

**McKesson Star System Archiving**

Request for Proposal

March 20, 2017

Presented by:

**NYU Hospitals Center**

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# Introduction

NYU Hospitals Center (NYUHC) is one of the nation’s premier academic medical centers. Our trifold mission to serve, teach, and discover is achieved daily through an integrated academic culture devoted to excellence in patient care, education, and research.

NYUHC is conducting a Request for Proposal (RFP) for qualified professionals to handle the following objective: To provide complete, long-term Archive solution for retired McKesson STAR ADT/Financials.

[**Our Leadership, Campus Transformation, and Community Service Plan**](http://nyulangone.org/our-story#programs)

Located in the heart of Manhattan, with additional facilities throughout the New York City area, NYU Hospitals Center consists of five hospitals:

* [Tisch Hospital](http://nyulangone.org/locations/tisch-hospital), our flagship acute-care facility
* [Rusk Rehabilitation](http://nyulangone.org/locations/rusk-rehabilitation), ranked as one of the top 10 rehabilitation programs in the country by U.S. News & World Report since 1989, and recently [awarded a three-year accreditation](http://nyulangone.org/press-releases/rusk-rehabilitation-at-nyu-langone-medical-center-awarded-three-year-carf-accreditation) from the Commission on Accreditation of Rehabilitation Facilities  (CARF)
* [Hospital for Joint Diseases](http://nyulangone.org/locations/hospital-for-joint-diseases), a dedicated inpatient orthopedic hospital
* [Hassenfeld Children’s Hospital](http://nyulangone.org/locations/hassenfeld-childrens-hospital) of New York at NYU Langone, which provides comprehensive children's health services across NYU Hospitals Center
* Lutheran Medical Center, a 468-bed acute-care facility in Sunset Park, Brooklyn

Additionally,our growing outpatient network brings our world-class medical services directly to the communities where our patients live and work. When more complex care is needed, we bridge the gap between our community-based practices and our hospitals to provide a seamless healthcare experience.

Specialists at NYU Hospitals Center treat a full range of medical conditions in both inpatient and outpatient settings at [locations](http://nyulangone.org/locations) throughout New York City’s five boroughs, Long Island, New Jersey, and Westchester, Putnam, and Dutchess counties.

# Milestone Calendar

The following calendar of events is based on planned NYUHC activities and anticipated supplier delivery capabilities. It is presented for illustrative purposes only. These milestones will be reviewed as necessary at the time a contract is awarded to a Supplier.

|  |  |  |
| --- | --- | --- |
| **Milestones** | **Date** | **Time** |
|
| RFP Release Date | March 17, 2017 | 5:00 PM EDT |
| Intent to Bid | April 7, 2017 | 5:00 PM EDT |
| Additional Questions Due | April 14, 2017 | 5:00 PM EDT |
| Answer to Vendors Due | April 21, 2017 | 5:00 PM EDT |
| Initial Responses Due | April 28, 2017 | 5:00 PM EDT |
| Bidders Conference/Demo | May 12, 2017 | TBD |
| Final Responses Due | June 9, 2017 | 5:00 PM EDT |

# Required RFP Response

Suppliers are required to submit their Proposal in the specified electronic format. Supplier will submit their entire RFP response and all completed forms electronically via e-mail with supplier’s information and responses provided in the appropriate places therein. The required electronic applications formats are **Microsoft Word and Microsoft Excel**. Any supporting graphic or presentation-based slides may be submitted in a separate PowerPoint file. PDF format is **not acceptable** for any submitted text, graphics or slides.

# Proposal Due Date, Delivery Instructions and Communication

All **Initial Responses** are due by **April 28, 2017** no later than 5:00 P.M. EDT.

All **Final Responses** are due by **June 9, 2017** no later than 5:00 P.M. EDT.

Send your complete electronic response via email to:

[ITSourcing@nyumc.org](mailto:ITSourcing@nyumc.org)

Bidders Note: All questions regarding interpretation or specifications must be submitted in writing to [ITSourcing@nyumc.org](mailto:ITSourcing@nyumc.org) only. Under no circumstances shall vendor contact any employee of NYUHC. Any dialogue initiated by the bidder not addressed to contacts above will result in an immediate disqualification. Discussions on other business matters and not related to this RFP are permitted.

# Proprietary Information, Non-Disclosure

Supplier shall have no rights in this document or the information contained therein and shall not duplicate or disseminate said document or information outside the supplier's organization without the prior written consent of NYUHC.

# Costs Incurred

All costs incurred in the preparation of the Proposal shall be borne by the supplier. By submitting a Proposal, supplier agrees that the rejection of any proposal, in whole or in part, will not render NYUHC liable for incurred costs and/or damages.

# NYUHC Reserves Right to Reject Any and All Bids

Nothing in this RFP shall create a binding obligation upon NYUHC. Moreover, NYUHC, at its sole discretion, reserves the right to reject any or all bids, as well as the right not to award any contract under this bid process. NYHMC reserves the right to award any portion of this bid. All bids shall be governed by NYUHC standard Policy and Procedure and Terms and Conditions.

# Effective Period of Prices

All pricing Proposals by vendor will remain fixed and firm until May 31, 2022.

# Functional Requirements

## Requirements

A contract will be executed between NYU Hospitals Center (NYUHC) and the selected suppliers(s). The qualified candidate(s) will work in partnership with the medical center information technology revenue cycle operations, and all individuals to provide a solution for NYUHC, including but not limited to, the following:

Access to Report/Print Archived Data including but not limited to, continuum of Patient Care, Billing/Payments (including inpatient and outpatient settings), custom reports, including:

* + - Data Dictionary, detailing the database structure
    - All specific data elements
    - Any cross-data relational information
    - STAR Audit Server Data
    - All Current Transactions as well as stored on a server and archived

## Requirements- Reporting

* All SQL Tables, Standard and Custom
* All Custom Reports
* All Standard Reports
* Report output Excel or Text.

