



## **Request for Proposal**

The Creation and Implementation

Of

A New G4Health Web Site

**Proposal Release Date: February 9, 2010**

**Proposal Due Date: March 10, 2010**

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## 1 Introduction

G4Health is a large urban hospital in Los Angeles, California. It is located in a very competitive environment and industry experts have ranked it as the number 4 or 5 hospital in the area.

The existing G4Health Web Site is lacking critical aspects that are hindering the ability for the hospital to remain competitive. As is, it does not provide the desired edge to attract new patients and potential staff. The current site does not provide consumer-oriented health information or online services (such as patient scheduling) to existing and new patients, nor does its appearance attract highly qualified nurses and clinicians. Also, the ability to capture information from referring physicians, prospective employees and patients does not exist or is very limited.

In addition, G4Health's current Internet content management system is extremely limited in its functionality and tools offered through its administrative interface. Web Site features, like search and easy-to-use navigation, are inadequate when using the current system.

These shortfalls continually put G4Health's Web Site at a disadvantage as the system provides no scalability to handle the evolving list of online initiatives requested from G4Health leaders. The existing system will not satisfy what is needed for short and long term growth in the urban market.

It is important to add that the G4Health Web Site currently adheres to its own "look and feel" by hospital discipline making it difficult to brand the G4Health identity across the continuum of care.

## 2 Statement of Purpose

The purpose of this document is to solicit proposals for supplying G4Health with design and implementation of a feature-rich web site that would project G4 as a state of the art patient care facility. A newly designed, consumer driven web site would attract new patients and prospective employees while giving G4 a new, competitive look in the highly saturated health care market that exists today. A large piece to this redesign is an enhanced employment section providing up-to-date job listings, user accounts, resume storage, and detailed employment information. It is the goal for a web site development firm to host all facets of the corporate website.

After the implementation of the consumer driven web site, and outside of the scope of this RFP, G4 will also purchase and implement, within 24 months, a Patient Portal. The Patient Portal would provide a robust array of services to new and existing patients, offering services such as online scheduling,

electronic communications, personal health record features, and more enabling G4 to provide patient-centered services. Integration into the existing electronic medical record systems is critical for the success of this technology and it is assumed that the EMR vendor providing the Patient Portal services will host the portal in their managed hosting facility.

Design and implementation of a new web site is expected to be completed as a single project. Because this is a “large” project as defined by the G4Health’s project sizing grid within G4Health’s project management methodology (PMM), the fullest adherence to G4Health’s PMM will be necessary and required for success.

### **3 Existing Environment**

The following section documents the current environment at G4 Health that must be considered in all Proposals submitted to the organization.

#### **3.1 Background/Current State**

##### **3.1.1 Current G4Health Location and Employee Count**

G4Health has established a position in the Healthcare industry through providing acute patient care to its urban market. The hospital has developed an aggressive growth strategy which is inconsistent with the capabilities of the current web site design and existing functionality.

Location and Size: Los Angeles, CA, 630 Licensed Beds

Full-time Employees: 2,000

##### **3.1.2 Current Computing Environment**

The following outlines G4Health’s current computing environment.

###### Legacy Website

Hosted on Windows 2003 Web Server and was designed and built using FrontPage 2000. The site supports the following scripting languages: ASP, Perl, PHP, and JSP. It consists of over 20 subject areas, with a few sub-categories, and multiple links to other web sites and uses Secure SSL Server for document transmittal. The site also supports Ms-Sql Server 2000 with phpadmin and Ms-Access via ODBC.

###### Network

Standard network operating system is Windows Server 2003 Standard Edition with Active Directory and Exchange as the messaging system. Data backbone is a mix of switched 10/100 and gigabit. G4 Health has recently moved to routed network architecture, consisting of several VLAN's based on location and device type.

#### Desktop

All G4Health users operate on Windows XP Professional Desktop OS and use Windows Office XP for office applications.

#### EMR

The G4Health electronic record system consists of Epic and Eclipsys applications: EpicCare Electronic Medical Record, Epic Resolute Hospital and Professional Billing, Eclipsys Sunrise Access Manager, Eclipsys Sunrise Radiology and Eclipsys Sunrise Medication Management. All utilize the Citrix Presentation Software. Applications, databases and Citrix servers are hosted by their respective vendors.

