

 November 15, 2022

TO: All Interested Vendors

FROM: Ron Eshleman

RE: Response to Questions #1 for Solicitation RFP 91027RE

This list of Questions and Responses #1, dated November 15, 2022, is being issued to clarify certain information contained in the above named solicitation. The statements and interpretations of contract requirements, which are stated in the following questions of potential offerors, are not binding to UMB, unless UMB expressly amends the solicitation.

1) Question: On page 10 of the RFP, there is reference to an existing system and functions that system current offers. Is the expectation that the new platform will provide these same functions?

**Answer:**

**The new selected system will offer the same basic software features but additionally we are expecting enhanced hierarchal structuring, review process, automated communication to students, customer support and reporting capabilities. Additionally, the new system will be required to interface compliance status with Banner.**

2) Question: Are there different vaccine requirements for the different schools and programs what will be using the compliance tracking tool? As an example, are their different vaccine requirements for someone attending the School of Medicine vs the School of Law? If so, can these requirements, per school be provided?

**Answer:**

**Yes, there are different requirements based on different schools, programs and campus living or online student status.**

**Online students are not required to meet student health requirements with the exception of online nursing students, who must meet the student health requirements.**

**Student Health required immunizations due by August 31st.**

**(Due date and all requirements may be subject to change)**

1. **MMR-positive antibody titer OR two vaccinations**
2. **Varicella-positive antibody titer OR two vaccinations. History of disease is not acceptable.**
3. **Tetanus- Td or Tdap vaccination within 10 years. Renewal date set for 10 years after vaccination.**
4. **COVID 19- two primary vaccination series dates, booster optional at this time.**
5. **Influenza-vaccination due annually from August 1-April 30. Due by Nov 1. Annual Renewal is yearly starting August 1st.**
6. **MCV-Required for on campus students only. Vaccination within 5 years. Renewal date set for 5 years after vaccination.**
7. **TB screening-Upon entry a Student Annual TB Screening Questionnaire AND a negative IGRA/PPD test result within the last 24 months. Renewal set at 1 year.**
	1. **If history of positive; submit last chest xray AND Student Symptom Based TB Screening Questionnaire.**
	2. **\*Law students can provide either IGRA test result OR PPD test result OR Annual Screening Questionnaire within the last 12 months.**
8. **\*Hepatitis B-three vaccination dates AND antibody titer. If negative repeat immunization required and subsequent antibody titer testing. \*Not required for Law students**

**Medical/religious waivers may be submitted for requirements which are reviewed internally by UMB. Declination forms are acceptable for recommended vaccinations such as the influenza vaccine.**

3) Question: Are there different vaccine requirements for Online vs on-site, part-time vs full time? If so, can these requirements be shared?

**Answer:**

**Online students are not subject to the student health requirements except for the online nursing students; they must meet the same requirements set for all nursing school students. There is no difference in requirements for part time vs full time students.**

4) Question: Of the 6,000 students – can a break out be provided of how many attend the different schools \ programs? In addition – can it further be broken out by full\part time and online\on-site?

 **Answer: Please see Appendix A attached to this response for UMB enrollment data.**

5) Question: The contractor will provide E-signature forms for easy student completion and PDF-Fillable forms for easy student completion” Are other versions of online forms acceptable or is PDF the only acceptable option?

 **Answer:**

**Other online forms are acceptable as long as they are customizable to our needs and able to track responses appropriately. We anticipate including online forms requiring e-signatures that may include but are not limited to TB questionnaires/waiver or declination forms/ insurance forms/health record release forms/ signed acknowledgements of required training/education modules.**

6) Question: How many documents are reviewed per student each school year and how many times are documents provided by students each school year?

 **Answer:**

**Currently, there are eight possible requirements per student. Depending on the student’s source of information there may be eight or more different associated documents as some may have multiple pages. It’s also possible that all required documentation is included on one page.**

7) Question: Does the University plan to communicate with students to utilize the system or will a list of students and their information be provided for the system to communicate the requirements to register and upload their required documents?

