3/27/2019

Nancy Delima, Contracts Manager
Hawaii Health Systems Corporation
3675 Kilauea Avenue, Honolulu, HI 96816
PH: (808) 243-3091
ndelima@hhsc.org

Dear Nancy:

Harmony Healthcare IT (HHIT) is pleased to present its response to Hawaii Health Systems Corporation (HHSC) **RFP No: HHSC 19-016 COMPETITIVE SEALED PROPOSALS TO PROVIDE: Phased Legacy Data Archiving Solution for Hawaii Health Systems Corporation**. In RFP No: HHSC 19-016, HHSC states the following objectives:

1. A legacy data archiving solution which will facilitate existing system decommissioning, allowing clinicians and financial support personnel to access data from the current HHSC electronic medical record systems.
2. The solution shall provide a central repository for all revenue cycle, general ledger and clinical systems.
3. The solution shall provide a secure infrastructure as a single-source providing legacy data extraction and transformation services, which can be either remotely or locally hosted and the anticipated storage needed is 8TB.
4. Minimize costs of maintaining legacy data, maximize access to legacy data, & meet the timelines for delivery of the services aligned with HHSC's phased approach timeline, with the expected delivery of the archiving solution to be in production by January 5, 2020, unless otherwise agreed to by HHSC.
5. The solution must be able to accept electronic data extracts in a variety of native and mixed formats contained on various media types from source system vendors (e.g. Cerner Soarian). The data can be delivered in any particular format or media.
6. Establish a trusted partnership with a company experienced in healthcare legacy data management solutions.

In this proposal, you will find:

- Our HIPAA-compliant turn-key tool set and cloud-based infrastructure offer the flexibility and scalability needed from a single-source provider charged with minimizing the costs of long-term legacy data management. From ambulatory to acute to ancillary systems, we get and retain data enterprise-wide.
- Our browser-based platform -- rich with HIM workflows, efficient eDiscovery and single sign-on to EPIC for clinicians-- will maximize access to legacy data for your entire user base.
- Our 12+ years of experience in archiving healthcare applications, our comprehensive front-end discovery process for each legacy data source, our systematic project methodology for each system decommissioned and our proven implementation and training processes will ensure a trusted partnership where each party knows what to expect, when to expect it and at what cost and return.

Thank you for allowing HHIT to respond to this RFP. With confidence, HHIT submits this response and believes we will exceed expectations successfully delivering to HHSC the requested scope of services, providing archiving services necessary to ensure that HHSC effectively performs its functions and attains its mission in compliance with applicable federal and state laws and regulations that impact health care services, as well as, respond to any future legacy data extraction and transformation services needs as HHSC continues to evolve. We look forward to working with your team and addressing any questions through the evaluation and selection process.

Sincerely,

Jessica Balgrosky
Director of Business Development
Harmony Healthcare IT
p: (800) 781-1044 ext. 183
jbalgrosky@harmonyhit.com

Table of Contents

1	Technical Proposal
2	Price Proposal
3	Exhibit A: Technical Review Worksheet
4	Appendix A: Transmittal Cover Letter Appendix B: Submission Checklist Compliance Documents
5	Attachments / Supporting Documents

Harmony Healthcare IT Response to Hawaii Health Systems Corporation

RFP No: HHSC 19-016 Phased Legacy Data Archiving Solution

RFP No: HHSC 19-016
COMPETITIVE SEALED PROPOSALS TO PROVIDE:
Phased Legacy Data Archiving Solution for Hawaii Health Systems Corporation

Harmony Healthcare IT Technical Response

HEALTHDATA ARCHIVER
Access Historical Records. Simply.

harmony HEALTHCARE IT

©2019 Harmony Healthcare IT • All rights reserved • www.HarmonyHIT.com • (800) 781-1044

Table of Contents

SUMMARY 4

BACKGROUND, QUALIFICATIONS AND EXPERIENCE 5

A. Background of the Company, i.e. services offered, size, resources, years in business, location, State of Hawaii presence, state of incorporation, etc. 5

HHIT Company Background 5

HHIT Mission & Business Philosophy 5

HHIT Solution & Services 6

B. Brief description of Company's qualifications to perform Scope of Services requirements. 7

Harmony Healthcare IT & HealthData Archiver® 7

A Complete Data Lifecycle Management Solution 7

Years in Business 8

Company Resources 8

Company Locations/Regions of Operation 8

State of Hawaii presence 9

State of Incorporation 9

C. DESCRIPTION OF THREE (3) PAST and/or PRESENT CONTRACTS DEMONSTRATION COMPANY QUALIFICATIONS 9

D. Company financial statements for the past two years, preferably audited, or a copy of filed tax returns. Certified Balance & Income Statements are acceptable; keep documentation simple/limited. If not available or applicable, please explain reason(s) why 11

E. Litigation 11

Personnel Organization and Staffing 12

A. Company's managerial organizational chart and resumes of key positions. 12

HHIT Leadership Team and Resumes of Key Positions 13

B. Key personnel identified to perform services, including: name, years of experience, years with the Company, qualifications and verifiable references (with contact telephone numbers), if any. 14