#### **3.1.3 Current Marketing Strategy**

Currently G4Health markets its healthcare services through newspaper, radio and billboard advertising. On-line marketing is very limited. To be competitive with local hospitals this strategy is contributing to G4Health's low ranking in the area. New patient metrics are down and G4Health is challenged in recruiting top notch employees for all facets of the organization.

## **4 Technical Requirements**

### **4.1 Hosting**

G4Health hosts the bulk of their information technology installments off-site, including the existing web site and Electronic Medical Record (EMR) implementation. This model is crucial for this project and vendors who cannot offer this will not be considered for the project.

TR1	The G4Health redesigned web site must be hosted by the selected vendor.
TR2	The applicable G4Health staff allocated to working on the project with the selected vendor must have access to the site for development and testing purposes.
TR3	The selected vendor's hosting solution must be able to handle potential growth in size and usage of the G4Health web site.

## 4.2 Performance Requirements

The G4Health web site must be able to perform and scale. The current number of hits (see Appendix A) is expected to triple and the ability for the site to handle this load and provide quick response times is imperative to the success of the project.

TR4	The G4Health web site and hosted server must be able to handle 500 concurrent users with 0 second additional wait time.
TR5	Page loading for each page of the G4Health web site should take no more than 3 seconds.
TR6	Search engine results of over 100 records should load in less than 5 seconds for all pages implementing a search engine.

## 4.3 Reliability

To best serve the users and organization, the G4Health web site must be fully operational 24 hours a day.

TR7	The selected vendor must have an extensive failover policy that has a proven record and guaranteed 99.9% uptime.
TR8	In case of an outage, the vendor must have a notification mechanism to alert the G4Health IT staff of the issue and expected uptime.

## 4.4 Implementation

The implementation specifics must adhere to G4Health standards.

TR9	The new web site implementation must ensure that all current features are maintained and enhanced unless otherwise identified during business requirement scoping exercises. This is to say that no existing features are to be omitted.
TR10	The new web site must accommodate the expansion to be a front door to the G4Health patient portal.
TR11	The new web site must be compatible with all major internet browsers (Internet Explorer 7.0 and 8.0, Firefox, Safari and Google Chrome)

## 5 Vendor Requirements and Instructions

Information is to be provided in adherence to Appendix C of this RFP. Please provide your responses using the provided spreadsheet). You may include additional supplemental information as part of your proposal; however, it should be clearly separate from your spreadsheet responses. If you submit supplemental information, please follow the outline provided in Appendix C.

### 5.1 Vendor Questions on This RFP

The objective of this Request for Proposal is to ensure that potential vendors are provided with all the information needed to provide the most complete response to this RFP as possible. As such, G4Health welcomes any and all questions which vendors might have. Questions or requests for clarification must be emailed to: [G4WebSiteRFP@g4health.org](mailto:G4WebSiteRFP@g4health.org) by February 25th, 2010 by 5:00 p.m. PST. A copy of all questions will be emailed to all participants as they are received and addressed by G4Health.

### 5.2 Response Format, Deadline and Delivery

#### 5.2.1 Format

Proposals shall be submitted in the format outlined in Appendix C. Respondent should describe in detail the services proposed, how those services will be accomplished for each service component and specific details regarding module design, interactive features, thematic elements, interactive characteristics, and ADA compliance objectives. Identify the cost of providing each service category. If appropriate, include service level options. The respondent may include any relevant information, attachments, or exhibits to further elaborate on the proposal.

#### 5.2.2 Delivery

Four (4) hardcopies should be mailed to the address below. One (1) copy of the response should be emailed to the address listed below. If submitting any supplemental information, please submit in total of four (4) hard copies and one (1) electronic copy if possible to the address listed below. All responses (both the spreadsheet and any supplemental material) must be submitted by March 10, 2010 at 5:00 p.m. PST.