 **Answer:**

**The vendor will be supplied with student emails and affiliated program information for account activation. UMB will communicate with students to initiate their accounts and complete student health requirements through the selected immunization tracking system. The vendor’s system will be expected to communicate directly with students regarding unmet/overdue requirements.**

8) Question: What is the University’s requirements for information collected on students who are no longer with the University?

 **Answer:**

**UMB doesn’t hold any responsibility for account information after the student graduates or disenrolls. If students can continue with their account after graduation or disenrollment, it would be their own responsibility to maintain.**

9) Question: What is the current system the University is utilizing? Is the contractor expected to replace or supplement this system?

 **Answer:**

**We are currently using Castle Branch for our immunization tracking software. The new contractor is expected to replace the current immunization tracking software.**

10) Question: Is there a planned start date?

 **Answer:**

 **Student Health suggests a launch date of May 1, 2023 (to allow for students that start in June to utilize the system appropriately).**

11) Question: Does UMB have any specific asks around Covid-19 tracking?

 **Answer:**

**Currently there are no specific requirements for COVID 19 symptom tracking/positive test results within student health requirements except for the required COVID 19 primary series vaccine documentation. There may be additional requirements depending on campus needs that may include testing/symptom tracking for future campus health concerns that we may look to the immunization tracking software for a solution.**

 12) Question: We need more details of the integration needed with Banner. Is it only to allow Banner to act a source of student feed? OR is there some data that must flow upstream - from Exxat to Banner as well?

 **Answer:**

**Bidirectional feed from Banner to the immunization tracking system is required for compliance status. For example, if all student health requirements are met for student “A”, the selected system will update Banner with a compliant status under the student health criteria for student “A”. If student “B” is missing one or more of the student health requirements, the selected system will update Banner with a Noncompliant status until the student has fulfilled all their requirements. Status may change from compliant to noncompliant to compliant multiple times in a weak/month/year based on renewal dates for various requirements.**

 **We would like to investigate the possibility of sharing information from Banner that could additionally feed the selected system with updated demographics such as the student name, school, program, contact information, on campus living status, change in program status part/full time status.**

 13) Question: Need more details of the reports they are seeking. Can we get more information on this statement: “detailed reports based on a category, item, overall compliance, or any combination thereof”?

 **Answer:**

**Reports are required to be organized and filtered based on hierarchy structure such as school, program, entry date/class, part time/full time status or on campus status, waiver status and compliance status.**

1. **Compliance per requirement based on hierarchy fields. For example:**
* **I want to know a student’s compliance status with the flu vaccination for the school of medicine, physical therapy program, entry date Summer 2022 who are living on campus. OR**
* **I want to know all the students in the graduate school that filed a medical/religious waiver for the Varicella vaccination. OR**
* **I want to know all the students who are noncompliant in providing their COVID 19 vaccination series for the school of nursing, DNP program to be able to send direct customizable messaging urging them to upload their documentation.**
1. **Reports should be able to be filtered by timeframe additionally. Changes in compliance in the last 7 days, 14, days, and 30 days.**
2. **Compliance metrics should be available. For example: 50% of school of medicine students are compliant with their influenza vaccination for more generalized reporting status.**

 14) Question: Need more details on “E-signature forms for easy student completion and PDF-Fillable forms for easy student completion”. Is this for a specific acknowledgement form? Or is this needed in each compliance document?

