



REQUEST FOR INFORMATION

ELECTRONIC SYSTEM for:

ENVIRONMENTAL HEALTH

Public Health Foundation Enterprises, Inc.
13200 Crossroads Parkway North, Suite 135
City of Industry, CA 91746

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SECTION 1.0: OVERVIEW

Public health program needs for information technology are dynamic. A historic lack of standards for healthcare technology systems has meant that jurisdictions have developed internal processes and standards to accommodate these systems within their own environments. Legacy systems still dominate much of the landscape. As a result, public health programs have often been overly dependent on software vendors for frequent application changes for even such basic needs as ad-hoc reports and useful data extracts. As a result, public health departments across the country have been slowly replacing legacy programs with more modern, standards-based, flexible applications and systems. This Request for Information (RFI) addresses that need.

1.1 TERMINOLOGY

Terms which have specific meaning when used within this document:

“Offeror” is any person, corporation, or partnership who chooses to submit a response to this request for information.

“System” is the term used throughout this document to refer to the product or application offered by the offeror. The product offered may be a system, an application, or even a module.

1.2 PURPOSE OF THIS RFI

Public Health Foundation Enterprises, Inc. (PHFE) is issuing this RFI to determine if there are companies in the marketplace that provide an electronic solution for use within the Public Health, Environmental Health, and Fiscal setting. PHFE is a 501(c)3 non-profit organization dedicated to protecting and promoting the health of people and communities through the provision of cost-effective administrative and consulting services.

This RFI is not a solicitation for procurement. PHFE currently is working with a public health agency that is developing a Request for Proposal (RFP) for this system(s). Information from this RFI will be used to help develop the Statement of Work for that RFP.

1.3 CONDITIONS GOVERNING THIS RFI

1.3.1 SEQUENCE OF EVENTS

- a. Release of RFI: This RFI is being issued on **March 31, 2008** by PHFE.
- b. RFI Questions: All questions submitted will be catalogued, answered, and published to all offerors

before the RFI deadline. Please submit any questions via e-mail by **April 25, 2008** to Penny Andress at pandress@phfe.org

- c. Offeror Submission of Response: All responses must be submitted electronically to Gwen Bell at gbell@phfe.org , and must be labeled, "Response to Request for Information – PHFE".
- d. Response Deadline: The deadline for receipt of responses is **April 30, 2008**, no later than **3:00 PM** Pacific Daylight Time. Responses received after the due date and time will not be considered.

1.3.2 GENERAL REQUIREMENTS

To be considered, all responses must comply with the requirements and specifications listed:

- a. Termination: This RFI in no manner obligates PHFE, its clients, or any of its vendors to the eventual rental, lease, purchase, etc., of any equipment, software or services described, implied or which may be proposed.
- b. PHFE reserves the right to cancel this RFI at any time, and to reject any or all responses submitted if PHFE determines such action or actions are in its best interest.
- c. Clarifications/Questions: All requests for clarifications or questions are to be sent by electronic mail and directed to:

Attn: Penny Andress Email: pandress@phfe.org

All questions will be catalogued, answered, and published ten (10) days before the RFI response deadline. All offerors will be notified by electronic mail with the full set of questions and responses.

- d. Basis for Response: Only information supplied by PHFE in writing or in this RFI should be used in the preparation of offeror response. All information provided to PHFE in writing or in the RFI response will be held confidential and available only to PHFE and its client.
- e. Response Preparation Cost: Any cost incurred by the offeror in the preparation, transmittal or presentation of any response or material submitted in response to this RFI will be borne solely by the offeror.
- f. Offeror's Terms and Conditions: Offerors must submit a complete set of materials via electronic mail to:

Attn: Gwen Bell Email: gbell@phfe.org

Public Health Foundation Enterprises, Inc.

13200 Crossroads Parkway North Suite 135

City of Industry, California 91746

SECTION 2.0: RESPONSE FORMAT AND ORGANIZATION

2.1 NUMBER OF RESPONSES

Offerors may submit only one (1) response. Responses consisting solely of marketing materials will not be considered.