Project Engage 14

Management and Control 15

A. Assignment and management of personnel. 15

Harmony Healthcare IT - Professional Services 15

B. Coordination of requirements with HHSC personnel 16

C. Problems anticipated, if any. 16

Supporting Documentation – Proprietary 17

©2019 Harmony Healthcare IT • All rights reserved • www.HarmonyHIT.com • (800) 781-1044

Appendix A: MINIMUM REQUIREMENTS 18
RFP HHSC NO: 19-016, Section 2, Minimum Requirements 18
Formats 18
Media 18
Project Stages & Activities 19
Preparation/Kickoff 19
Analysis 19
Design & Build 19
Test & Validation 19
Training & Go Live 19
Support & Maintenance 19
AR Rundown Requirements - Overall 20
Individual accounts: 20
Account info: 20
Coding information 21

©2019 Harmony Healthcare IT • All rights reserved • **www.HarmonyHIT.com** • **(800) 781-1044**

Phased Legacy Data Archiving Solution

RFP No: HHSC 19-016

SUMMARY

The purpose of this competitive solicitation is to award a single, fixed-priced Agreement for the implementation of a "Phased Legacy Data Archiving Solution."

HHSC is seeking a legacy data archiving solution to provide archiving services necessary to ensure that the Hawaii Health Systems Corporation ("HHSC") effectively performs its functions and attains its mission in compliance with applicable federal and state laws and regulations that impact health care services, including the following objectives:

1. The solution will facilitate existing system decommissioning, allowing clinicians and financial support personnel to access data from the current HHSC electronic medical record systems.
2. The solution shall provide a central repository for all revenue cycle, general ledger and clinical systems. It may be remotely or locally hosted. Anticipated storage needed is 8TB (see Phases and Systems document for all systems/sizes).
3. The solution must be able to accept electronic data extracts in a variety of native and mixed formats contained on various media types from source system vendors (e.g. Cerner Soarian), the data can be delivered in any format or media.
4. Delivery: The archiving solution must be in production by January 5, 2020, unless otherwise agreed to by HHSC.

©2019 Harmony Healthcare IT • All rights reserved • www.HarmonyHIT.com • (800) 781-1044

BACKGROUND, QUALIFICATIONS AND EXPERIENCE

Harmony Healthcare IT (HHIT) company background, qualifications and experience details relative to performing requirements set forth in the RFP NO: HHSC 19-2016 Scope of Services.

A. Background of the Company, i.e. services offered, size, resources, years in business, location, State of Hawaii presence, state of incorporation, etc.

HHIT Company Background
Harmony Healthcare IT (HHIT) is a Healthcare IT firm specializing in enterprise legacy data management. The company's core purpose is to improve lives though the preservation of vital information.

- Our People – We are data migration and archiving specialists with years of experience.
- Our Process – Our proven, standardized and repeatable process provides for lean and efficient archival of all of HHSC's legacy systems per phase.
- Our Product – Our HealthData Archiver® (HDA) is a secure long-term storage solution which will meet HHSC's legacy data retention and release of information requirements.

HHIT is a full-service, vendor neutral archive provider with innovative products and expertise to deliver the best data archiving experience. HHIT will take responsibility for the entire legacy data archival process, from beginning to end, including the tools, services, and infrastructure necessary to meet your organization's business requirements. Each client is a valued partner, and we are committed to your long-term success. HHIT has archived millions of patient records with over 500+ satisfied customers from hundreds of different systems of all shapes and sizes. While you work in your new EMR or ERP software, we work on decommissioning the systems it replaced and preserving the historical records left behind.

HHIT Mission & Business Philosophy
Since 2006, Health IT Analysts at HHIT have extracted demographic, financial, clinical and administrative data from hundreds of healthcare systems – both ambulatory and acute. Headquartered in South Bend, Indiana, the company's mission is to preserve vital information that will improve lives. HHIT employs experts in data extraction, migration, retention, integration and analytics to provide its clients with trusted solutions. Working with hundreds of systems, billions of records and terabytes of data, HHIT — with its product, HealthData Archiver® — provides clients with access to historical records. *Simply.*

©2019 Harmony Healthcare IT • All rights reserved • www.HarmonyHIT.com • (800) 781-1044

HHIT Solution & Services

Our Solution

HDA is a secure long-term storage solution for historical patient information. Designed exclusively as a repository for patient and healthcare related data look-up, HDA is easy-to-use and easy-to-access. It is essentially an intuitive search engine which requires little to no user training, making it easy to implement and administrate over time. The application can be installed on premise in a virtual environment or hosted in HHIT's Tier III data center. The application can be accessed from a desktop or from within an EHR through an application programming interface (API). Accessible on a variety of devices, it makes historical patient data accessible by providers at the point of care when it's needed most. HDA is able to meet interoperability requirements, it also enables care collaboration and patient information sharing among providers.

