University of Missouri Health Care
REQUEST FOR INFORMATION # 6043
FURNISHING AND DELIVERY OF
WEB CONTENT MANAGEMENT SYSTEM
Dated: 02 MARCH 2020
Due Date: 03/24/2020
Time:  3:00 PM CDT
Introduction

The Curators of the University of Missouri on behalf of MU Health Care are requesting information for licensed software, development and implementation services for a SharePoint-integrated enterprise intranet solution to replace a sunsetting intranet launched in 2011. The purpose of this RFI is to identify vendors, products and services capable of addressing the needs of MU Health Care.

The University reserves the right to make an award as an outcome of the request for information.

Please complete this RFI and return it by 3 PM CDT on March 24, 2020. Responses must be submitted by email to rogersk@umsystem.edu, Subject Line: RFI #6043.

Goals and Purpose

We will be doing an evaluation of build vs. buy leveraging SharePoint and are interested in responses from vendors that provide implementation/development services on SharePoint, as well as out-of-the-box Intranet solutions. MUHC has purchased Microsoft Office 365 including SharePoint. The new intranet must integrate with MUHC existing workforce productivity tools including O365 applications and workflows.

University of Missouri Health Care is an academic health system with a mission to save and improve lives. Caring for patients from each of Missouri’s 114 counties, MU Health Care specialists treat the simplest and most complex medical conditions, discover breakthroughs and train the next generation of doctors to do the same. Committed to collaboration, research and innovation, MU Health Care has more than 7,400 physicians, nurses and health care professionals in over 80 specialties working together to give patients seamless care with the most advanced treatments and safest procedures. Over 12,000 staff and trainees use the employee intranet as an information hub, to facilitate workflows, improve patient care and for engagement. MU Health Care facilities include Capital Region Medical Center, Ellis Fischel Cancer Center, the Missouri Orthopaedic Institute, Missouri Psychiatric Center, University Hospital, and Women’s and Children’s Hospital, as well as an extensive network of local and regional clinics.

The system should provide the following:

Mandatory features
- ADA 508 Compliance
- Able to integrate with Microsoft Office 365 Applications including: Teams, Yammer, Calendar, Email, Documents, Sway, Video Stream, Flow, Project.
- Built on SharePoint with capability of future development and customization compatible with SharePoint and Microsoft Office 365.
- Must have the ability to have active directory (LDAP) authentication with user/viewer and admin/editor role management.
• Must have the ability to conform to MU branding and identity standards.

Mandatory services
• Dedicated project manager
• Vendor will develop and provide as-built documentation of the developed solution at the end of the project. This documentation will detail the components of the solutions along with their functionality and dependencies with any relevant diagrams, designs and flowcharts.
• Develop and conduct training for MUHC technical administrators.

Questionnaire

A. Company Experience and References
1) Provide an overview of your company's experience with enterprise content management system and intranet site development particularly in a health system setting. Specifically illustrate any experiences similar in size and scope to MUHC.
2) Describe successful enterprise intranet projects you have implemented on SharePoint that integrate Office 365 applications.
3) Provide a current list of clients comparable in size and scope to MUHC that use your content management solution and services.
4) Provide at least four references of your customers that have purchased products and services similar to that being proposed in the RFI. Include contact names, telephone numbers and physical addresses.
5) How many years has your company been in business?
6) Describe the proposed system's development history, including major release dates and major system enhancements.
7) Please identify development options (custom build, off-the-shelf, “either or”, both).
8) What is your business model with regard to third-party relationships?
9) Are there third-party products, which are part of your proposed solution?
10) If so what type of relationship do you maintain with these third parties, and how do you ensure that they are able to meet MUHC’s needs?
11) Which of these third parties require separate contract or licensing arrangement, to achieve the scope of solution described in this RFI?
12) What is your company’s model for including customer feedback into the product development and enhancement process?
13) Describe your organizations financial stability. Provide copies of audited financial statements for each of the last two years and the most recent quarter (including total sales revenue, license revenue broken by existing and new customers, net income, dollars committed to research and development).
14) Any other information that demonstrates the financial strength and long-term viability of the company.
B. Features and Functionality

Admin user experience
1) What is the editing experience like for a nontechnical person using your solution?
2) Can content be dragged and dropped? Imported from other locations or sources?
3) Can content editors create image slideshows/carousels?
4) Provide some information about how editors can style content, such as selecting page layouts, templates, style elements, inserting elements like pull quotes and accordion dropdowns for content, ease of creating hyperlinks to pages and documents.
5) Can editors save and preview drafts before publishing them to “live?” Can this publishing be scheduled to appear/expire?
6) Is an audit of page changes available and can the page editor rollback to an earlier version of a page?
7) Does your solution support bulk upload of documents?
8) Can advanced technical users modify or create templates?
9) Can advanced technical users modify or create styles?