2.2 NUMBER OF COPIES

Offerors shall provide one (1) official copy of a response as an attachment within an electronic mail message.

2.3 RESPONSE FORMAT

Responses should be submitted in PDF format. Completeness and clarity are desirable in all areas. Each offeror's response must include an Executive Summary, the name and title of the person authorized by the organization to contractually obligate the organization, and the names, titles and telephone numbers of persons to be contacted for clarification. The offeror's response to this RFI must be organized in the following format:

- a. Executive Summary – In this section please highlight:
 - What uniquely qualifies you in this space
 - What you believe are the critical success factors to project success
- b. Response to General Requirements
- c. Response to Overall Specifications
- d. Response to Operational and Technical Specifications
- e. Response to Core Functional Requirements
- f. Offeror's General Terms and Conditions
- g. Offeror's References and Organizational Experience
- h. Other Supporting Materials/Documentation (Appendix)*

*Offerors may attach other materials that they believe may improve the quality of their responses. However, these should be included as items in a separate Appendix.

SECTION 3.0: OVERALL AND OPERATIONAL AND TECHNICAL SPECIFICATIONS

3.1 BACKGROUND INFORMATION

On behalf of one of its partnering clients, PHFE is seeking information on a system to improve the case management, billing, tracking, monitoring, and efficiency of services within a multi-jurisdictional rural public health setting. . The client has an overall interest in implementing solution(s) for public health/clinical case management, environmental health and for fiscal functions. **The current RFI is for ENVIRONMENTAL HEALTH. There is a separate RFI released for this client for Public Health/Clinical and another for Fiscal Services.** This implementation of critical business systems may be a consolidated effort, relying on a single application, or may rely on separate implementations or modules for the RFI for each department (Public Health, Environmental Health, and Fiscal) depending on how the system/s will meet each organization's business requirements.

The client expects to contract with a single or multiple vendors for application software for local installation. The client welcomes partnerships among vendors. The client expects the system to be implemented in a high availability environment.

It is currently the intent of the client to follow this Request for Information (RFI) with a Request for Proposal (RFP) to procure a new system.

3.2 SCOPE

The new application(s) will be employed in a multi-jurisdictional rural public health authority operated by the client. Users within the client environment have workstations and laptops running MS Windows XP or 2000. There is an existing system in place within Public Health that supports numerous fiscal services activities (billing/budgeting/accounts payable and receivable), some public health and clinical functions, and some functions of environmental health. The current system will be entirely replaced by the new system(s) or modules. The specific implementation approach will depend on system/module functionality as well as the client's implementation strategy.

3.3 OVERALL SPECIFICATIONS

Offerors must describe or provide a reference to accompanying documentation describing how the proposed software solution meets each of the following overall system needs. PLEASE USE THE QUESTION NUMBERS AS CROSS-REFERENCES TO YOUR RESPONSE:

- 1) What is (are) the name(s)/version(s) of your proposed system? Please describe in brief the full functionality of the system at the highest level.
- 2) What overall functionality does the system have for **environmental health**? Please describe what functionality is present and how it is implemented in the system. Please also describe any previous implementation(s) of system(s).
- 3) Does the system contain functionality for **public health/clinical case management**? If so, to what extent are case management functions configurable to specific case types in public health and clinical settings? Please describe what functionality is present and how it is implemented in the system. Please also describe any previous implementation(s) of system(s).
- 4) Does the system contain functionality for **fiscal (billing, accounting, etc.) services**? Please describe what functionality is present and how it is implemented in the system. Please also describe any previous implementation(s) of system(s).
- 5) Please describe how the proposed system would **integrate** with the other two systems/applications/modules (**public health/clinical case management** and **fiscal services**).
- 6) Are there other specific functions in the system not mentioned in this RFI that are valuable or specific to the system? If so, please describe.
- 7) Please also review the list in this RFI of Core Functional Requirements and indicate whether your proposed solution has them currently available, not available, or planned (indicate anticipated delivery date).

