



# UNIVERSITY OF KENTUCKY

## Purchasing Division

### Written Questions and Answers

RFP UK-2286-23

UK HealthCare Policy Software

Closing Date: 12/06/2022

Today's Date: 11/18/2022

| No. | Question  | Answer  |
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| 1   | Is the scope of use for the policy management solution for both the healthcare and university side? Or just healthcare?   | See section 2.1.  |
| 2   | Is UK HealthCare open to negotiating the terms and conditions of the agreement after vendor selection?  | See section 3.5.  |
| 3   | With respect to question L in Criteria 2 regarding linking policies to The Joint Commission Standards, are there additional accrediting agencies that UK HealthCare reports to?               | No  |
| 4   | In reference to Section 3.6 Proposal Submission and Deadline, can we submit our proposal electronically via email to the RFP contact in lieu of printed copies?                               | No  |
| 5   | How many users do you anticipate needing access to the policy management software?  | ~34,000 users.  |
| 6   | 3.5 – We already have an enterprise agreement with terms outlined with UK HealthCare. We would like to use this agreement to extend the capabilities outlined in this RFP. Is this agreeable? | We would need to review this document to make sure it meets both party's needs.                                 |
| 7   | 3.6 – please clarify the relationship between the items outlined here and in 4.1. Does UK HealthCare request that all items in 4.1 be included in the   | Section 3.6 is how you submit your proposal. Section 4.1 is what should be in the proposal you submit. Yes, the |

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|    | Technical Proposal with the exclusion of Criteria 3?  | Financial Proposal should be submitted as described in section 3.6.  |
| 8  | 4.6 – 1V – please clarify the request for website creation. How does the website relate to the rest of the project? We didn't see any detail on what's needed for a website.  | The website is referring to the policy software design component. The content of the policy pages and libraries on that platform. We are asking for a web-based solution for users to view policies.   |
| 9  | 4.6 – 19 – is UK HealthCare asking if the Contractor supports Microsoft Word in the solution? Or is UK HealthCare asking about migrating existing policy and procedure documents into the day-forward system? If the latter, please provide the number of documents, number of Document Types (for example Antibribery Policy, Antiharassment Policy, etc.), and the total storage for those documents in GB or TB. | We are open to continuing in Word if they support that.<br><br>However, if their program uses something other than word, we would need them to convert existing policies into that new format. We have approximately 4400 policies on Policy Web. Total storage size is ~1GB.  |
| 10 | When does UKHC anticipate awarding the contract? What is the projected go live date?  | See section 2.1. Implementation will not begin until after July 2023.  |
| 11 | Will the document management software be utilized at UK HealthCare exclusively, or will this include all of the campus operations for University of Kentucky?   | See section 2.1.   |
| 12 | 2.0 GENERAL OVERVIEW: Pricing is based on user limits and site counts which equates to roughly [15,000 Users, 579 Sites]. This information was obtained from the number of colleges (17), research centers and institutes (50+), and from UKHC (512) <a href="https://ukhealthcare.uky.edu/search#locations">https://ukhealthcare.uky.edu/search#locations</a> . Would you consider this a fair                     | Depends on if limits are based on concurrent users or total number of users with access.<br><br>If the latter, this will need to be larger. Based on license count for The Loop, would recommend a minimum of 22,000. Depending on expected usage as we expanded to new facilities, this number may need to be higher.<br>Not sure what is meant by "Sites". |

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|    | assessment of the number of sites and users?  |   |
| 13 | We offer a document porting service of \$1.50 per file which can be used to import policies, procedures, job aids, forms, templates, or any other document type along with its metadata. Can you provide an accurate number of documents that are currently housed in the existing document management system? How many documents would you like to be imported using this service? | There are ~4,400 documents. All would need to be imported.  |
| 14 | How many sites or locations would require access to our <a href="#">InspectionProof</a> for accreditation management?   | We currently have approximately 50 departments on Policy Web  |
| 15 | Is the current document management software integrated into the website ( <a href="https://ukhealthcare.uky.edu/services">https://ukhealthcare.uky.edu/services</a> ) to provide information to patients and visitors?  | No, and it shouldn't be. This platform is for staff.  |
| 16 | Are current policies and procedures uploaded in MS Word, or were they drafted within the existing document management system?   | They are uploaded in MS Word.   |
| 17 | How many policy documents exist today?  | ~4400   |
| 18 | What volume of policies are expected in the next 5 years?   | Per TJC we review policies every 3 years. There are approximately 3000 active policies. You can anticipate 3000 every year.                                       |
| 19 | What are the specific requirements for integrating with Epic (4.6.8)?   | Our clinical staff want to link policies in Epic to the platform. Epic requires a secure (SSL/TLS) URL to integrate. The URL would need to be accessible in Epic. |

