we’ll be able to demonstrate how a data management platform can enable exchange of person-level data using FHIR® across health care and social care organizations to support whole-person care.](#)
- What steps has Velatura taken to ensure 1) data security and 2) expected costs per available digital healthcare solutions currently available in the market? [The demonstration will be in a test environment with realistic but test data. In parallel, Velatura Services is also facilitating workstreams surrounding sustainability planning with the aim that potential funding sources are identified to enable implementation to production upon successful demonstration.](#)

- What are the key elements Velatura values in working with partners? [Reliability, collaboration, and integrity.](#)
- Will the Velatura POC require future applications that include analytics, financial reporting or AI? [The requirements for a final, production ready solution beyond the Proof of Concept have not been defined. However, there will be an opportunity at the Connectathon to showcase your solution's complete capabilities above and beyond the minimal requirements.](#)
- Would it be possible for Velatura to provide a snapshot or architectural overview of Velatura's "data management platform" (page 4). [Velatura Services declines to share specifics on our architecture until invitees are identified and have executed our Non-Disclosure Agreement.](#)
- Will users (external or internal) ever need to upload paper copies of structured or unstructured health documents (e.g., a vaccine card, or previous health history) to be automatically ingested into the Application and HIE? [The requirements for a final, production ready solution beyond the Proof of Concept have not been defined. However, there will be an opportunity at the Connectathon to showcase your solution's complete capabilities above and beyond the minimal requirements.](#)
- Since this solution will serve government clients, is there a requirement that this solution be hosted on a FedRamp certified and verified HIPAA-compliant cloud infrastructure? [Not for the Connectathon.](#)
- Is there any need (or benefit) for a "disconnected" offline ability for a caregiver or case worker to access or update health records offline when in a low or no network connection area, and automatically synchronize when connection is available? [The requirements for a final, production ready solution beyond the Proof of Concept have not been defined. However, there will be an opportunity at the Connectathon to showcase your solution's complete capabilities above and beyond the minimal requirements.](#)
- Is the ideal solution a complete out of the box product, or is the ability to have a robust tailorable platform to meet a wider range of potential future needs desired? [A robust and modular platform.](#)
- Would it be preferred if any solution's underlying data model is based on HL7 standards and medical case management best practices to ease any future integrations? [Yes.](#)
- Is there a need or benefit for a highly scalable anonymous public-facing user experience for first time users to self-register and access any basic information (or refer other patients or providers) before requiring a login? [The requirements for a final, production ready solution beyond the Proof of Concept have not been defined. However, there will be an opportunity at the Connectathon to showcase your solution's complete capabilities above and beyond the minimal requirements.](#)
- Should the solution be easily maintained and changed by end users at Velatura without requiring a technical background through visual design and configuration tools that don't require coding? [The requirements for a final, production ready solution beyond the Proof of](#)

Concept have not been defined. However, there will be an opportunity at the Connectathon to showcase your solution's complete capabilities above and beyond the minimal requirements.

- Should any solution's licensing model provide an all-inclusive option so the customer can have a more predictable year over year price without upcharges for specific integrations, metered use, etc.? [The requirements for a final, production ready solution beyond the Proof of Concept have not been defined. However, there will be an opportunity at the Connectathon to showcase your solution's complete capabilities above and beyond the minimal requirements.](#)
- Should any cloud-based solution provide an option for the customer to download all of their application data to a local or third party cloud on demand, and/or at the completion of a future contract term to avoid vendor lock-in? [The requirements for a final, production ready solution beyond the Proof of Concept have not been defined. However, there will be an opportunity at the Connectathon to showcase your solution's complete capabilities above and beyond the minimal requirements.](#)
- How important is a solutions' ability to minimize the time to value / market to go from concept to deployment of a production system that meets a meet a specific customer need? [The requirements for a final, production ready solution beyond the Proof of Concept have not been defined. We welcome the opportunity to learn about your capabilities.](#)
- Section 1.1: "...integrate with our data management platform." We were looking for some kind of description of your data management platform, or at least some basic requirements regarding what "integration" will be expected. Any guidance here would be appreciated. [The data management platform/integrated data system requires more close integration with the following:](#)
 - [AWS Identity Access Management, AWS Cognito and other AWS data access and warehousing tools.](#)
 - [HL7 standards such as FHIR R4, HL7v2 \(ADT\)](#)
 - [TBD custom third-party REST APIs](#)
- Section 1.1: "Integration with Integrated Data System" Same question as #1 above. [See answer above.](#)
- Section 1.1: The POC targeted population is described as clients with Behavioral Health issues. Is this truly BH exclusively or is there an assumption that they will have other issues, like substance abuse, etc.? [Yes, there is an assumption that this population may have complex needs.](#)
- Section 1.1: Please provide a deeper explanation of "synthetic test environment," specifically what assets with VS bring that we will need to work with. [Velatura will provide FHIR servers, user access management through Cognito and TBD customer authorization APIs, synthetic data including FHIR and HL7v2, and customer REST APIs which are to be determined.](#)
- Section 1.1: There is a reference to two additional workstreams: Legal and Financial. Please confirm that there is no expectation for our involvement in those workstreams. [Correct but if appropriate, we would welcome additional support.](#)

- Section 1.10.2: States: *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.* Section 6 Return of Materials of the MNDA states: *All documents and other tangible objects containing or representing Confidential Information and all copies of them will be and remain the property of the disclosing party. Upon the disclosing party's request, the receiving party will promptly deliver to the disclosing party or destroy all of the disclosing party's Confidential Information, without retaining any copies.* The terms in these two documents are inconsistent. Is it safe to assume that the conditions in the MNDA are the controlling legal document with respect to confidential and proprietary information as well as the return of such materials? **Yes.**
- Section 1.10.2: Will you be sharing any content from RFI responses with your customer? If so, can you confirm or verify that you have a similar MNDA agreement with them? **No**
- Section 1.2: How firm is the Deadline for Submitting Responses? Considering our current workload and the impending holiday, we would like to ask this date to be pushed to January 13, 2023. **Velatura Services values allowing our staff and partners to truly spend time off with their loved ones over the holidays. As such, the deadline for submissions will be extended to January 6, 2023.**
- Section 1.4: Do you expect this Connectathon to include just Velatura Services and the successful RFI vendor? If not, can you characterize the other participants you are expecting? **We plan to invite 3-5 RFI vendors to participate in the Connectathon. The other participants will include representatives from foster care, public schools, behavioral health collaborative, juvenile justice, behavioral health systems and the State Dept for Children and Families.**
- Will you execute an NDA with Participating Organizations prior to their RFI submission? **Velatura Services is pleased to execute an NDA prior to submission of Proposals.**
- Section 3.3 10: Is it your expectation that the solution will contain a document vault expressly for housing sensitive documents? If so, what is the level of security or protection are you expecting for these documents? General access or at the document level? **The requirements for a final, production ready solution beyond the Proof of Concept have not been defined. However, there will be an opportunity at the Connectathon to showcase your solution's complete capabilities above and beyond the minimal requirements.**