

QUESTIONS / ANSWERS

1. How will SHARE be notified when E.1.5 occurs?
  - a. SHARE is notified by the Data Source
2. Can you expand on E.2 5.?
  - a. For example, last name of "jimmy johns" or last name of "jimmy-johns".
  - b. Other times facilities during registration will place the middle name with the last name in the last name field
  - c. Sometimes facilities will add suffix's in the last name field instead of in the suffix field
- 2.1 What do you mean by "allowing a source to update demographics", do you mean the data provider or the identity reference database?
  - d. In NextGen, data sources can be authoritative or non-authoritative, meaning only authoritative data sources can update patient demographics. This is used when the facility cannot send consent. We want them matched but for non-authoritative data sources we do not want any new demographics to change the "golden" record.
3. Please clarify the definition of "Single Match Rate" and how the metric "98%" is to be computed in section 2.7 of the Bid Solicitation Document.
  - a. Single Match Rate
    - i. One to one match, a good positive match. False positive matches or messages that would require human intervention are not a one to one match
    - ii. Patients that are not in the system and are new to Share would be considered a one to one match
  - b.  $\geq 98\%$ 
    - i. Total number of messages matched, divided by, total number of messages received
    - ii. This would be over a period of time agreed upon during negotiations
4. Other than a 99.999% uptime service level, what support service level is required and what are the response requirements? 8x5, 24x7? One business day response? Four-hour response? One-hour response? Referring to section 2.7 in the Bid Solicitation Document.
  - a. The Service Level Agreement can be agreed upon during negotiations
5. Do you have a plan for how you will transmit the data to the matching provider and receive results?
  - a. We receive the data from the data sources, in most instances, in real time. The transmission of the data to the matching provider would have to be in real time also
  - b. This can be accomplished in many different ways; currently we primarily use mirth connect channels to move data around either by vpn or secure web services
6. Are there any requirements that this solution reside on-premises as opposed to HIPAA-compliant cloud-based services?

7. (Generic Vendor) has a negotiated Business Associate Agreement (BAA) in place with OHIT. Will this satisfy the BAA requirement in section 1.2.A.2.e Business Associate Agreement (AS-4001)? If not, where can I access the AS-4001 BAA document?
  - a. No
  - b. [https://www.healthy.arkansas.gov/images/uploads/pdf/ADH\\_BAA.pdf](https://www.healthy.arkansas.gov/images/uploads/pdf/ADH_BAA.pdf)
8. Could you please let me know the bidder is supposed to fill out the Voluntary Product Accessibility Template referenced in section 1.7.A.2.d or attest to meeting it's requirements? Is the attached VPAT form the current version?
  - a. The form should be filled out
  - b. [https://www.healthy.arkansas.gov/images/uploads/pdf/VPAT\\_Fillable.pdf](https://www.healthy.arkansas.gov/images/uploads/pdf/VPAT_Fillable.pdf)
9. Could you please provide Guidance as to the specific document(s) referenced in Section 1.25 on the web-page apply to the MPI procurement?
  - a. Yes
    - i. <https://dis.arkansas.gov/Websites/dis/images/Microsoft%20Enterprise%20Agreement%20Governor's%20Authorization%20Memo.pdf>
    - ii. [https://dis.arkansas.gov/Websites/dis/images/DNS\\_Resolution-10-19-12.pdf](https://dis.arkansas.gov/Websites/dis/images/DNS_Resolution-10-19-12.pdf)
    - iii. [https://dis.arkansas.gov/Websites/dis/images/PS-33\\_project\\_mgmt.pdf](https://dis.arkansas.gov/Websites/dis/images/PS-33_project_mgmt.pdf)
  - b. Depends on Cost of Project
    - i. [https://dis.arkansas.gov/Websites/dis/images/EO\\_15-26.pdf](https://dis.arkansas.gov/Websites/dis/images/EO_15-26.pdf)
  - c. Only if your solution includes Hardware that is part of the contract
    - i. <https://dis.arkansas.gov/creating-a-policy-for-the-management-and-sale-of-agency-surplus-computer-equipment>
    - ii. <https://dis.arkansas.gov/computer-replacement-policy>
  - d. Only if your solution requires a .gov url
    - i. [https://dis.arkansas.gov/Websites/dis/images/PS-34\\_argov\\_domain.pdf](https://dis.arkansas.gov/Websites/dis/images/PS-34_argov_domain.pdf)