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| 20 | Will all users of the new policy tool have UK M365 Accounts?   | Yes, all users have Microsoft O365 accounts  |
| 21 | For 4.6.1. L – M, please define any specialized linking requirements beyond simple URL based linking.  | Simple URL based linking is adequate   |
| 22 | What applications and/or internal processes have you tried in the past for this and what were the issues that you had with them?   | SharePoint site. No ability to archive policies, have staff attestations to policies, or signature capabilities within the site.   |
| 23 | <p>We would like to better understand the use case and the requirement on policy sections and subsections and the permission, template divisions at section/subsection level.</p> <ul style="list-style-type: none"> <li>○ C. Capability to create policy sections and subsections.</li> <li>○ D. Capability to assign user permissions to policy sections and subsections.</li> <li>○ G. Capability to have multiple templates which could be applied to policy sections</li> </ul>   | <p>C. Sections need to be titled by the Departments name. Subsections refer to the section within that department by category (i.e. Administrative, Patient Care, Personnel, Finance, etc.).</p> <p>D. We grant permissions for editors currently on their specific department page but not to the whole site. For instance, a staff member may be able to edit Pharmacy policies, but is not granted permission to edit Nursing policies.</p> <p>G. We have templates for each department. They are similar but define which department that particular policy applies to.</p>                                      |
| 24 | <p>We would like to request further detail on the use case and extent of linkage and integration with external sites and apps, and the name of all websites/apps if known. Several, limitations may apply depending on website/app site and the extent of integration sought.</p> <ul style="list-style-type: none"> <li>○ L. Capability to link policies to The Joint Commission Standards, state and federal laws, regulatory agency sites, and guidance documents from professional affiliates.</li> <li>○ M. Capability to link to policies from external sites and apps, (e.g., Epic, PICIS, other clinical apps)</li> <li>○ 13. Does the software interface with The Joint Commission Standards or other healthcare</li> </ul> | <p>L. We would like to know if you have the ability to link policies to external sites. Some software companies have contracts with TJC or other accrediting bodies that allow them to directly connect to standards or statutes. Others do not.</p> <p>M. We want to know if this software will allow connection to other platforms. If our clinicians are in Epic and they click on a policy, how does it connect them to your platform?</p> <p>13. Same answer as L.</p> <p>8. We want to know if you have worked with Epic before and can provide Permanent URL links with that site to the policy software.</p> |

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|    | <p>accreditation bodies to alert users of updates? If so, please explain.</p> <ul style="list-style-type: none"> <li>○ 8. Does the software integrate with Epic? Have you ever interfaced with Epic before? Please explain.</li> </ul>   |   |
| 25 | <p>Several requested reports may require custom Crystal Report development from our side or Crystal Report training to be provided by us. Additionally, releasing reports on a schedule will need to be developed by us and discussed by our technical team on any technical limitations for sending a certain volume of data (the report output) via e-mail to multiple users at once.</p> <ul style="list-style-type: none"> <li>○ P. Capability to run reports from the system showing active and overdue policies and by policy reviewer.</li> <li>○ R. Capability to create custom reports on policy status which could be scheduled for routine distribution to policy managers and editors</li> </ul> | <p>Prefer a reporting solution that is integrated in the policy management software</p>   |
| 26 | <p>Will the client be able to extract/download these files into a directory that can be shared with us?</p> <ul style="list-style-type: none"> <li>○ 19. Our policies are currently in Word 2019/Online format. Does your implementation include converting Word documents if required?</li> </ul>   | <p>Yes, we can export these files.</p>  |
| 27 | <p>Our eBinder functionality should serve this purpose, but elaboration on the term and requirements regarding a policy library is requested.</p> <ul style="list-style-type: none"> <li>○ 12. Does the software have a policy library? Please explain.</li> </ul>   | <p>We are asking if you have a Policy Library of existing policies which meet TJC or CMS standards. These are policies that have already been drafted and can be tailored to our institution.</p> |
| 28 | <p>Our solution is available on small form factors currently (e.g. tablets), and mobile optimization is being developed by us.</p> <ul style="list-style-type: none"> <li>○ 9. Please provide information if the software has a mobile App.</li> </ul>   | <p>What is the roadmap/timeline for mobile optimization?</p>  |
| 29 | <p>The Document Control app is web based and a browser application can be launched from Citrix app to access the</p>   | <p>The vendor's application client can be launched via Citrix. MS Word can be launched via Citrix. However, I'm not sure</p>  |

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|  | <p>web app from a remote location. The MS Word app would also need to be installed on Citrix. Further detail on use case may allow us to better answer this question.</p> <ul style="list-style-type: none"><li>○ 5. Can your product be run as a Citrix app?</li></ul> | <p>if it is currently listed as a Citrix app, but we can work with our Campus partners on that as needed.</p> |
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