Our Services

HHIT's Professional Services supply and support your organization with experienced and seasoned professionals to compliment the HDA. Our team has extracted demographic, financial and healthcare data from hundreds of Ambulatory, Acute, Ancillary and ERP Systems. We will consult with you on the who, what, when and how of legacy system health data storage, destruction and eDiscovery. To help you avoid the cost and complexity of a full system conversion, we provide legacy ERP and EMR storage so historical records are where you need them when you need them. The legacy EMR or ERP system then gets decommissioned and its maintenance costs, risks and burdens eliminated. As the care continuum becomes more connected, we also help with healthcare data storage, data integration, interfacing, transactions, exchange, registries and analysis.

Data Extraction & Migration – We have extracted demographic, financial and healthcare data from hundreds of Ambulatory, Acute, Ancillary, ERP, and other Systems.

Compliance & Legacy Health Data Consulting – We will consult with you on the who, what, when and how of legacy system health data storage, destruction, and eDiscovery.

Archiving & System Decommissioning – To help you avoid the cost and complexity of a full system conversion, we provide legacy ERP and EMR storage so historical records are where you need them when you need them. The legacy EMR or ERP system then gets decommissioned and its maintenance costs, risks and burdens eliminated.

Data Analysis for ACOs & HIEs – As the care continuum becomes more connected, we also help with healthcare data storage, data integration, interfacing, transactions, exchange, registries and analysis.

Bottom Line: *Tell us what you need. We'll mine both legacy and active data, putting it into the required format. We have delivered data management solutions within the Healthcare Industry since 2007. Our focus has always been on meeting our customers business needs with a focus on systems and data unique to Health Systems and Hospitals.*

©2019 Harmony Healthcare IT • All rights reserved • **www.HarmonyHIT.com** • **(800) 781-1044**

B. Brief description of Company's qualifications to perform Scope of Services requirements.

Harmony Healthcare IT & HealthData Archiver®

HHIT is a legacy data management company that archives patient and employee data from software and applications being replaced by incoming systems and/or slated for retirement. Our standardized and repeatable approach allows applications and servers to be decommissioned, eliminating the need for healthcare organizations to keep out-of-production systems up and running in read-only format simply to view, access and release historical records. HDA is a long-term, HIPAA-compliant, data storage solution aligned to meet our customer legacy data management initiatives, with benefits such as:

- Reduction in overall cost, minimizing substantial legacy system maintenance costs,
- Protection of resources, eliminating the burden of IT staff to administer legacy systems and support users on outdated applications,
- Mitigation of technical risk as servers and applications age during data retention periods,
- Consolidation of legacy data silos into a single repository that efficiently stores terabytes of historical records,
- Integration of the archived records, via single sign-on (SSO), to the go-forward EMR system so providers can make informed care decisions based on the comprehensive clinical patient narrative,
- Configuration and rule-based conformation of Health Information Management (HIM) workflows to support efficient and effective release of information (ROI) fulfillment, as well as, record purge and destruction for years to come, and
- Organization of readily available eDiscovery searches for patient or employee records as well as privacy and security compliance with state, federal and agency record retention mandates.

A Complete Data Lifecycle Management Solution

HHIT will provide Hawaii Health Systems Corporation (HHSC) with enterprise-wide access to organizational data from multiple systems, in a timely, complaint, and user-friendly manner. Our tools and techniques range across the methods mention as we extract from over 350+ source system types comprised of any available data type and format. HHIT can connect and extract data from any legacy system and/or application with database access and if the database is not encrypted. Data may be analyzed and profiled as part of the ETL (Extract Transform Load) Process. HHIT resources will be made available to provide 24/7 support. Our key differentiators include:

- **Turn-Key Solution & Services** – HHIT will assume all responsibility for getting the data out of your identified systems to be stored within the database. This minimizes the burden on your staff and/or the need to contract with your legacy vendor or a third-party for assistance. HHIT prides itself on our data lifestyle management solution and the systematic provision of project management services. Our goal is to be one of the easiest vendors in the healthcare IT industry with which to work.
- **Flexible Database Structure** – HDA's database structure is flexible and can be set-up to meet the needs of any existing system. While data is normalized when and where possible, a

©2019 Harmony Healthcare IT • All rights reserved • www.HarmonyHIT.com • (800) 781-1044

flexible database structure allows customization to meet your business needs and clinical requirements. Our approach allows the addition of unique and/or custom fields to the database rather than converted into pre-existing fields, bypassing the need to perform a complex and costly data conversion. Patient Data from multiple systems and data types is imported to one, single vendor neutral database and is accessible by user permissions with the ability to exported as a .pdf, MS Excel, printer, or another compliant device. This consultative approach helps our clients keep projects timelines on schedule.

