# Tab 2 – Software Solution

1. SUMMARY DESCRIPTION OF EACH FUNCTIONAL AREA

Respondent to provide a summary description of the capabilities for each functional area contained in the RFP, in narrative format. The purpose of this summary is so that LFCHD has a high-level understanding of the proposed solution. The narrative should be written for an audience of the end-user community. Descriptions should be included for any products proposed by third parties to meet the capabilities described in the Functional and Technical Requirements in Attachment A.

Marketing materials should not be submitted on the proposed functionality.

1. SOFTWARE DOCUMENTATION FEATURES AND FUNCTIONS

Respondent to provide a summary of their software documentation that describes the features and function of the proposed application software. Identify what makes your documentation user friendly and useful to the end user and technical user of the software.

1. PROPOSED SOFTWARE MODULES TABLE

Respondent to complete the table below. Proposed modules that are required to satisfy the requirements associated with the functional areas identified below cannot be proposed as complementary or optional.

#### Table 2-01: Proposed Functional Areas/Modules

| Proposed Software Information | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Product Component/Suite  *(Name and Version of the Proposed Software Solution)* | | | |  | | | |
| Time on Market | | | | Release Date of Most Current Version | | | |
|  | | | |  | | | |
| Next Major Release Date | | | | Next Minor Release Date | | | |
|  | | | |  | | | |
| **Licensing** | | | | | | | |
| Describe how the software is licensed (e.g., named user, concurrent users, enterprise/site, power user) and the options available for licensing: | |  | | | | | |
| How many licenses have been proposed? | |  | | | | | |
| Are the same licenses required for all users, or, would some users have a different license type than other users? | |  | | | | | |
| How are new users added to the system? Are there incremental costs per user? | |  | | | | | |
| **Deployment Model** | | | | | | | |
| Deployment Models Proposed to LFCHD  *(Corresponding Attachment B Cost Worksheets shall be completed for each separate deployment model proposed)* | | LFCHD-Hosted (Perpetual License) | | Respondent-Hosted (Perpetual License) | | Software-as-a-Service (Subscription) | |
| **☐** | | **☐** | | **☐** | |
| **Summary of Modules Proposed** | | | | | | | |
| No. | Functional Area | | Name of Proposed System Module(s) to Address Requested Functional Area | | Previous Third-Party Partnerships and/or Solutions Successfully Integrated\* With | |
| **1** | Clinical Documentation | |  | |  | |
| **2** | Medication and Lab Order Management | |  | |  | |
| **3** | Scheduling | |  | |  | |
| **4** | Registration and Medical Records | |  | |  | |
| **5** | Immunizations | |  | |  | |
| *\*Successful integration should include only those instances where both the software and the client are in production environments.* | | | | | | | |

1. OPTIONAL AND COMPLEMENTARY MODULES

What other system modules or products, not included in the scope of your proposal, would the Respondent recommend to be complementary or optional to the Project Scope?

#### Table 2-02: Optional and Complementary Modules

| **No.** | **Module Name** | **Narrative Description of Functionality Provided** |
| --- | --- | --- |
| **1** |  |  |
| **2** |  |  |
| **3** |  |  |

1. PARTNERSHIPS/THIRD-PARTY PRODUCT RELATIONSHIP
2. Respondent to fill out the below table for each of the Partnership/Third-Party software product proposed.

– Not applicable, no Partnership/Third-Party software proposed

**Table 2-03: Partnership and/or Third-Party Product Identification**

| **Name of Partnership/Third-Party Software Firm** | **Name of Software Product** | **Name of existing Clients using Respondent’s system and the Partnership/Third-Party Software** | **Number of years Client has been using the two products together** |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

1. For each product proposed as a Partnership/Third-Party product, detail the options available to LFCHD as it relates to contracting relationship between LFCHD and the Partnership/Third Party.

1. Respondent to provide the approach and responsibilities for managing the implementation and acceptance testing for each of the proposed Partnership/Third-Party products.

1. Respondent to provide the approach and responsibilities for the SLA/maintenance related to the Partner/Third-Party provider.