3.4 OPERATIONAL AND TECHNICAL SPECIFICATIONS

Design / Architecture

- 1) Describe the system architecture and alternatives supported (e.g., database, application platforms, operating systems with version numbers).
- 2) Does the system integrate with existing network solutions such as Active Directory?

Deployment

- 3) Describe the interface delivery used within the system (browser based, client server, etc.). If there are multiple delivery options, please describe all options including the differences in functionality provided by each delivery option.

System Access

- 4) Describe the technology used for remote access to the system.
- 5) Discuss how the system integrates mobile devices such as Tablet PCs.

Certifications / Partnerships / Federal Initiatives

- 6) Discuss any limitations/issues regarding your willingness or ability to interface/integrate your product with the other systems, internal or external to the working environment.

Authentication / Authorization / Disaster Recovery

- 7) Describe security features, including the use of encryption or masking at either the data element level or the database level, to prevent unauthorized access and viewing to the database. Is the system capable of producing de-identified data queries?
- 8) Describe user authentication and role management and auditing features within the system.
- 9) Can the system integrate with existing authentication and authorization solutions such as Active Directory or other LDAP solutions?

Database

- 10) Please describe how your system performs verification and validation of data to protect the system against data corruption or duplicate records.
- 11) Discuss what functions are in place within the system for identifying, handling, and managing duplicate data records.

Interoperability and Integration

- 12) Is the system compatible or compliant with HL7 messaging standards? If so, what versions? What other standards is the system compliant with for automated messaging of data?
- 13) Discuss how the system can interoperate with other systems in regards to data exchange, application integration via APIs or Web Services? Interoperability with other systems, both internal and external, will be critical for the system. Please describe in detail the approach for the proposed system.
- 14) Please indicate whether you offer an EDI (Electronic Data Interchange) or data integration engine product with your solution and/or describe your experience integrating with third-party EDI or data integration engine solutions.

Business Intelligence / Reporting

- 15) Does the system provide an enterprise business intelligence system for reporting? Can the system integrate with third party systems for all reporting capabilities?

Administrative and Financial Information

- 16) With the system, are there any third party costs associated with specific functionality? If so, please describe where these costs are associated, and for what functions.

SECTION 4.0: RELEVANT BUSINESS ENVIRONMENT

4.1 ENVIRONMENTAL HEALTH FUNCTIONS

The client's Environmental Health unit provides services in assuring food service safety, safety in child care, correctly operating on-site wastewater management, water recreation safety, safe drinking water, solid waste disposal, and vector-borne disease control. For Environmental Health, there are three main requirement categories:

- 1) Relational Data
- 2) Reporting
- 3) Form Structure

Relational Data: In Environmental Health, everything is related to a geographic entity at a particular point in time (i.e. "Place and Time"). All Environmental Health data in the system contain these attributes, so data need to be related by a geographic reference or other demographic fields. The new system needs to be able to do this.

Reporting: Environmental Health needs ad hoc reporting without simply relying on pre-built or "canned" reports. The Department needs the ability to perform data analysis dynamically. In addition, the Department needs to be able to perform the data analysis necessary for improving program performance and providing high quality services for the community.

Form Structure: The new application needs to follow the current forms used within the Environmental Health programs, to allow efficient data entry processes, and also to ensure that all data required by programs are being captured. This also provides an easy gateway for data integrity/validation issues.

Below are key business functions that will need to be better supported by the future application(s). A list of detailed requirements beyond the three broad categories described above also follows.

Food Service Safety will use the system to manage food service establishments, renewals and inspections, including follow-up inspections for deficiencies as well as to document safety and communicable disease concerns identified in the inspection process and manage the receipts for services performed.

On-Site Wastewater performs mortgage surveys and on-site sewage disposal plan reviews and inspections for new and altered systems. This work will need to be recorded in the new system. On-Site Wastewater will need to also use the new system to record site visits, complaints, inspections, applications, and record inspection results. The new system will also be used to manage the receipts and payment history for services performed and program fees and to store data.