- **Discrete Data Preservation** – HHIT will maintain data integrity and discreteness where possible. This allows for improved search, reporting and data mining capabilities.
- **Data Integration** – HDA provides a platform that can easily be integrated with your organizations incoming or existing applications, i.e. Active Directory or EHR platform.
- **Regulatory and HIPAA** – HDA has the required functionality to facilitate your HIPAA compliancy. Maintaining the privacy and security of client information is critical to HHIT's continued success. All known and up-to-date Regulatory Changes are incorporated into our solutions. These include items like robust user account controls, data at rest and in transit encryption, comprehensive audit logging and reporting, data purge capabilities and Active Directory Integration. HHIT will provide an archive of electronic patient records and complies with policies and procedures necessary to appropriately protect the confidentiality, integrity, and availability of HHIT information systems and PHI according to the latest Health Insurance Portability and Accountability Act of 1996 (HIPAA) and other applicable security requirements.
- **Systematic Approach & Methodologies** – HHIT is an all-inclusive, Hi-Trust certified vendors, supplying both product and professional services. HDA is developed and owned by HHIT, uniquely focused on simplicity and efficiency. Our approach includes policies and proven methodologies innovative, and proprietary features & tools
- **Experience & History** – The Partners and leaders of HHIT have worked together for 25+ years. As well as servicing its archive clients, HHIT provides support to over 3,000 Eligible Professionals that use The Medical Manager Suite of Practice Management products. It is this extensive Ambulatory background, coupled with an intimate knowledge of the acute-care space and its applications, that make us unequalled in our ability to both address today's needs and to confidently grow with your organization as it adds future applications.

Years in Business

HHIT was established in 2006. Our focus has always been on meeting our customers business needs with a focus on systems and data unique to Health Systems and Hospitals.

Company Resources

Total Worldwide: 100+
Total Business Development: 10
Total Product Development / Implementation Support / Help Desk FTEs: 65

Company Locations/Regions of Operation

HHIT is headquartered in South Bend, IN with multiple satellite offices throughout the United States. HHIT currently supports over 500 customers in 43 states. Our organization services customers across all North American time zones.

©2019 Harmony Healthcare IT • All rights reserved • www.HarmonyHIT.com • (800) 781-1044

State of Hawaii presence
N/A

State of Incorporation
Indiana

C. DESCRIPTION OF THREE (3) PAST and/or PRESENT CONTRACTS DEMONSTRATION COMPANY QUALIFICATIONS

Brief description of three (3) past and/or present contracts demonstrating Company's qualifications, experience and performance. Include customer name, contact name and telephone number. If not available, provide contact name and telephone number of three (3) references that can discuss your Company's qualifications, experience and performance.

Reference #1:	
Organization name	**University of South Alabama Health System**
Location	Mobile, AL
Size and type of organization	Health System Size: 2 hospitals, 30 clinics
Contact information	**Tom Kennedy, IT Manager** *HHIT will facilitate direct communication*
Brief Description of the Project	Functional Areas Archived: EHR, PM, Lab, Ancillary, Systems Archived: 1. Siemens Soarian - clinicals 2. Siemens Invision - Rev cycle 3. Sunquest LIS 4. Varian ARIA - Oncology information system 5. NexGen - Ambulatory
Company web address	https://www.southalabama.edu/

Reference #2:	
Organization name	**San Francisco Department of Public Health (SFDPH)**
Location	San Francisco, CA
Size and type of organization	Health System Size: 3 Hospitals, 26 Practices
Contact information	Tina Lee, MPH - Metrics, Analytics and Data Integration (MADI) Director, San Francisco Department of Public Health, Information Systems *HHIT will facilitate direct communication*
Brief Description of the Project	Functional Areas Archived: EHR, PM, Pharmacy, Surgery Systems Migrated to Epic: Invision (Cerner), Lifetime Clinical Record (LCR), eClinicalWorks (eCW), Pulsecheck, Netsmart Avatar, Jail Information Systems

©2019 Harmony Healthcare IT • All rights reserved • **www.HarmonyHIT.com** • **(800) 781-1044**

	Systems Currently Scoping for Archive: 1. Invision (Cerner) 2. Lifetime Clinical Record (LCR) 3. eClinicalWorks (eCW) 4. Surgical Information Systems (SIS) 5. PeriGen WatchChild 6. ICCA (Philips) 7. Pulsecheck 8. Netsmart Avatar 9. Jail Information Systems
Company web address	https://www.sfdph.org/dph/default.asp