## Requirements- Content Delivery

* Need to extract data for reporting
* Excel or Text format
* Based on data request from users and/or regulatory agencies
* User friendly

NYUHC reserves the right to amend the original scope of engagement as needed, and will work closely with the successful supplier to capture all changes in written format.

**Supplier Answer**: Indicate your compliance with each requirement and document any exception.

## Key Success Factors

A successful launch of McKesson STAR as a Legacy System will include:

1. Production Ready Database (PRD) by 09/01/2017
2. Ability to request and print reports, custom and standard
3. Viable maintenance contract keeping in line with OS version and other system maintenance.
4. Ability to view patient data
5. Data Storage for indefinite amount of time
6. Ability to easily navigate thru screens and functions.
7. Ability to easily Navigate/Report/Print content, as needed by the hospital, and implement workflow around these data fields without needing to engage vendor in services to customize the solution.

**Supplier Answer**: Indicate your compliance with each requirement and document any exception.

# Professional Services and Customer Support

1. Describe your professional services practice.
2. Describe your experience in providing these types of services. Highlight company strengths as they relate to the request from NYUHC.
3. What personnel will be involved in delivering both direct and indirect services?
4. Briefly describe your experience in implementing similar solutions, including:
   1. How you provided support to academic medical centers to implement such solutions, being sure to outline any road blocks you encountered, and how they were resolved.
5. Identify the key owner in your organization who is ultimately responsible for ensuring the success of this implementation.
6. Describe your proposed implementation methodology, including:
   1. Timeline for implementation, key milestones and dates
   2. Organizational chart defining each employee’s responsibilities
   3. Specify all individuals who will be responsible for implementation, their functions, and their responsibilities. Please include biographies for team members proposed to lead this project.
   4. Provide a detailed management plan and outline of the proposed workflow, and any requirements to deliver services
   5. Outline the required NYUHC team members required for a comprehensive deployment, and approach for engagement by function and time commitment during the implementation planning process
   6. Based on past and successful experience, what role/leadership qualities do you recommend the champion and/or sponsor for the solution have, and why? Please share several models from academic medical center clients.
   7. Describe your communication methods and processes. Identify key points of contact necessary in the performance of this agreement.
   8. What types of standard or *ad hoc* reports do you provide detailing project status?
   9. What service guarantees do you offer?
   10. What penalties have you incurred in the past year?
7. Describe your customer support practice, including details on how the platform would be supported once implemented.

**Supplier Answer**: Indicate your compliance with each requirement and document any exception

# Regulatory and Compliance

1. How do you manage reporting for the Joint Commission and other regulatory agencies?
2. How does your solution help the organization meet the following regulatory and industry standards? (Identify specific examples, and include other regulatory entities your product adheres to and/or your Firm has experience with):
   1. The Joint Commission
   2. HIPAA (Health Insurance Portability and Accountability Act)
   3. HITECH (Health Information Technology for Economic & Clinical Health Act)
   4. CMS (Centers for Medicare and Medicaid Services)
   5. FDA (Food and Drug Administration)
   6. CCHIT (Certification Commission for Healthcare Information Technology)
   7. Is your company or any of its subsidiaries currently a defendant in any legal action, or a participant in any arbitration/mediation process? If so, please provide a detailed explanation.

**Supplier Answer**: Indicate your compliance with each requirement and document any exception.

# Training

1. Describe technical and administrative training.
2. Describe and provide end-user training materials that have been used successfully at similar organizations, as well as vendor training resources provided and client training resources recommended.

**Supplier Answer**: Indicate your compliance with each requirement, and document any exception

# Pricing

Please provide pricing information in the enclosed Pricing Attachment. All support and services should be included for a five (5) year agreement.

# Description of Company

Please provide:

1. The company’s full name, address, main telephone, and appropriate contact information, including e-mail address.
2. A brief historical perspective on your company (years in the business, growth via mergers and acquisitions, key industry innovations)
3. What are your company values?
4. Describe your corporate culture. Explain how you differentiate yourself from your competition.
5. Describe the full range of services your company offers and the corresponding rates. Include all services that will be available and all expenses that we would incur under this agreement.
6. List office locations and specific responsibilities of each.
7. Please provide an overview of your company’s growth over the past five years.
8. Provide audited financial statements for the two fiscal years immediately prior to this one.
9. What is your five-year strategic plan and vision for patient/family education and engagement?

# Past Performance and References

Provide a list of past and current clients that are premiere Academic Medical Centers using Archive Solution (at least three (3) references). Indicate if you have previously partnered with McKesson Star.

For each reference, please include the following:

1. Healthcare organization name, contact name, title, address, and telephone number.
2. Describe the relationship and services provided.
3. Provide current and past account information, of similar size and scope. Include:
   1. A current, long-term customer
   2. A current customer implemented in the past 18 months
   3. A former customer terminated within the past 18 months, and reasoning for termination (other than consolidation)

Failure to provide suitable references to NYUHC will result in the Supplier’s bid being rejected without further consideration.

**Supplier Answer**: Indicate your compliance with each requirement, and document any exception.

# Evaluation Criteria

NYUHC plans to evaluate the supplier’s response based on the following criteria:

* + - 1. Compliance with RFP Requirements
      2. Functional Requirements
      3. Price Competitiveness
      4. Adherence to NYU Terms and Conditions
      5. References

# Attachments

Exhibit A: Pricing Sheet

Exhibit B: Terms and Conditions Document (To Be Issued As An Addendum)