Please submit to:

G4Health

Attn: G4Health Web Site RFP

1234 Group 4 Street

Los Angeles, CA 90005

[G4HealthWebSiteRFP@g4health.org](mailto:G4HealthWebSiteRFP@g4health.org)

### 5.2.3 Important Due Dates

Date to be Received	Items to be Returned
5:00 p.m. PST February 25, 2010	Vendor Questions and Clarification Requests Due
5:00 p.m. PST March 10, 2010	Completed Response to RFP Due
5:00 p.m. PST March 15, 2010	G4Health identifies and notifies vendors that made the short list
5:00 p.m. PST March 31, 2010	Response from G4Health Regarding Vendor of Choice
9:00 a.m. PST April 1, 2010	Required Project Kick-Off with Vendor of Choice

## 6 Terms and Conditions

Vendors are required to adhere to the below terms and conditions

### 6.1 Information Access

All information supplied by G4Health, either in this document or in other supplied informational packets, is strictly confidential. Any communication of information presented to you by G4Health is not permitted without direct verbal or written consent allowing potential vendors to share this information with agreed upon individuals.

Any potential vendor who does not respond to this RFP must return any and all materials to their contact at G4Health. A confirmation of receipt of the materials will be delivered once they are received.

### 6.2 General Conditions

#### 6.2.1 Price Reassurance

Prices for software and services to be supplied by your organization or your designated representative are fixed for the duration of the contract.

### **6.2.2 Expenses**

Any and all costs incurred during the preparation and delivery of a proposal in response to this RFP are the sole responsibility of the submitting organization. This is non-negotiable and carries forward to the costs associated with onsite demonstration and proposal presentations should your organization be selected for the G4Health short list. G4Health will not cover any costs in this phase.

### **6.2.3 Response Preparation**

It is imperative that any response clearly state that your organization is able to fulfill the requirements as described in this document and any other artifacts delivered during the RFP process. Inability to adequately relay this information will result in your proposal submission being rejected. It is also required that you submit the best pricing options possible with your proposal. A demonstrated ability to cover the requirements, deliver high quality product, and provide a highly competitive pricing plan are critical to the G4Health approval process.

## **6.3 Formal Presentation**

Once the proposal deadline is realized and proposals have been submitted, the G4Health project staff will evaluate the proposals and make a short list of vendors to bring in for a formal presentation of their proposal. G4Health will make the advanced meeting arrangements upon short list finalization.

## **6.4 Bid Effectiveness**

Submittal of a proposal to this RFP is considered an official “bid” on the project based on the scope of this document. It is firmly stated that there is to be no contingency between the bid submitted by the vendor and any review or approval by said supplier.

## **6.5 Acceptance or Rejection**

G4Health reserves the full right to either accept or reject any and all submitted proposals. This web site request for proposal does not obligate G4Health to accept or act upon a vendor proposal submission.

## **6.6 Selection Criteria**

A committee of selected individuals from within G4Health shall review and evaluate all proposals and, if appropriate, request a preliminary concept for the design and navigation of G4 Health’s website. Evaluation of responses will be based, in part, on the following criteria:

- Qualification of respondent, including:

- Demonstrated competence and professional qualifications necessary for successfully performing the work required by G4 Health
  - Recent experience in successfully performing similar services
  - Background and experience of the specific individuals to be assigned to this project
  - Standing hourly billing rates for the assigned staff, including any sub-contractors, sub-consultants, project rate or module design rate.
  - Experience in integrating HR functions (e.g. resume submitting, job descriptions, benefits) into website content
  - Experience in making a website interactive, user-friendly, informative, and attractive to the website user.
  - Experience in content management website construction
  - Demonstrated creativity in hospital/healthcare website development.
- Completeness of responses to specific requirements of the solicitation
  - References and virtual site visits
  - Proposed approach in completing work.
  - Vendor Costs

The following table outlines the grading criteria to be utilized in the selection process:

Category	Criteria	Points
Deliverables	Ability to Implement Mandatory Requirements	10
	Technical Capability	10
	Solution Approach	10
	Compatibility and Usability	5
Vendor	Project Requirement Understanding	10

	Ability to meet timelines	5
	Experience	15
	Key Personnel	5
	References	10
Pricing	Cost	20
	<b>Total</b>	<b>100</b>

**6.7 Contract Provisions**

G4Health may either accept a Vendor’s initial proposal by awarding the contract or enter into a discussion with Vendors whose proposals are deemed in consideration for an award. As such, G4Health intends to incorporate the RFP response spreadsheet and any other supplemental materials submitted, in the final contract.

