



REQUEST FOR PROPOSAL

29 January 2009

National Quality Forum

Is soliciting proposals via a competitive bidding

process for an **Online Product Lifecycle**

Management System (#NQF200901)

Proposals should be sent to:

National Quality Forum

601 13th St. NW

Suite 500 North

Washington DC 20005

ATTN: Tamiko Gary

Program Administrative Manager

Electronic submissions are strongly preferred and should be sent to tgary@qualityforum.org. Proposals should be in a common acceptable electronic format such as Microsoft Word, Microsoft Excel, Adobe Acrobat, etc. All questions regarding this RFP should be submitted in writing to the provided email address. No telephone inquiries please.

**** Proposals must be received on or before February 15, 2009. ****

**** Proposals received after February 15, 2009 will not be considered. ****

**PROPOSAL FORM for Solicitation #NQF200901 entitled “Online Product
Lifecycle Management System”**

Proposal must be completed, signed and returned to the National Quality Forum.

The undersigned hereby offers to execute the services specified in the terms and conditions set out in this document.

Signature: _____

Date: _____

Name : _____

Title: _____

E-mail: _____

Company: _____

Website: _____

Street: _____

City: _____

State: _____ Zip: _____

Telephone: _____ Fax No: _____

National Quality Forum

“Online Product Lifecycle Management System”

REQUEST FOR PROPOSAL PROCEDURES

Proposal Information

Submitted proposals should provide enough information to demonstrate an understanding of and compliance with the requirements set forth in each section of this request for proposal (RFP) solicitation. At the minimum, proposals must include:

1. Logistics

- 1.1. A methodology for creating a web-based application that can utilize the Microsoft SQL Server of the iMIS association management system.
- 1.2. Resumes of proposed team members, highlighting experience relevant to the requirements of the RFP including experience in designing complex systems that must be integrated into larger data management system design.
- 1.3. Timeline of work. Demonstrated ability to develop and adhere to an established timeline.
- 1.4. Three references from recent clients that required system development particularly on an abbreviated timeline.
- 1.5. Company profile including accomplishments, experience with the iMIS association management system, etc.
- 1.6. Certificate of incorporation if applicable.

2. Financial Proposal

- 2.1. Pricing proposal.
- 2.2. Breakdown of costs.

3. Validity

Proposals will remain valid for 30 days from the date of closing of the proposals.

4. Modifications

Changes to the proposal must be submitted in writing to the National Quality Forum: tgary@qualityforum.org. Verbal edits will not be accepted.

5. References

The National Quality Forum (NQF) reserves the right to contact references provided by potential contractors.

6. Evaluation

NQF is soliciting proposals from qualified organizations with experience and expertise in product lifecycle management software systems. Proposals will be evaluated based on the quality of the proposal, team profiles, past performance and cost.

7. Payment

A fixed-price contract will be awarded after proposal evaluation.. It is anticipated that one contract will be awarded by the NQF. Payment will be made in stages corresponding to completion of key milestones and an established deliverable schedule.

8. Subcontracting

Intentions for acquiring the services of subcontractors should be disclosed and subcontractor qualifications must also be included in the submitted proposal. Services that will be provided by proposed subcontractors must be described and distinct from those that will be provided by the proposer. NQF reserves the right to approve all subcontracts prior to service initiation of subcontractors.

9. NQF's Rights

NQF reserves the right to accept any proposal, in whole or in part, or to reject any proposal. NQF also reserves the right to negotiate with the winning proposer on their submission.

10. Proposal Submission

NQF is not responsible for any costs incurred by the proposer in preparing a response to this RFP.

11. Use of Technologies

NQF shall not be restricted in any use of the completed technologies that will be developed in the resulting contract.

BACKGROUND

In 2008, NQF acquired the iMIS association management system from Advanced Solutions International (ASI) with the goal of improving operations, expediting work-flows in all departments and enhancing membership services.

The iMIS software will be integrated with the Siteorganic content management system (CMS). The Siteorganic CMS is the primary platform that will be used to develop static web pages, while iMIS will deliver the database-driven functions.

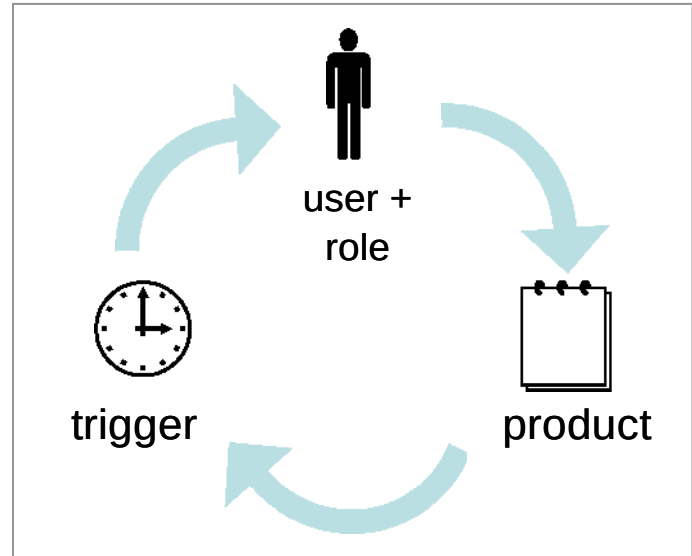
Specifically, this RFP will streamline and enhance the work flow of the performance measures department and will, at the completion of the required tasks, seamlessly integrate or plug into the overall iMIS system.

APPLICATION FUNCTIONAL REQUIREMENTS

From a high level, NQF has a need for a product lifecycle management system defined by specific triggers and actions to be completed by specific users with given roles.