 **Answer:**

 **E-signatures would be used for acknowledgement/permission forms (Waivers/Screening Questionnaires/required campus education for example COVID protocols/insurance waivers). E-signatures are not needed for each compliance document.**

 15) Question: “..ability to create “optional” requirements and program the system to turn on/off (ex. Flu shot—not requiring during summer months but turning on in the Fall without requiring human intervention and includes automatic recalculation of student compliance..” Need more details on what recalculation of student compliance entails. Does it mean, for instance, that a. whether or not the flu shot “applies” to a student or not is based automatically on a certain period in the year and b. depending on the time of the year, calculation of student’s overall compliance is automatically adjusted to consider the status of their flu shot

 **Answer:**

**Both A and B. For MCV requirement this is only for students living on campus. Therefore, this requirement would be turned on if the student selected/reported they live on campus. This requirement may be deactivated if they move off campus. Calculation of student’s overall compliance is automatically adjusted to consider the status of their MCV vaccination if they live on campus.**

 **Flu shot is recommended for all students; but required for our students in clinical programs. For students that are nonclinical they may fulfill the requirement with the vaccine date OR a declination form. For those students who are in clinical programs they will be required to submit the flu vaccine date OR a medical/religious waiver form. Medical/ religious waivers are reviewed by Student Health directly. For FLU vaccine depending on the time of the year, calculation of student’s overall compliance is automatically adjusted to consider the status of their flu vaccination.**

 16) Question: I understand that UMB requires the vendor to verify immunizations. Will UMB allow the contractor to interface with the State Immunization Registry to automatically verify the immunizations that were given in the state of Maryland?

 **Answer:**

**Yes, verification of immunization could be through the State Immunization registry automatically if the immunization history was available but not required. If the capability exists where the state immunization registry could supply some of the student requirements without the student needing to upload the documentation, this would also be a useful feature. UMB previously used another state system known as CRISP to supply and verify COVID vaccination dates for students if they gave permission to access their CRISP records. For students who gave permission to access CRISP, they did not need to upload the required documentation as it was verified through CRISP. If possible, this could be a similar workflow using the State immunization registry provided student permission.**

 17) Question: On average, how many of your students are in-state?

 **Answer: UMB has an average of 4,600 in state students.**

 18) Question: Can you please further explain the student requirements. What immunizations and forms are required for review? Do you require verification of any drug screenings or background checks?

 **Answer:**

 **Please see question #2. Additionally, requirements such as drug screenings and background checks may be asked by the program that are not regulated by Student Health but rather the school/program. These additional requirements would be built in based on the school/program needs and affiliated costs would be either assumed by the school/program or designated to the student.**

 19) Question: The pricing sheet shows 6,000 students in year 1 and 3,000 students in subsequent years. Will all these students require immunization verification each year?

 **Answer: The amount of students per the pricing sheet is for evaluation purposes only and is no guarantee that this will be the amount of verifications per year.**

 20) Question: Our pricing will reflect both the software cost and the verification service cost. Can we alter the pricing excel sheet to reflect the pricing breakdown each year?

 **Answer: No.**

 21) Question: The Technical Requirements state, "The system must be able to store educational content in video/document format and acknowledge the completion of review of such educational training requirements." Will UMB consider contractors who do not have this feature in the student portal? Currently, we can store Documents in the student portal but not videos, and we cannot report on whether documents/videos have been viewed by students in the portal.

 **Answer:**

 **Storing and acknowledging training video content is considered an enhanced feature. However, the system does need to be able to store acknowledgement forms with E-signatures. For example, during the COVID pandemic we asked students to watch a video reviewing requirements for symptom testing and reporting. Should that remain a requirement we would like to be able to track it and ensure the student watched the video. The alternative is a signed form stating they watched the referenced video (hyperlink provided) and acknowledge the protocols. This acknowledgement form is stored within their account.**

22) Question: Reference: RFP Section II, Appendix A, Appendix I state: “Contractor acknowledges that the University of Maryland Baltimore is a HIPAA hybrid covered entity. Contractor agrees that Contractor's access to and use of protected health information (as that term is defined by HIPAA), if any, under this Agreement will be conducted in accordance with the requirements of the Act and HIPAA, including the terms of a HIPAA Business Associate Agreement if so required by UMB. Such Business Associate Agreement is attached hereto as Appendix H.”

Question(s): While UMB is a Hybrid Entity under HIPAA, will UMB please confirm that for the purposes of the provision of the Immunization Tracking System, individual student immunization records are considered education records under Family Educational Rights and Privacy Act (FERPA) and are not subject to the HIPAA privacy rule. Additionally, once confirmed, the Vendor will not be a HIPAA Business Associate and will not be required to execute a BAA.