**6.8 Responsibilities as Independent Contractor**

The Vendor recognizes that any personnel they provide or agents they designate are not considered personnel or agents of G4Health nor are they entitled to any G4Health benefits including any health or retirement plans.

**6.9 Staffing**

Personnel designation to the project is entirely at the Vendor’s consideration. However, G4Health expects high quality Vendor personnel with the necessary skills and experience for the specific approach proposed.

**7 Scope of the RFP**

This RFP is a solicitation for information regarding the design, development implementation, hosting and maintenance of a consumer web site for G4Health. As such, the project objectives are outlined in detail below.

***Further feature level breakdown for each solution is available in Appendix B.***



## 7.1 Objectives

### 7.1.1 Purpose

The G4 Health website should provide easy access, be adaptable to current and changing technology, provide content management for G4 Health staff and be used as a communication tool to G4 Health's patients. The website should have the following criteria:

- Establish a common look and feel across all G4 entity disciplines. Standardization will aid in promoting the G4Health brand to the online community as a trusted healthcare resource
- Improved manageability – New and improved administrative functionality will drive out more Web Site tasks and initiatives in a timely and efficient manner
- More features and functions - Will bring in more online traffic and strengthen organizational marketing efforts
- Provides front door to a Patient Portal. The implementation of the consumer driven web site before the Patient Portal will help ensure resource availability and key deliverables are met throughout the project. Some of the key features/applications the consumer driven web site would provide are:
  1. Health Information Channeling– Providing the ability to integrate third-party health information (i.e. A.D.A.M., StayWell, Discovery Health) throughout the site
  2. Improved Information Taxonomy and built-in search engine optimization - Will increase user satisfaction/online traffic long-term
  3. Physician and Service Directory, Form Builder (See “Appendix A” for full list of applications)
- Sustaining a common “look and feel” across both portals would achieve the following:
  1. Provide seamless experience for consumers, prospective employees and patients
  2. Develop an inclusive, feature driven recruiting site
  3. Establish loyalty to the G4Health brand
  4. Increase awareness of our credibility in the urban market G4Health serves and surrounding markets

- Identify the software product that has the best “out of the box” fit to our defined business requirements for a new business information system accessed through a quantitative features and function evaluation process.
- Identify and utilize core business processes inherent within the chosen software to provide the basis for changing our existing web management processes.

As you prepare your proposal, it is also important for you to understand that it is our objective to have the option of operating independently the software supplier at some point in the future, should we desire to do so. This would include the ability to add new sub-systems onto the existing G4 Health computing environment as well as (potentially) customizing the application itself.

### 7.1.2 Design Principles

The following basic design principles should be incorporated in the website design:

- **Use of consistent, unified or common themes.** A basic shell with modestly sized banner graphics or logos, signature icons, and action buttons should be provided as a main page design and should be adaptable for each subsequent page of the website. There should be a unifying graphic theme as well as flexibility for inclusion of different G4 Health functions. There is to be consistent and unique color scheme throughout the entire website, the G4 Health logo should be placed on every pages, the background graphic should be the same on every web page, and a navigation bar with key links should appear on every web page as well.
- **Provide a user-friendly site.**
  1. Use a logical and intuitive links
  2. The site should be designed for use on major web browsers as well as non-graphical browsers
  3. Design should be accessible to individuals with disabilities, meeting ADA Priority 1 requirements,
  4. Incorporate “printer friendly” features for all web pages.
- **Provide navigational tools.** Include graphic navigation buttons or bars offering shortcuts and leading forward, back, up, down and back to home page
- **Allow for interactivity.** Include email response, surveys, feedback, forms, and resume submittal.
- **Graphic files should be relative to site.** Design with simplicity to allow for quickest loading. Web pages should be tested at both 28K and 56K dial-up modem speeds to ensure each webpage can be accessed timely.