Reference #3:	
Organization name	**Spectrum Health**
Location	Grand Rapids, MI
Size and type of organization	Health System Size: 12 Hospitals, 200 practices
Contact information	Thomas Branigan, Project Manager, Continuing Care *HHIT will facilitate direct communication*
Brief Description of the Project	Functional Areas Archived: Clinical, PM, EHR, Homecare, Accounting, Lab, Rev Cycle, Accounting, HR/PR, Lab, Document/Imaging, General Ledger (GL) Systems Archived: Allscripts Homecare, Allscripts PM/EMR, Allscripts Pro EHR, AmazingChart, Aprima PM/EMR, Blueware Clinical, CareTracker, eCW EMR/PM, gloStream, Greenway Integry, Greenway PrimeSuite Clinical, Healthline, McKesson Homecare, Meditech , Meridian Clinical, Misys PM, Misys Tiger PM, NextGen – EMR/PM, Practice Partners, RX30, SRS, Vista Keane – clinical, Vista Keane – G/L, HR/PR, RC Systems Currently Scoping: EndoPro IQ HDA, ExitCare, Steerling, Healthquest, Canofile, ABRIA, Dairyland, NuCams, Cerner Extended Care, Cerner Millenium , Misys Tiger, Attendence Enterprise, Allscripts CareInMotion Data Migration: Vitera Integry Migration to Epic Go-Forward Solution: Epic Single-Sign On: No Transaction Posting Module: Yes
Company web address	https://www.spectrumhealth.org

©2019 Harmony Healthcare IT • All rights reserved • www.HarmonyHIT.com • (800) 781-1044

D. Company financial statements for the past two years, preferably audited, or a copy of filed tax returns. Certified Balance & Income Statements are acceptable; keep documentation simple/limited. If not available or applicable, please explain reason(s) why.

The past two years of audited financial statements can be provided in a password protected format by contacting Scott Kidder, VP of Business Development, at skidder@harmonyhit.com.

E. Litigation

N/A

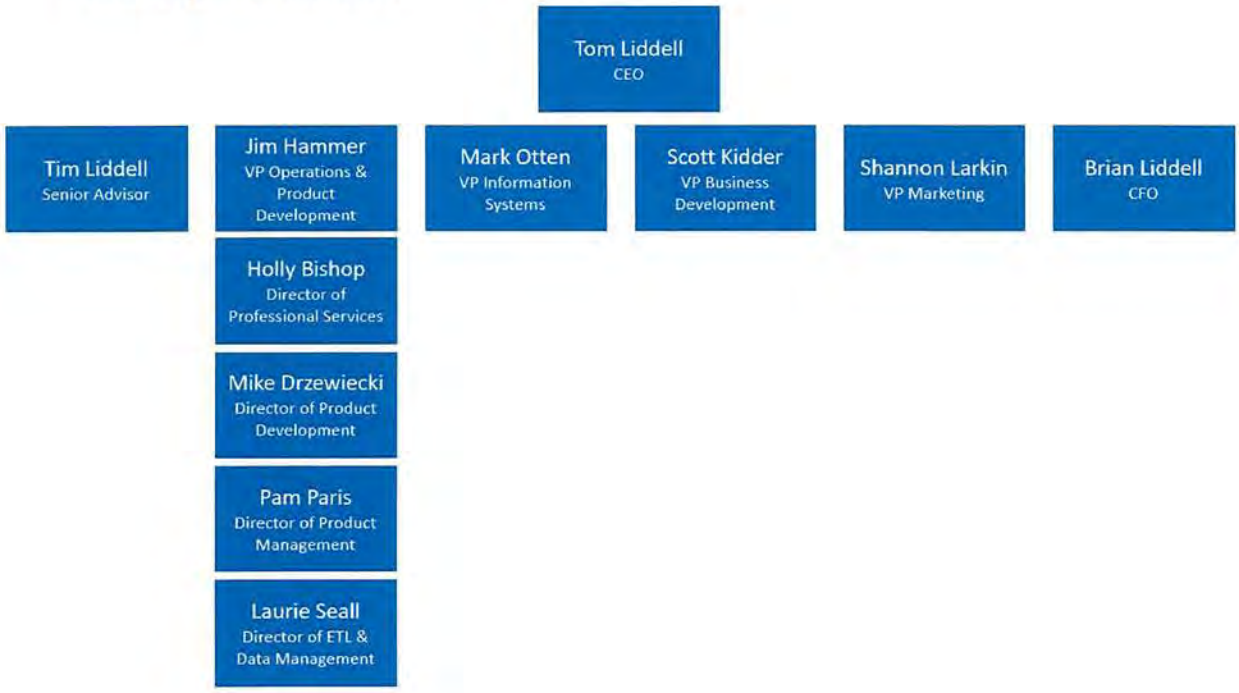
©2019 Harmony Healthcare IT • All rights reserved • www.HarmonyHIT.com • (800) 781-1044

Personnel Organization and Staffing

HHIT's personnel organization and staffing relative to performing requirements set forth in the Scope of Services, as follows:

A. Company's managerial organizational chart and resumes of key positions.

HHIT Organizational Chart



©2019 Harmony Healthcare IT • All rights reserved • **www.HarmonyHIT.com** • **(800) 781-1044**

HHIT Leadership Team and Resumes of Key Positions

Tom Liddell

Tom is an Advising Manager for Harmony Healthcare IT, serving as Chief Executive Officer. He has over 30 years of experience in healthcare information technology. He was President and Co-Founder of SMI, a healthcare technology firm located in Indiana. SMI was a part of an initial public offering that formed Medical Manager Corp (MMC) where Tom served as a Sr. Vice President. MMC was merged into WebMD where he held positions of Senior Vice President of Marketing and Business Development as well as Senior VP of Product Management. As Senior VP of Product Management, Tom was responsible for the development and launch of a new fully integrated financial system and electronic health record. Since 2006, he has provided senior level consulting for a variety of healthcare technology companies, health information exchanges and a regional laboratory. In his career, Tom has been responsible for overall design of Cerner Millennium multi-hospital and laboratory health information exchange platforms. Additionally, he has designed methods of data extraction, integration and backup solutions to better support healthcare integration. Today, he participates in every facet of the business, providing vision and operational guidance.