The **Child Day Care** program as well as the **Swimming Pool/Spa** program will use the new system to store data for inspections and complaints within the program. The **Drinking Water** program uses the current application to print letters and labels for correspondence.

4.2 SCOPE OF SERVICES: ENVIRONMENTAL HEALTH

Function	Program ("X" = Functions CURRENTLY provided by each program; "wish" = later Phase)										
	FOOD	FOOD				LAND	LAND	LAND	LAND	WATER	WATER
	Restaurant Inspections	Food Handlers	Mosquito Abatement & Vector Borne	Indoor Air Quality	Child Day Care Program	Septic/ Sewage Inspection/ Certification	Mortgage Survey	Solid Waste	Land Development	Swimming Pool/Spa Program	Drinking Water Program
Admin. Functions for:											
Client Intake	X	X		X	X	X	X	X	X	X	X
Client Services Billing	X	X			X	X		wish	X	X	
Client Referrals	X	X	X	X	X						
Application Processing	X	X			X	X	X	X	X	X	wish
Forms:											
Program Hour/Employee Tracking	X	X	X	X	X	X	X	X	X	X	X
Inspections	X				X	X	X	X	X	X	X
Violations	X	X			X	X		X		X	X
Compliance	X	X			X	X	X	X	X	X	X
Education	X	X	X	X	X	X	X			X	
Test Scores	X	X				X				X	
Quality Assurance	X	X			X	X	X	X	X	X	X
Outreach	X	X									
Site Assessments	X		X	X		X	X	X	X		X
Licensure	X	X			state	permit #s	permit #s		permit #s	approval	
Public Complaints	X	X	X	X	X	X		X	X	X	X
Other Functions for:											
Web Interface	X	X		X	X	wish	wish		wish		
Electronic Forms for Site Visits	wish				wish	wish	wish	wish	wish	wish	DEQ does
Electronic Testing Capability	state	state				wish	wish	wish	wish	wish	
Reports for:											
State	X				X	X	X		X		X
Public Notification	X				X					X	X
Ad Hoc	X	X	X	X	X	X	X	X	X	X	X
Certification Generation & Printing	track only	X				X				X	
Permit/Card Generation & Printing		X									
Diagnostic Services for:											
Lab Specimen Labeling			wish								wish
Lab Specimen Tracking			wish						wish		wish
(Preferably Electronic) Lab Results			wish				wish (H2O)				wish

SECTION 5.0: CORE FUNCTIONAL REQUIREMENTS

CORE FUNCTIONAL REQUIREMENTS: ENVIRONMENTAL HEALTH

The list below includes the working set of environmental health related programmatic requirements.

Statement System Requirements— Environmental Health	Priority H=High, M=Med., L=Low	Currently Available	Planned (When?)	Not Available
1. Capability to locate client records by geographic reference.	H			
2. Capability to integrate current forms into an electronic format to avoid having to do double data entry.	H			
3. Capability to unify client billing and reporting information.	H			
4. Capability to run ad hoc reports reflecting inspections, violations and complaints, and staff time use.	M			
5. Capability to track client follow-ups.	H			
6. Capability to track types of establishments for all programs within the division.	H			
7. Capability to maintain client records of inspections, violations, and complaints.	H			
8. Capability to track complaints and violations.	H			
9. Capability to be user-friendly so staff may easily enter valid information on forms that are similar to those already in use.	H			
10. Capability to run accurate ad hoc reports for state reporting and strategic planning.	M			
11. Capability to make downloadable electronic forms available to clients on the internet.	M			
12. Capability to make fillable electronic forms available to clients on the internet for submission.	M			

