1. On Page 7 of the RFP, it refers to Section 3.4.2 "Scoring by Review Committee," but there is no Section 3.4.2 listed in the RFP.

This is a typo. Please refer to Section 4.4.2 "Scoring by Review Committee."

2. Is there any more information about CBH's current data systems and architecture?

Yes. Per Section 2 of the RFP, please reach out to Hans Leach at **hans.leach@phila.gov** to gain access to this documentation. You will be asked to complete an NDA. Once this NDA is signed, you will receive information about the CBH environment and data systems.

3. Which connections should be encrypted?

All connections should be encrypted or otherwise secure.

4. Is there a login from the CBH homepage that should be integrated into the proposed solution?

The proposed solution should be accessible from the CBH homepage.

5. Is the milestone-based payment structure negotiable?

CBH will consider any comprehensive fee structures that are proposed, as discussed in Section 4.2.6.

6. Has CBH participated in any human centered design workshops to structure your portal design requirements?

No.

7. What access will the contracted vendor have to the stakeholders for discovery during the process?

During the development process, we anticipate a collaborative partnership between CBH stakeholders and the contracted vendor.

8. Can you please share operational and clinical dataflows and workflows?

This information will be shared with the contracted vendor during the development process.

9. Please expand on what is meant by "connection to database layer flexible for non-structured database utilization."

Further information about these connections can be made available per Section 2 of this RFP. Please email Hans Leach at **hans.leach@phila.gov** to gain access to this documentation.

10. What integrations to current internal or external third-party systems are implied in the RFP? Please elaborate and provide examples of all current or anticipated systems requiring data exchange, and the specifics of the data.

Further information about these integrations can be made available per Section 2 of this RFP. Please email Hans Leach at **hans.leach@phila.gov** to gain access to this documentation.

11. Please clarify what is meant by 'search engines' in Section 3.4. Is this referring to search engines such as Google or Bing, or, a search capability within the portal?

We expect that the response will include technical expertise in developing portals with search capabilities within the portal.

12. Does CBH have its own data center and network support IT resources?

CBH uses a mixture of on premise and cloud-based systems; CBH has its own Network support resources.

13. For each of your current systems, detail whether these systems are on CBH premise or SAAS/Cloud. If cloud, note whether AZURE, AWS, or other.

Further information about current systems can be made available per Section 2 of this RFP. Please email Hans Leach at **hans.leach@phila.gov** to gain access to this documentation.

14. What APIs or interfaces currently exist for web services or the data being shared? Please provide documentation if available.

CBH has third party APIs available via web services; documentation can be provided after requesting information from Hans Leach (**hans.leach@phila.gov**) and signing an NDA.

15. Are any of your current systems setup for SSO (Single Sign On) for CBH or will these be first time SSO's for these systems?

CBH systems are not currently set up for SSO.

16. Does CBH have an internal IT staff for these systems or do you work primarily with vendors?

CBH has both an internal IT staff and works with vendors.

17. Does CBH have multiple business sites/locations that would be accessing the portal internally?

Yes, CBH will have multiple locations accessing the portal internally.

18. Is your provider network comprised of HealthChoices and non-HealthChoices services?

HealthChoices is the name of Pennsylvania's managed care programs for Medical Assistance (MA) recipients. CBH's network is comprised of MA enrolled providers. CBH currently contracts with and manages a network of Pennsylvania Medicaid (HealthChoices) enrolled provider agencies and independent practitioners.

19. What are all the types of documents that require sharing?

This information will be shared with the contracted vendor during the development process.

20. How are these documents received and stored today and what is their internal and external workflow?

This information will be shared with the contracted vendor during the development process.

21. How is internal routing performed today – via a clinical transaction system or some other method? Please provide examples.

This information will be shared with the contracted vendor during the development process.

22. Is CBH considering opportunities to evaluate and revise workflows for requesting authorizations?

CBH will consider opportunities to streamline workflows and improve the provide experience.

23. Are there any specific reporting requirements for providers or for CBH? Please provide a detailed list of requirements.

This information will be shared with the contracted vendor during the development process.

24. What specific information about their provider entity should facilities and practitioners have the ability to manage via the portal?

This information will be shared with the contracted vendor during the development process.

25. How and where does CBH create and maintain fee schedules?

CBH currently creates and maintains fee schedules in a homegrown system and a third-party system.

26. What is CBH's current method for managing lists of provider emails and publishing emails? Provide examples of types of emails being sent, and any targeting requirements.

This information will be shared with the contracted vendor during the development process.

27. Does CBH intend to continue the use of its current systems in their environment, or, is the portal intended to replace these functions?

Yes, CBH will continue to utilize its current systems and the portal will be integrated with, not replace, these functionalities.

28. Please provide more details about the source and type of data that is collected via your current systems.

Further information about these systems can be made available per Section 2 of this RFP. Please email Hans Leach at **hans.leach@phila.gov** to gain access to this documentation.

29. Regarding 3.10.1, do you expect the notifications, bulletins and alerts to have a separate and distinct section or do you want one section that displays notifications, bulletins and alerts?

CBH will consider both options and is ultimately looking for the better user experience.

30. Regarding 3.6, can you clarify that multi factor authentication is required for accessing the data utilized in the development of our application and not for the general operation of the application?

Multi-factor authentication should be required for all users accessing sensitive data, including protected health information (PHI) via the portal.

31. Regarding 3.8, what browsers do you support on cbhphilly.org? What mobile devices do you support currently on cbhphilly.org?

The portal will need to support all modern browsers, including updated versions of Chrome, Safari, Edge, and Firefox. The CBH website can currently be used with all browsers mentioned here and Apple and Android mobile devices.

32. Do document images need to be stored and maintained or is it the data from the documents that is needed?

Documents would need to be stored, as stated in Section 2.2.1: "Portal core features, however, should include the ability to share documents with, or request documents from providers, as well as push out messages as notifications to providers."

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