1. Respondent to submit references and qualification statements for each of the proposed Partners/Third-Party firms and attach as an Exhibit to Tab 2.

Confirmed, Exhibit attached.

1. Respondent shall indicate if the proposed approach utilizes a systems integrator or consulting firm as the third-party.

1. General
2. Respondent shall clearly indicate the deployment model(s) proposed from among the three categories presented in a - c below. If more than one product is proposed, please clearly identify the deployment model for each product proposed:
3. On Premise (locally hosted at LFCHD, perpetual licenses)
4. Software as a Service (SaaS or subscription-based models)
5. Respondent hosted (hosted and managed by the Respondent, perpetual licenses)

1. Respondent shall fully describe the integration/interface/data exchange capabilities of the proposed system, including available API’s, middleware, web services, etc.

1. For available API’s, does the proposed pricing include access to the entire API library? What functionality is exposed in the systems’ APIs?

1. Please describe how the proposed solution(s) support accessibility and ADA compliance, in addition to the following specific questions.
   1. Does the software provide keyboard equivalents for all mouse actions, including buttons, scroll windows, text entry fields, and pop-up windows?
   2. If information is provided in an audio format, is it also capable of being displayed by the user in a visual format?
   3. Does the application support user-defined color settings system-wide? Does the software ensure that color-coding is never used as the only means of conveying information or indicating an action?
   4. Is special training available/provided for users with disabilities that will enable them to become familiar with the software and learn how to use it in conjunction with assistive technology provided as an accommodation?

1. Describe your proposed reporting features native to the system, and how LFCHD staff will be trained to develop and configure their own reports.

1. What strategic decisions or direction is your firm taking or making related to the product being proposed today?

1. Does your EHR system have an efficient process for aggregating and displaying patient data over time in a chronological view?

1. Is Active Directory integration and/or single sign-on supported? Please provide applicable diagrams and/or details to substantiate the level of integration and compliance with published internet standards (i.e. LDAP and DNS). If such integration is not offered, Respondent shall explain the identify management solution that is provided.

1. If applicable to the proposed deployment model, describe how the SaaS application/service provides two-way user and group synchronization with Active Directory (AD) (e.g. as users and groups are added to and removed from AD, these changes are reflected in the SaaS applications). Would LFCHD AD be able to push, and the SaaS applications able to receive, user profiles and groups?

1. When a user is added to AD, are the proposed solutions automatically provisioned and, conversely, when a user is removed from AD, access is automatically revoked?

1. Are users able to sign on to the Windows network once, and then easily gain access to the proposed applications without having to enter an additional set of credentials?

1. Would LFCHD be able to provision user accounts manually (via a system administrator, for example) as opposed to using single sign-on?

1. Would LFCHD be able to provision access to some users (e.g. internal users) using single sign-on, and provisioning some users (e.g. external users) manually through account creation by a software administrator?

1. How is access provisioned for external (non-LFCHD) users of the system such as external agency users?

1. Is Multi-Factor Authentication supported? Please provide applicable diagrams and/or details to substantiate the level of integration and compliance.

1. Respondent shall fully describe the integration/interface/data exchange capabilities of the proposed system, including available API’s, middleware, web services, etc.

1. For available API’s, does the proposed pricing include access to the entire API library? What functionality is exposed in the systems’ APIs?

1. If the system has the ability to integrate with MS Outlook, can this integration be configured for only some users of the system and not others?

* 1. Are the available integration options different for on premise MS Outlook and O365? If yes, please explain the differences.

1. LFLCHD currently interacts with many state systems today that causes duplicate documentation and information tracking. LFCHD is interested in understanding if your firm has any standard interfaces or previous experience that have been developed with Kentucky state systems such as CDP.

1. LFCHD has a methadone clinic that it currently operates. Does your product have functionality to support this, or do you have other clients with Methadone clinics that use the proposed solution to support this business function?

1. Does the proposed system support WIC (Women Infant and Children’s) programs within the solution or is this segregated?