Each iteration of the product development cycle further modifies the product.

Products, users and roles, and triggers are defined in iMIS and are accessed using iMIS APIs or related services. The application we seek manages the product development user interface and trigger definitions.



To be specific, our finished product is a *quality measurement (QM)*. An example is “What percentage of patients with heart disease take an aspirin?” The QM is composed of core data (numerator statement, denominator statement, exclusion statement) and supporting data (QM creator, date of creation) and background data (why is this QM important? what is the evidence that it is scientifically reasonable?). Over a six to nine month period, a QM is submitted for NQF evaluation, evaluated, modified, re-evaluated, and eventually accepted or rejected. Every 3 years after acceptance, the QM is re-evaluated. It is this iterative review process for which we seek services. Below is an action table example of user roles, triggers, and product states.

#	user role	trigger	product state	description
1	QM creator	manual submission	new QM	completes a lengthy, complex form providing core data, supporting data, background
2	NQF admin	receipt of submission	completeness review of QM	checks for completeness
3	QM creator	flagged as incomplete	modifies QM	completes missing information
4	NQF admin staff	receipt of resubmission	completeness review of QM	assigns completed measure to NQF project staff
5	NQF project staff	assigned QM by admin staff	completes part 1 of QM content review	if “important,” measure is assigned to 2 external
6	QM reviewer	assigned QM for review by project staff	completes part 2 of QM content review	answers questions about usability, feasibility, science behind the measure
7	NQF project staff	QM review completes review	receives completed review	next step is to package a set of measures for a given project and send to review
8	QMs review	assigned by NQF project staff	QM approval by committee	some measures are approved, others go back to QM measure creator for
9	QM creator	QM flagged for	QM is modified	fast-track back to QM review committee
10	QMs review	QM modified by QM creator	QM recommended for endorsement	out for vote

11	General public	QM recommended for endorsement	QM comments	feedback is provided
12	NQF project staff	comments are received	QM comments appended	comments are used to identify if measure should be
13	QM creator	QM flagged for mod by NQF project staff	QM modified	back to NQF staff
14	NQF project	QM is modified	QM approved	out for vote
15	NQF	flagged for voting	QM voted upon	QM approval #1
16	NQF QM oversight	voting is complete	QM voted upon	QM approval #2
17	NQF board	oversight voting is	QM voted upon	QM approval #3, “endorsed”
18	QM creator	year since endorsement	QM modified and addended	changes are represented and explained
19	QM creator	3 years pass since	QM modified and addended	changes are represented and explained
20	NQF project staff	resubmitted for reendorsement (“measure	QM is addended with review information	modified process for approval of reendorsed QM ... iterate every 3 years or until QM is

We seek services to allow flexible configuration of action steps (based on roles and triggers provided by iMIS), user interface forms (based on product data provided by iMIS), and output reports (based on product data provided by iMIS). Although our product may be perceived as a flat structure, its associated data are relational in nature (comments, voting results, groups of products for a given project, etc.) These data and relationships will also be stored/retrieved in iMIS.

We strongly encourage agile web-development techniques and frameworks.

BUSINESS PROCESS REQUIREMENTS

Requirement 1

The product (in this case, a performance measure) lifecycle management system must incorporate a multi-level review process of all product data submissions. Specifically, NQF requires a “user friendly” online submission of performance measures for health care as one requirement of the requested system. Currently submission encompasses submission of a 12-page form per measure and includes check boxes, multiple text boxes and attachments. The ability for multiple individuals including measure submitter, NQF staff, and selected NQF committee members to modify the performance measure over time is required. An electronic copy of the measure submission form can be found at: <http://www.qualityforum.org/> (bottom right corner). Sample measures can be found at: <http://measures.qualityforum.org/>

Requirement 2

The product lifecycle management system must integrate with iMIS. Specifically, description of past experience with the iMIS system (or similar systems) and the ability to design systems that seamlessly integrate into existing data management systems is required.

Requirement 3

The product lifecycle management system must include a product data maintenance process that will maintain and track historical data. Specifically, the system will track measure endorsement dates as well as other historical data related to each NQF endorsed measure at a minimum. Automated reminders to prompt staff action should also be incorporated into the system design.

Requirement 4

The product lifecycle management system must include a yearly update process. Specifically, measure developers are required to update their measure specifications on an annual basis, indicating any changes. Additional, more in-depth, measure updates will occur every three years.

Requirement 5

The product lifecycle management system must also include the ability to monitor work flow and to run managerial reports and be compatible with iMIS capabilities. Specifically, the system should provide the managers with timely reports that can be run-on-demand to monitor the established milestones and progress toward completion in the project.

BUSINESS PROCESS REVIEW (BPR)

In 2008, an initial BPR was conducted by an outside third-party. The document needs further refinement, and is available for review by request. Submit your requests to tgary@qualityforum.org.

GENERAL TERMS AND CONDITIONS

1. Acknowledgement

Signing a contract issued by NQF shall constitute acceptance of a binding agreement between NQF and the contractor.

2. Delivery Date

Delivery will be determined by the contractor within the timeline established by NQF.

3. Payment Terms

NQF shall specify payments terms in the contract. Payment shall be issued upon NQF's acceptance of the work.

4. Travel Expenses

NQF will reimburse the contractor for expenses incurred exclusively in relation to the services under the contract.

5. Termination

If the contractor does not deliver any or all of the deliverables within the timeline specified in the contract, or fails to perform any of the terms or conditions, NQF may terminate the contract, in whole or in part, upon thirty days notice to the contractor.

6. Modifying Contract

No modification in the contract shall be valid unless approved by NQF.