- **Allow for search capabilities.** Use existing search engines.
- **Track page hits per G4 Health function.** Locate hit counter information in web statistics page only.
- **Content Management.** The development of a content management site where authorized G4 Health staff can update web pages from individual workstations.
- **Form printing.** A number of static forms will be available for printing. Website must have links or embedded plug-ins such as Java and Adobe for opening and viewing these documents.

### 7.1.3 Tasks for website design

- Design main components/page layouts
- Test website for compatibility on all platforms
- Website to comply with ADA Priority 1 website requirements.
- Use various flash characteristics and sound to enhance appeal of website
- Register website with a variety of search engines: use meta tags to make pages visible to automatic searches; provide appropriate links; and upload to Internet search engines that may include, but are not limited to, the following: Yahoo, Google, Bing, and Ask.
- Provide ongoing technical assistance through a separate maintenance contract.
- Ability to accommodate plug-in software modules in the future to accommodate expansion of G4 Health services.
- Provide a fully operational website, complete with information, forms, maps, links, and operational interactive components

## 7.2 Project Management

The vendor project manager is expected to work closely with G4Health's project management team and, as aforementioned, work within the G4Health PMM. Deliverables from the vendor project manager include:

- Development, Implementation and Maintenance strategy
- Technical documentation outlining security, auditing, conversion, and system administration for each page
- Detailed implementation plan
- Project plan and GANTT chart
- Task management and tracking
- Meetings, meeting notes, and daily status updates

## 8 Pricing

### 8.1 General

As previously noted, proposal pricing is a key deciding factor in the proposal acceptance process along with the vendor's ability to deliver on the requirements put forth by G4Health. The pricing is expected to be all inclusive and factor in all products, services, and resources needed to build, implement and maintain the G4Health website. This includes other costs that may be associated with other products necessary for implementing the project. All proposals must also detail the warranty that is included in the price with details such as length of warranty, when the warranty becomes effective, and what it includes.

Since this project includes the development of web site code, all proposals must also specify if the source code is accessible by G4Health and if it is assumed to be proprietary to the vendor or to G4Health. Any specific APIs that G4Health may build custom code into for future projects must also be priced in this section.

The following table provides detailed expectations for pricing inclusions. Each detail is to include the price, delivery timeline (where applicable), and inclusions and exclusions in the price delivered.

Phase	Detailed Category Pricing Requirements
Coding and Development	Development fee
	Code Release Pricing (if applicable)
Implementation	Hosting Fee (detail inclusions)
	Cost of Hardware and Software
	Training
	Availability and Scalability Fees (if additional to base fee)
Maintenance and Support	Upgrade Fees
	Annual maintenance
	Annual Support Fees (if not included in maintenance)
	Ongoing training

### 8.2 Price Protection

G4Health requires that prices delivered in response to this RFP are valid for six (6) months from the date of submittal. If the proposal is accepted by G4Health, the price for all services and deliverables included in the proposal are to be locked in for two (2) years from project initiation.

## 9 Mentoring G4Health Staff

As part of the implementation process, we would like our technical personnel to become familiar with the application in the following areas:

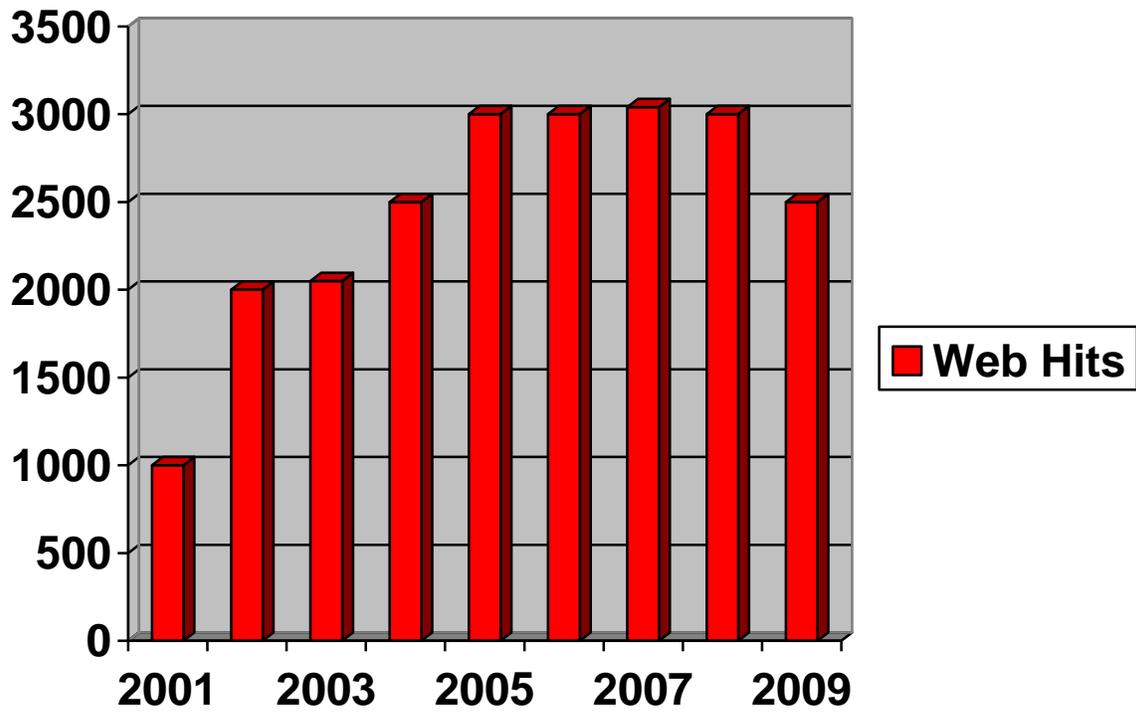
- Any and all technology necessary for G4Health to manage the web site's content
- System administration especially in the initial stages of testing and implementation
- Workflow and GUI customization support
- Facets of website management necessary to handle support and support calls

## 10 Vendor Questionnaire

In order to provide a direct comparison between the various suppliers, a standardized RFP Response form has been provided along with this RFP (*RFPResponse.xls*). Please complete this form in detail. This form will be the only means whereby data provided by your organization can be compared to that of other organizations. In addition, it is the only place from which information specific to your organization will be taken from for purposes of evaluating the various potential suppliers. It is important, therefore, that this spreadsheet be completed properly and that the appropriate amount of time be committed to this task.

## Appendices

### Appendix A: Web Site Hit Trends



## Appendix B: Consumer Web Site Features

Announcements

Baby Board

Cafeteria Menu

Calendar of Events

Classified Ads

Contact Us

Featured Physician

Frequently Asked Questions

Health Links

Health Tips

Job Opportunities

Multi-Media File Up Loader

News

Physician Directory

Quick Poll

Recipe Corner

Scrolling Message

Site Index

Site Search

Table of Contents

Web Login - Standard Applications

Banner Ads

Content Distribution

Departments & Services

eGreetings

Employee Directory

Forums

Patient Stories (Meta)

Improved Information Taxonomy and built-in Search Engine

Optimization

Physician and G4Health Directory, Form Builder

Managed Hosting Scalability – Handle multi-tier, multi-level architecture

API Customization and .Net based platform

Improved performance and stability

Branding – G4Health must conform to a common brand to strengthen our presence online and in the urban market we serve and surrounding markets

Front door to future patient portal

## Appendix C: Proposal Format

The front page of the proposal must also include the proposal price along with the vendor name, and submittal date.

Tab No.	Information Item
I.	<p><b>Vendor Background</b>—List the name, address, FAX number, email address and voice phone number of the Vendor’s authorized negotiator. The Vendor’s authorized negotiator shall be empowered to make binding commitments for the Vendor’s firm. Provide a description of the company including a brief history. Include the location of your organization’s headquarters, the year the organization was formed and ownership structure. Include a detailed financial background proving the financial stability of the organization over the past five (5) years.</p>
II.	<p><b>Vendor References</b>—Provide a list of at least three (3) Vendor client references that you or your assigned agent prepared a minimum of 80% of the design content. References of hospitals or health care facilities are preferred. The reference list must include:</p> <ul style="list-style-type: none"> <li>• Client name, location, and website address.</li> <li>• Current contact person and phone number.</li> <li>• Description of services provided by Vendor to client.</li> </ul>
III.	<p><b>Vendor Staff</b>—Submit a prospectus of your company and a brief biography showing the qualifications of each individual who will work on the project. It’s anticipated that the individuals listed will work on the project until completion unless G4Health agrees to prior of approval from change.</p>
IV.	<p><b>Format of web design</b>—List the applications to be used in the design and construction of the site.</p>
V.	<p><b>Sample Home Page</b>—Provide a sample of what you envision as the home page for this site.</p>
VI.	<p><b>Project Schedule</b>—Be realistic as possible since this will be a part of the contractual agreement. The design and implementation can be broken into sections with different target dates.</p>