Content Management
1) Does your solution support plug and play modular content or the reuse of content (write once, display anywhere) so that the same content does not have to be reentered multiple times?
2) Does your solution allow content to be excluded from search or navigation?
3) Does your solution allow viewing and/or editing of pages to be limited to specific groups?
4) Does your solution include the publication of article types with moderated user generated content?
5) How does your solution handle video upload and display?
6) If your solution includes an application for recipe management and publication, please describe that feature.
7) Have you provided a customizable/personalized user dashboard as part of an enterprise intranet before? If so, please provide an example and describe how that functions.

News
1) Describe your approach to news reporting on employee intranets. How do you handle news story submissions, including photos?
2) Describe your approach to segmenting and publishing news for target audiences based on content type; based on location; across multiple digital media to multiple audiences using a variety of device types and browsers and archived online in a searchable digital version.

Calendar of Events
1) How do you recommend developing event calendars for employee
intranets to accommodate departments’ needs for their own calendars, a main calendar for everyone, ease of event submission and calendar maintenance?

Maps and Wayfinding
1) Does your solution include linking into Google maps? (Not the licensed Google Maps application.
2) Does your solution have geolocation capability? How is that implemented for the intranet – can specific/limited content, look and navigation be provided for specific geographic areas?

Directory and Profiles
1) Provide an example of a health care provider directory and/or clinic directory that you have developed and describe the database used, support for data import/export.
2) What type of experience do you have using Human Resources data to create employee directories on employee intranets? Physician Credentialing data?

Document Management
1) Documents, including Word files, PDFs, PowerPoint, Excel spreadsheets, are very heavily used on the MUHC employee intranet, often in preference to web pages. Describe your experience with document organization, migration, and management.
2) How does your solution handle need to provide access to linked lists of documents that users can readily access from the intranet? Describe a user-friendly solution for uploading, finding and retrieving documents. Include in your description if documents can be previewed.
3) Does your solution allow for documents to be secured to specified groups of users
4) Can you provide document tagging and searching? Describe your capability to do this.

Compliance
1) Using your solution, can it be confirmed that content has been read?
2) Does the solution provide audit trails of content changes?
3) Does the solution provide audit trails of key document views?

Engagement and Social
1) Which Office 365 social engagement features do you include or integrate with in your solutions?
2) Describe how you integrate Office 365 social engagement features like Yammer and teams in your intranet development.
3) What additional social engagement features are provided by your solution?
4) Does your intranet solution include: Classifieds, Forums, Polls, Blog, Galleries? Please specify whether using an Office 365 app, customization of an O365 app, or your own application.

**Ecommerce**
1) Does your solution include an ecommerce or shopping cart feature with inventory feature? If so, please provide a brief summary of features.
2) If your solution does not include an ecommerce or shopping cart, does it have APIs for any shopping cart apps?

**Forms**
1) If your solution includes the ability for users to create online forms, describe this application. Can users maintain and modify these forms themselves?
2) Does your solution support e-signature?

**Hosting**
1) Is your solution cloud hosted?
2) Please provide information on specifications and pricing.

**Search**
1) Does your solution use the SharePoint search or a custom search? Please describe how your solution implements search.
2) Are search results customizable? Can there be separate searches across subsites?
3) Can a user search within files?
4) Does the solution support key words and tags for search?
5) Are there search connectors for cloud storage systems used by MUHC, for example, Box?

**Web analytics**
1) Does your solution integrate with Google Analytics or other web analytics software?
2) What type of web traffic/use analysis do you recommend for an employee intranet?
3) What is your approach to tools like Google Analytics Tag Manager for intranets and methods to track and analyze this type of data for a health care intranet?

**Security and Access**
1) Is there Active Directory sites and services integration?
2) Is the Secure HTTPS:// protocol supported?
3) Is single sign-on supported?
4) Is there session time-out?
Usability, accessibility and WC3 Compliance
1) Describe how your developed intranets are accessible, specifically ADA 508 Compliant.
2) Provide examples of how your intranet solutions are responsive and design friendly on phone and tablet.
3) Describe how your solution performs on browsers and device types.
4) Is your solution WC3 compliant?

User Management
1) Can user roles and groups be customized by AD group? How many roles and groups are permitted?
2) Can there be workflows for multiple content types? Alerts/notifications when content is published?