Brian Liddell

Brian is a Senior Manager with Harmony Healthcare IT, serving as Chief Financial Officer. He has over 15 years of information technology work experience since graduating from the Indiana University Kelley School of Business in 2001. Assisting with the formation of Harmony Healthcare IT, Brian has gained healthcare domain expertise in revenue cycle management, practice management systems, electronic health records, analytics tools and data extraction/migration/retention. Brian is an integral part of the management team with core competencies in finance, budgeting, forecasting, expense control, risk mitigation, human resources, commercial property management and real estate. He manages partner relationships, review of legal agreements, contract negotiations and financial modeling. He contributes to business planning and strategy development.

Jim Hammer, PMP

Jim is a Senior Manager with Harmony Healthcare IT, serving as VP of Product & Program Management. He has over 25 years of experience in practice management and healthcare information technology. He began in healthcare as a Director of Business Operations at a large Integrated Delivery Network in Northern IL. That role allowed him to transition well into health information technology where he led national implementation efforts for Medical Manager Corp (MMC) and later served as Regional Director of Implementation. MMC was merged into WebMD where Jim held the position of National Director of Product Management. In this role, he was responsible for the deployment and release of seven clinical and financial product lines. Before coming on board full time at Harmony Healthcare IT, Jim consulted on turn-around projects for health IT firms and contributed significantly to efforts around health information exchange. Today, Jim is responsible for the overall design and development of Harmony Healthcare IT products and services as well as program and project management. An innovator, Jim strives to keep the improving the company by encouraging the use of LEAN methodology in each area of the business.

Shannon Larkin

Shannon is a Senior Manager with Harmony Healthcare IT, serving as the VP of Marketing. She has 25 years of experience working in healthcare as a medical biller, practice management system and electronic health records (EHR) trainer and health IT marketer. She was Marketing Manager for PAC-COMP, a health IT firm which went through an initial public offering to become Medical Manager Corp (MMC). MMC was merged into WebMD where Shannon held the position of Director of Marketing. In this role, Shannon was responsible for both strategic and tactical marketing of ten product lines ranging from clinical to practice management to revenue cycle management. As that company changed hands over time, Shannon was responsible for re-branding. She has experience with marketing strategy, positioning, messaging, event management, mergers and acquisitions, product launch and digital marketing. Today, she contributes in the areas of business development, channel partner management, sales and product marketing.

©2019 Harmony Healthcare IT • All rights reserved • www.HarmonyHIT.com • (800) 781-1044

Scott Kidder

Scott is a Senior Manager with Harmony Healthcare IT, serving as the VP of Business Development. With over 20 years of experience in healthcare information technology, Scott started his career with Marsh & McLennon where he was an Associate Vice President for their STARS Risk Management Information System division. In 2005, Scott joined the Michiana Health Information Network (MHIN) where he oversaw operations and business development for the Cerner-based health information exchange for eight years. At Harmony Healthcare IT, Scott establishes meaningful business partnerships, designing data availability and archive solutions for both acute and ambulatory care facilities. He is responsible for sales strategy and processes, which includes establishing pricing and packaging, engineering systems to meet the needs of prospective customer and ensuring a smooth transition to project management and deployment.

B. Key personnel identified to perform services, including: name, years of experience, years with the Company, qualifications and verifiable references (with contact telephone numbers), if any.

HHSC will be assigned a "My HealthData Archiver®" team once contracting has completed. Assignment and identification of resources occurs at this time.

Project Engage

Purpose – To enhance the client experience during a HealthData Archiver® project through standardized and organized Harmony Healthcare IT-Client communication tactics.

Goals

- Standardize communications, forms, and other document assets used to collect and share information to accomplish project tasks.
- Provide a reference point/ library for all communications and associate document assets.
- Identify areas to measure quality throughout the project.

HHIT Resources – My HealthData Archiver® Team	
Executive Sponsor	Provides overall leadership and direction to the project team.
Project Manager	Oversees the planning, resourcing and execution of each individual archive project. Manages all communications and provides routine status updates.
Systems Analyst (1-2)	Executes the data extraction, migration and archive development.
Data Integration (1-2)	Executes the data extraction, migration and archive development.
Implementation • **Team Lead** • **Specialist (1-2)**	• Team Lead: Develops the technical strategy for data extraction and migration and leads the technical resources. • Implementation Specialist: Executes the data extraction, migration and archive development.
Administration • **Specialist** • **A/R Finance**	Provides support for the application team as needed.
Account Executive	Handles client relations including the evaluations of any new system to be archived.