Statement System Requirements— Environmental Health	Priority H=High, M=Med., L=Low	Currently Available	Planned (When?)	Not Available
13. Capability to receive electronic payment with electronically submitted applications.	L			
14. Capability to maintain client applications.	H			
15. Capability to track client education.	H			
16. Capability to produce billing and receipting for license renewals and inspections.	H			
17. Capability to maintain records of state compliance of establishment inspections.	H			
18. Capability to communicate Food Borne Illness Reports (minimal information) w/Communicable Disease Unit.	H			
19. Capability to maintain food handler permits.	H			
20. Capability to track inspection records for compliance with state Food Code.	H			
21. Capability to track inspections of home child care and child care center sites (state child care program).	H			
22. Capability to maintain and process applications for home child care and child care centers.	H			
23. Capability to bill and receipt fees from child care inspections and applications.	H			
24. Capability to track progress of violations and complaints for home child care and child care center sites.	H			
25. Capability to submit reports to the state on child care inspections and violations.	H			
26. Capability to maintain records of sanitary surveys (q five years; a state form is used).	L			
27. Capability to maintain records of septic installer's education and testing.	H			
28. Capability to maintain records of septic installer's application and licensure.	H			
29. Capability to maintain records of septic installer's renewal applications.	H			

Statement System Requirements— Environmental Health	Priority H=High, M=Med., L=Low	Currently Available	Planned (When?)	Not Available
30. Capability to electronically bill and receipt for septic installer's application, licensure and renewal fees.	L			
31. Capability to track septic installer's current bond information.	H			
32. Capability to maintain records of sub surface sewage applications, plot plan evaluations and, inspections.	H			
33. Capability to store and cross-reference all property-related items by Lot Number.	H			
34. Capability to store scanned 11x17 plot plan blueprint drawings.	M			
35. Capability to maintain records of sewage haulers and pumpers and truck inspection records.	H			
36. Capability to electronically bill and receipt for sub surface sewage permit application and inspections.	H			
37. Capability to monitor inspection records and compliance of sub surface sewage site system installation with The Technical Guide Manual (TGM) in accordance with the state (currently a manual process).	L			
38. Capability to track final inspections of sub surface sewage systems before burial.	H			
39. Capability to maintain application and inspection records of mortgage survey septic systems in compliance with current TGM requirements (currently a manual process).	M			
40. Capability to track septic compliance of distance requirements with current TGM requirements.	M			
41. Capability to monitor septic failure and compliance with regulations to bring septic up to standard.	M			
42. Capability to track mortgage survey water samples sent to the lab for analysis (subsequent samples may be required).	L			
43. Capability to track staff time involvement within different programs (coding).	H			
44. Capability to maintain records for swimming pool inspections.	H			
45. Capability to track daycare investigation and reporting.	H			

Statement System Requirements— Environmental Health	Priority H=High, M=Med., L=Low	Currently Available	Planned (When?)	Not Available
46. Capability to analyze data dynamically.	H			
47. Capability to export and import clean, well-formatted (standards-based) raw data.	H			
48. Capability to easily access property files in pre-existing SQL-based scanning program.	M			
49. Capability to issue sequential Permit Numbers by County by Program.	M			
50. Capability for all forms to contain and support data entry of basic GPS positioning coordinates.	H			
51. Capability for GPS positioning coordinates to be easily cross-referenced and when appropriate, auto-populated.	M			
52. Capability to maintain GPS positioning data for specific features such as wells, etc.	M			
53. Capability for GPS positioning coordinate data to be tied in by County and Parcel Number to allow tie in with digital maps.	M			
54. Capability for GPS positioning coordinate data to be stored historically (thus allowing all EH activity on a parcel to be tracked over time etc.).	M			

SECTION 6.0: ORGANIZATIONAL EXPERIENCE

6.1 KEY CLIENTS AND REFERENCES

The offeror shall provide a list of their largest clients. Please also provide estimated volumes (active cases and transactions).

The offeror shall also supply three or more references for clients who are using the system. Each reference must include the name of the contact person, address, email address, and telephone number.

6.2 OVERALL ORGANIZATIONAL EXPERIENCE

Insert Organizational Experience.