Services
1) Does your company provide support to content editors to assist them in building out their websites after they have been trained? For example, setting up their home page, helping them with adding pages and advice on how to lay out their site?
2) Describe the training services your company provides for technical enterprise site administrators.
3) Describe the training services and materials provided for content editors who maintain department microsites. Do you provide training materials, web-based resources for ongoing support and reference, ongoing training for future editors?
4) Does your company provide services to transfer of database content from existing web CMS databases to the new web CMS databases, for example, current online provider and employee directories?
5) Does your company assist pre go-live with development of informational materials, such as video tour or PDFs that can be shown to employees.
6) Does your company provide consulting services to define information architecture and user personalization?

C. Company’s Client Base
1) How many total active client installations do you have for each major system component using the system/module/version being described in this RFI? What is the size of these implementations? Please count only active users. Every organization should be counted only once.
2) How many of your customers are healthcare providers?
   a. What portion (%) of your total customer base does this represent?
3) How many of your customers are running the latest release of your system?
4) How many clients are under signed contract for the product and services, which have not yet been fully installed or implemented?

D. General Specifications and Documentation
1) Provide a plan for implementing a SharePoint employee intranet. Explain how integration with Office 365 will occur during the implementation.

2) Describe and provide an example implementation timeline with milestones, project plan and estimated deliverables for a project of this scope and provide a sample timeline. Include the timeframe from contract execution to vendor go live.

3) Identify any licenses, hardware or other products not included in this proposal that would be required to operate any of the proposed solutions contained in this proposal.

4) Describe the hosting or technical environment necessary for this implementation.

5) Include Office 365 integration work effort in the implementation plan and cost proposal.

6) Provide a summary of the resources (staff and equipment) the company will employ to ensure a successful project. This should include the number of personnel that will be assigned to the project and their qualifications.

7) Describe the assumed roles and responsibilities for the vendor and MUHC team members during the project.

8) Provide samples of design work, templates or functionality developed by your company in similar project(s).

9) Provide an overview of proposed training plan. Explain assumed roles and responsibilities for vendor and MUHC in providing the training effort including, but not limited to, training coordination, training material development, training delivery.

10) Describe your agency’s approach to data security.

11) Describe what you believe to be the market differentiators between your organization and your competitors.

E. Overview of System Functionality

1) Please provide a general overview/description of the product being proposed and its key functionality and components.

2) If browser-based, on what versions of MS Internet Explorer is your product certified?

3) Does your product support data encryption in transit?

4) Does your product support data encryption at rest?

5) What data encryption algorithms do you support?

6) On what OS Platforms (including version) is your system certified? What are the minimum requirements on these platforms?

7) Describe your system’s data archival and purge functionality.

8) Does your product support Active Directory authentication?

9) Does your product and company stay up to date with security patching and updates?

10) Does your product support SAML 2.0 or OAuth?

11) Does your software enforce password complexity requirements?

12) Does your system write access/change logs in a standard format?

13) Does your system log access to records?
14) Does your system log changes to configuration?
15) Explain your philosophy for compatibility between product generations. How frequently are new versions of the product released? Are new releases included in the cost for annual software maintenance?
16) What is your strategy and approach to keeping up to date with OS/Database releases and patches? Who is responsible for testing and implementing new OS releases (you or your customer)?
17) What is the disaster recovery capability of your system, i.e., how does it support continuous access to the system or recovery of the system and data in the event of a disaster? What disaster recovery procedures and tools are available with your system? How frequently are they tested?
18) What is the typical recovery time?
19) Does your application generate its own error logs? Does it generate audit logs?

F. Support
1) Describe your deployment assistance offered during implementation and ongoing, including, but not limited to:
   • Application programming
   • System Administration
   • Operations
   • Help Desk
   • Tech Support (hours of day, days of week)

G. Pricing
1) Please provide pricing detail for the proposed solution:
   a. Total Year 1 estimated cost $________________
      Breakdown below
      i. Software Application $________________
      ii. Hardware (breakdown) $________________
      iii. Implementation $________________
      iv. Training $________________
      v. Maintenance & Support $________________
      vi. Travel cost if applicable $________________
      vii. Any additional cost not listed $________________
   b. Maintenance & Support Year 2 $________________
   c. Maintenance & Support Year 3 $________________
   d. Maintenance & Support Year 4 $________________
e. Maintenance & Support Year 5 $________________

Questions and Contact Information
If you have questions about this RFI please contact Kyla Rogers (rogersk@umsystem.edu).