©2019 Harmony Healthcare IT • All rights reserved • **www.HarmonyHIT.com** • **(800) 781-1044**

Management and Control

Provide a detailed summary of the methodology relative to performing requirements set forth in the Scope of Services, as follows:

A. Assignment and management of personnel.

Harmony Healthcare IT - Professional Services
HHIT is a full-service vendor – we take responsibility for the entire legacy archive program and perform the ETL (extract, transfer, & load) process. There are no resources required from HHSC for the data extraction process. HHIT recommends the following resources to ensure success:

VENDOR ROLES

HHIT appoints a project manager who is principally responsible for ensuring that the scope of work is executed on time and on budget with appropriate resources allocated. The project manager performs the following activities:

- Manages day-to-day project activities
- Provides regular updates on budget and project status
- Shares all details of project management documents, schedules, resource skill sets and FTE estimates and plans
- Participates in relevant onsite meetings as planned ahead and made part of the project plan
- Identifies project risks and contingency planning
- Identifies the number of client staff required and their roles
- Proactively facilitates project planning, decision-making and problem solving
- Manages identified project requirements
- Participates in the testing phase to resolve issues discovered during implementation
- Coordinates training of client user and administrative staff to support the system
- Transitions account to appropriate technical maintenance and support

Additionally, HHIT will perform the following:

- **Data Extraction** - Extraction of all relevant data to be archived and migration into an intermediary SQL-based universal database for filtering and manipulation.
- **Data Migration** – Migration of all data into the Health Data Archiver universal database, retaining data discreteness when and where possible.
- **Health Data Archiver** – Building of the HHIT Health Data Archiver (A HIPAA-compliant, virtual server based, vendor-neutral data archive accessible through any web browser) populated with historical information in a searchable, printable and reportable format with unlimited user licenses.
- **Validation** - The final validation and approval of the archive is an important step for project completion. HHIT will schedule a mutually agreed upon window, usually two weeks, to perform final archive validation.

©2019 Harmony Healthcare IT • All rights reserved • www.HarmonyHIT.com • (800) 781-1044

B. Coordination of requirements with HHSC personnel.

CUSTOMER ROLES

The HHIT Project Manager will coordinate with HHSC. Minimal time allocation for collaboration with our project team is required from HHSC personnel:

- Project Manager – This resource will act as the primary liaison between HHIT and the other resources associated with the project. The client PM serves as HHIT's point of contact for decision making during the implementation of HDA, and will also have the following responsibilities at the individual data source level: (Ensure that key dates are met by organization, Serve as the point of contact for communications to the organization regarding overall project progress, Coordinate all project team members, Schedule status meetings with the project team, as appropriate, Help determine users who will access the system)
- IT Systems Analyst – This individual will be responsible for ensuring that appropriate hardware and software has been secured and configured. This individual will also have the following responsibilities at the project level: (Provide source system connectivity and access at the database and application layers for data extraction and system analysis/data layout requirements purposes, Setup SFTP/secure remote drive connectivity to allow for file extracts/transfers, Provision Virtual Machine (VM) resources per archival environment as needed.)
- IT Security/User Administrator – This individual will be responsible for identifying all resources that require HDA access and then assigning and maintaining appropriate user access. (Definition of access groups within Active Directory, if utilized.)
- Subject Matter/Application Functionality Expert(s) – This individual should be familiar with the overall functionality of the legacy system(s). This individual should also be able to represent the needs of both manager and staff-level end users as they relate to key application functionality moving forward. This individual will also have the following responsibilities at the individual application level: (Review HDA functionality to ensure that the data displayed will meet all user requirements, Assist with data validation and testing to ensure data in scope is archived successfully.)

C. Problems anticipated, if any.

N/A

©2019 Harmony Healthcare IT • All rights reserved • www.HarmonyHIT.com • (800) 781-1044

Supporting Documentation – Proprietary

For the HHSC evaluation committee review supporting documentation and supplementary materials are referenced and are provided as separate attachments, including:

- Attachment I - Harmony Healthcare IT for Hawaii Health Systems Corporation
- Attachment II – HHIT HealthData Archiver® Discovery Process
- Attachment III – HHSC Legacy System Archive Plan (estimated)
- Attachment IV – Product Training Overview
- Attachment V –Training Materials (Sample)
- Attachment VI – DR-2017-Type 2 SSAE 18-Final Report
- Attachment VII – HHIT Data Center Specifications
- Attachment VIII – HHIT Infrastructure Security and Disaster Recovery Overview
- Attachment VIIII – HHIT Service Level Agreement (SLAs)

©2019 Harmony Healthcare IT • All rights reserved • **www.HarmonyHIT.com** • **(800) 781-1044**