 **Answer:**

**UMB will require the apparent awardee of this contract to execute a BAA.  Although immunization records for students are covered by FERPA, there may be specific health information collected in the requirements that falls under HIPAA and not FERPA.**

**APPENDIX A**

|  |
| --- |
| **UMB Enrollment Data** |
|  | **FTPT Status** |  |
| **Level** | **Program** | **F** | **P** | **Online** | **COUNT** |
| Bachelor's | Dental Hygiene (BS) | 27 | 0 | 0 | 27 |
| Professional Practice Doctorate | Dentistry (DDS) | 518 | 5 | 0 | 523 |
| Certificate - Post-Doctoral | Dentistry Post Graduate | 59 | 2 | 0 | 61 |
|   | Dental School Totals | 604 | 7 | 0 | 611 |
|   |   |   |   |   |   |
| Master's | Forensic Medicine (MS) | 24 | 0 | 0 | 24 |
|   | Graduate School (MS) | 92 | 463 | 260 | 815 |
|   | Medical & Research Technology (MS) | 6 | 3 | 0 | 9 |
|   | Nursing (MS) | 1 | 0 | 12 | 13 |
|   | Pathology (MS) | 21 | 0 | 0 | 21 |
|   | Physician Assistant (MS) | 74 | 0 | 0 | 74 |
| Research & Scholarship Doctorate | Graduate School (PhD) | 404 | 87 | 22 | 513 |
| Certificate - Post-Baccalaureate | Graduate School | 2 | 9 | 64 | 75 |
|   | Graduate School Totals | 624 | 562 | 358 | 1544 |
|   |   |   |   |   |   |
| Master's | Law (LLM) | 8 | 5 | 0 | 13 |
|   | Law (MSL) | 0 | 15 | 52 | 67 |
| Professional Practice Doctorate | Law - Day (JD) | 585 | 7 | 0 | 592 |
|   | Law - Evening (JD) | 100 | 7 | 0 | 107 |
|   | Law School Totals | 693 | 34 | 52 | 779 |
|   |   |   |   |   |   |
| Bachelor's | Medical & Research Technology (BS) | 11 | 5 | 0 | 16 |
| Master's | Genetic Counseling (MGC) | 17 | 0 | 0 | 17 |
|   | Public Health (MPH) | 32 | 12 | 0 | 44 |
| Professional Practice Doctorate | Medicine (MD) | 579 | 8 | 0 | 587 |
|   | Physical Therapy (DPT) | 140 | 67 | 0 | 207 |
|   | Medical School Totals | 779 | 92 | 0 | 871 |
|   |   |   |   |   |   |
| Bachelor's | Nursing (BSN) | 685 | 69 | 166 | 920 |
| Master's | Nursing (MSN) | 201 | 32 | 232 | 465 |
| Professional Practice Doctorate | Nursing (DNP) | 288 | 336 | 0 | 624 |
| Certificate - Post-Baccalaureate | Nursing | 0 | 11 | 0 | 11 |
| Certificate - Post-Doctoral | Nursing Post Graduate | 0 | 4 | 0 | 4 |
|   | Nursing School Totals | 1174 | 452 | \*398 | 2024 |
|   |   |   |   |   |   |
| Professional Practice Doctorate | Pharmacy (PharmD) | 371 | 1 | 0 | 372 |
|   | Pharmacy School Totals | 371 | 1 | 0 | 372 |
|   |   |   |   |   |   |
| Master's | Social Work (MSW) | 645 | 85 | 0 | 730 |
|   | Social Work School Totals | 645 | 85 | 0 | 730 |
|   |   |   |   |   |   |
|   | UMB Student Totals | 4890 | 1233 | \*808 | 6931 |
| \*Only online nursing students must meet the student health requirements. Students in other online programs are omitted from the student health requirements. |