<p><b>VII.</b></p>	<p><b>Collection of Information</b>—State how you intend to collect the required information</p>
<p><b>VIII.</b></p>	<p><b>Invoicing Process</b>--Describe your proposed fee schedule and terms. Indicate payment terms in regard to any available percentage discount for early payment. G4 Health standard payment term is net 45 days. Make sure to identify any differences between payment terms and conditions associated with software purchases compared to implementation services, hardware. Within this section, also define any “acceptance” period during which G4Health has the opportunity to exercise the software and receive a full refund on software payments made in the event that the software does not perform as specified during the sales process.</p>
<p><b>IX.</b></p>	<p><b>Cost</b>—The bid should be broken down by phases and types of work. The following cost information is to be provided:</p> <ul style="list-style-type: none"> <li>• Total Cost for the proposal</li> <li>• Cost breakdown for all options</li> <li>• Cost for additional options not listed</li> <li>• License cost for core functionality</li> <li>• License cost for additional modules required to provide the functionality mentioned in this RFP</li> <li>• Hourly rate for professional services, including task description</li> <li>• Include any component of the website development/design where the use of sub-contractors will be utilized. State the name of the sub-contractor and work they are to perform on the proposal. Any use of sub-contractors is to be included on the proposal</li> </ul>

<p><b>X.</b></p>	<p><b>Technical/Software Information</b>—Provide the following information as it relates to website development:</p> <ul style="list-style-type: none"> <li>• Under what operating systems does the application software run?</li> <li>• What is the recommended server specification/configuration to run the application effectively? Include a diagram or layout chart to illustrate and identify where each software component will run</li> <li>• What software language is the program written in?</li> <li>• List all supported network protocols</li> <li>• How does the application meet federal ADA compliance requirements? Describe your company’s experience in making websites as accommodating as possible to disabled and visually impaired visitors</li> <li>• Explain you system’s ability to integrate with third party portal products and identify any with which you have achieved successful integration</li> </ul>
<p><b>XI.</b></p>	<p><b>Reservation of Rights</b>—G4 Health reserves the right to negotiate mutually acceptable project-related conditions, including costs.</p>
<p><b>XII.</b></p>	<p><b>Ownership</b>—Provide agreement granting G4 Health exclusive ownership and right to control, modify, and otherwise alter the look, interactivity, and content of the website. G4 Health agrees not to reproduce or otherwise duplicate the vendor’s design for any other agency, business, or entity other than departments or divisions of G4 Health.</p>

**NOTE TO VENDOR**

It is expected that all proposals submitted would be in accordance with what has been clearly outlined in the RFP. Once a bid proposal has been submitted it is final. The time for questions will be from the date you receive the RFP to the date stipulated at the beginning of this request.

Once you have completed your proposal, your signature or that of a duly authorized individual of your company must be affixed, in order for us to acknowledge the fact that you have read the RFP thoroughly and have completed the proposal within the stipulated guidelines.

## Appendix D: G4Health FAQ for Vendor

1. What EMR software is in use at G4Health?
  - a. EpicCare, Epic Resolute Hospital and Billing, Eclipsys Sunrise Access Manager, Eclipsys Sunrise Radiology and Eclipsys Sunrise Medication Management.
2. What are the current supported browsers for G4Health's website?
  - a. Internet Explorer 7.0, Firefox 3.0
3. Has G4Health established a budget for the project?
  - a. Yes, but that is confidential.
4. Is G4Health open to hosting the web site?
  - a. No, this is not an option for G4Health.