**STATE OF MAINE REQUEST FOR INFORMATION**



**RFI SUBMITTED QUESTIONS & ANSWERS SUMMARY**

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| **RFI NUMBER AND TITLE:** | 202308188 Critical Incident Monitoring System |
| **RFI ISSUED BY:** | Department of Health and Human Services, Office of Aging and Disability Services |
| **SUBMITTED QUESTIONS DUE DATE:** | September 14, 2023, no later than 5:00 p.m., local time |
| **QUESTION & ANSWER SUMMARY ISSUED:** | September 21, 2023 |
| **RESPONSE DUE DATE:** | October 3, 2023, no later than 5:00 p.m., local time |
| **RESPONSES DUE TO:** | [Proposals@maine.gov](mailto:Proposals@maine.gov) |

**Provided below are submitted written questions received and the Department’s answer.**

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| **1** | **RFI Section & Page Number** | **Question** |
| Not provided | If this RFI greenlights a solicitation, what is the estimated timeframe for procurement? |
| **Answer** | |
| The Department does not currently have a timeframe for issuing a competitive procurement. | |

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| **2** | **RFI Section & Page Number** | **Question** |
| Not provided | What is the anticipated contract value? |
| **Answer** | |
| The Department declines to answer. | |

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| **3** | **RFI Section & Page Number** | **Question** |
| Not provided | 1. Is there a current vendor providing these services? 2. If so, how may I obtain copies of any incumbent contract documents? |
| **Answer** | |
| 1. No. 2. N/A | |

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|  | **RFI Section & Page Number** | **Question** |
| Part 1 B Page 6 | How do you prioritize incidents/cases and assign remediation |
| **Answer** | |
| The Department declines to answer. | |

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| **5** | **RFI Section & Page Number** | **Question** |
| Part 1 B Page 6 | Are there incidents reported from other sources or media such as voice |
| **Answer** | |
| No. | |

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| **6** | **RFI Section & Page Number** | **Question** |
| Part 1 B Page 6 | Do you have an estimate of the number and type of cases/incidents per year |
| **Answer** | |
| The number of incidents varies based on reporting system. Annually, several thousand incidents are received. | |

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| **7** | **RFI Section & Page Number** | **Question** |
| Part 1 C Page 7 | Are there situations where other people should be involved or notified of information or actions outside of the core team members |
| **Answer** | |
| The Department anticipate notifications to be sent within OADS and limited to individuals that have access to the system. | |

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| **8** | **RFI Section & Page Number** | **Question** |
| N/A | Is DHHS interested in considering solutions that could optimize and/or replace their current incident management solutions? |
| **Answer** | |
| No, the Department is looking for a solution that will fuse data from already existing systems. The Department is seeking information on goods or services that are available to help enhance the existing incident management systems by allowing for timely detection of incidents via the use of multiple data sources, automated monitoring of critical incident patterns which would inform future quality improvement efforts, and the tracking of the State’s response to critical incidents. Refer to page 5 of the RFI for additional information. | |

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| **9** | **RFI Section & Page Number** | **Question** |
| Part 1A, Paragraph 2, Page 5 | Are there any integration tools and/or data platforms (either cloud or on-prem) in use at HHS today that can be used for integration and landing & transformation, respectively, of data pulled from the two enterprise client management systems, healthcare claims system, Sharepoint lists, relational databases, or any other source systems? |
| **Answer** | |
| No. | |

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| **10** | **RFI Section & Page Number** | **Question** |
| Part 1B, Page 5 | 1. Do all HCBS providers currently have access to both incident management systems operated by DHHS? 2. What differentiates the two systems? |
| **Answer** | |
| 1. No. 2. HCBS provider access to incident management systems varies by program area. | |

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| **11** | **RFI Section & Page Number** | **Question** |
| Part 1B, Page 5 | Do providers enter incidents directly into the incident management systems, or are there other source systems which are integrated with those incident management systems, including other states’ Critical Incident Monitoring systems? |
| **Answer** | |
| Providers enter incidents directly into one of the incident management systems. The incident management system is not integrated with other incident management systems. | |

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| **12** | **RFI Section & Page Number** | **Question** |
| Part 1B, Page 5 | Beyond the stated visualization of trending incidents, are there other specific analytics features and requests or use cases desired by OADS that can be shared? |
| **Answer** | |
| In addition to visualization and trending of incidents, the Department is seeking information on the detection of unreported critical incident and the tracking assessments/resolutions of incidents | |

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| **13** | **RFI Section & Page Number** | **Question** |
| Part 1B, Page 5 | 1. Who are the main consumers/personas using this solution? 2. Have all potential use cases and impact of this platform/tool been discovered? 3. Is there a need for external reporting to other state or federal departments and/or the public? |
| **Answer** | |
| 1. Department staff. 2. Yes. 3. Information gathered from any enhancements to the existing data systems may be used in part to fulfill State or federal reporting requirements. | |

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| **14** | **RFI Section & Page Number** | **Question** |
| Part 2B #11, Page 8 | 1. Is HHS already using any standardized format when working with EHR or HCBS provider data, such as FHIR, for interoperability? 2. Are there any specific caveats or callouts in working with this data outside of the expected requirements for handling PII & PHI? |
| **Answer** | |
| 1. Yes, most of the data collected is related to electronic documents that are completed by the user. 2. No. | |

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| **15** | **RFI Section & Page Number** | **Question** |
| N/A | 1. How many users are going to use the software. 2. How many licenses are required. |
| **Answer** | |
| 1. At this time, an estimate of a minimum of thirty (30) users. 2. The number of licenses is presently unknown. | |

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| **16** | **RFI Section & Page Number** | **Question** |
| Part I A, page no 05 | Which 2 different systems is department currently using. Please provide the name of these systems as well. |
| **Answer** | |
| The Department declines to answer. | |

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| **17** | **RFI Section & Page Number** | **Question** |
| N/A | Is video or imaging of incidents required as part of the Critical Incident Monitoring System? |
| **Answer** | |
| No. | |

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| **18** | **RFI Section & Page Number** | **Question** |
| N/A | Are mobile devices required for the Critical Incident Monitoring System? |
| **Answer** | |
| No. | |

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| **19** | **RFI Section & Page Number** | **Question** |
| N/A | Does the system need the ability to monitor incidents from a disconnected device? |
| **Answer** | |
| No. | |

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| **20** | **RFI Section & Page Number** | **Question** |
| Part 1.A, Page 5 | Can the state describe the type of data that is stored in SharePoint lists and relational databases? |
| **Answer** | |
| The data varies based on the type of information being entered. Responses include numerical values, categorical descriptors, yes/no checklist and narrative text. | |

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| **21** | **RFI Section & Page Number** | **Question** |
| Part 1.C, Page 6 | Can the state confirm they are looking for a system that will ingest reported critical incidents, detect/identify unreported critical incidents, provide analytics/visualizations on all critical incidents, and provide the state with a way to manage/investigate/resolve these critical incidents? |
| **Answer** | |
| Yes, that is correct. | |

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| **22** | **RFI Section & Page Number** | **Question** |
| Part 1.A, Page 5 | For the proposed solution, can the state provide a real-time claims feed, or would the state provide claims in batches? |
| **Answer** | |
| It is anticipated that any claims data shared would be in batches. | |

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| **23** | **RFI Section & Page Number** | **Question** |
| Part 1.A, Page 5 | 1. Does the Department envision the Critical Incident Monitoring System also needing to track and report complaints and grievances/appeals as proposed by CMS? 2. If so, where are these data fields currently hosted? |
| **Answer** | |
| 1. No. 2. N/A | |