Appendix A: MINIMUM REQUIREMENTS

HHIT confirms the ability to meet HHSC's Minimum Requirements as set forth in the scope of services, including, not limited to:

RFP HHSC NO: 19-016, Section 2, Minimum Requirements

1. Partitioning the data by region. This can be done either logically (security), physically or both ☒ Yes
2. Ability to work down AR in the archiving solution (see specifications on page) ☒ Yes
3. Maintain the legal health record for 25+ years ☒ Yes
4. Respond to court orders/subpoenas with all relevant documentation ☒ Yes
5. HIPAA compliant with role-based access control ☒ Yes
6. Easily accessible to view or print ☒ Yes
7. Simple staff training to retrieve archived data for new and existing staff members ☒ Yes
8. Low staffing requirement to maintain and support the archiving system ☒ Yes
9. 24x7 support ☒ Yes
10. Proven ability to archive Cerner Soarian related applications, including: Soarian ☒ Yes EDM/Document Management, Soarian Clinicals, Soarian Financials, Soarian Pharmacy/MAK, Soarian Scheduling, SIS, Syngo, and MS4. ☒ Yes
11. Proven ability to archive McKesson Series, McKesson Claims Administration, Midas, MDS, and 3M ChartRelease ☒ Yes
12. Able to archive other legacy applications based on HHSC's timeline and phase approach ☒ Yes

Formats

1. TIFF ☒ Yes
2. PDF (multi & single page) ☒ Yes
3. HTML ☒ Yes
4. CSV ☒ Yes
5. Documents with templates or overlays ☒ Yes
6. Structured query language (SQL) database back up ☒ Yes
7. ASCII text, tab-delimited variable length records format with a header row ☒ Yes
8. Database copies requiring parsing out the data by MET ☒ Yes
9. Take data in any format as determined by source systems ☒ Yes

Media

1. Aegis 4 TB hard drive ☒ Yes
2. Apricorn Hardware Encrypted drives ☒ Yes
3. FIPS compliant USB drives ☒ Yes
4. eSFTP ☒ Yes
5. IFS directory ☒ Yes
6. TBD – extraction media/method for MS4 ☒ Yes
7. Take data in any media as determined by source systems ☒ Yes

©2019 Harmony Healthcare IT • All rights reserved • www.HarmonyHIT.com • (800) 781-1044

Project Stages & Activities

Preparation/Kickoff

- Identify resources for the effort (technical, PM, advisory, training) ☒ Yes
- Establish timeline ☒ Yes
- Define Scope ☒ Yes
- Gather and assess specifications ☒ Yes
- Cross-reference mapping ☒ Yes

Analysis

- Review HHSC requirements ☒ Yes
- Perform analysis of data sample ☒ Yes

Design & Build

- Define how to organize the data ☒ Yes
- Finalize design requirements ☒ Yes
- Perform data mapping ☒ Yes
- Conduct initial extraction ☒ Yes

Test & Validation

- Testing and Validation done by IT conversion & SME team ☒ Yes
- Plan steps and timing for conversion process prior to the Go-Live ☒ Yes

Training & Go Live

- Train identified HHSC users ☒ Yes
- Convert the data at go live ☒ Yes

Support & Maintenance

- Monitor operations to ensure that archive operations continue to support desired service levels and access requirements. ☒ Yes

©2019 Harmony Healthcare IT • All rights reserved • **www.HarmonyHIT.com** • **(800) 781-1044**

AR Rundown Requirements - Overall

Ability to pull up the patient by:

- Name ☒ Yes
- encounter number ☒ Yes
- claim number (start with S) ☒ Yes
- RG number (receivable group number) ☒ Yes

Ability to see all accounts that patient has:

- with start and stop dates ☒ Yes
- where the patient was at (receivable group) which hospital ☒ Yes
- participating provider ☒ Yes
- type of account, IP, outpatient , waitlisted ☒ Yes
- total insurance dollar balance ☒ Yes
- total guarantor dollar balance ☒ Yes
- if account is in bad debt (bad debt indicator) ☒ Yes

Notes (most current on top)

- able to review all notes on the encounter ☒ Yes
- able to add notes to the account ☒ Yes

Individual accounts:

Patient demographics (with ability to update)

- name ☒ Yes
- address ☒ Yes
- date of birth ☒ Yes
- phone ☒ Yes
- if patient is child, parents information (name, contact info) ☒ Yes

Account info:

- dates of service ☒ Yes
- receivable group or encounter location ☒ Yes
- billing period dates ☒ Yes
- responsible parties (insurance and guarantor) ☒ Yes
- insurance name, policy number, effective/term dates and insurance address ☒ Yes
- indicate primary/secondary ☒ Yes
- ability to update insurance information ☒ Yes
- any balances in the responsible parties ☒ Yes
- bill claim number and date sent ☒ Yes
- total charges (all detail) ☒ Yes

1. must show credits (reversals) ☒ Yes

©2019 Harmony Healthcare IT • All rights reserved • **www.HarmonyHIT.com** • **(800) 781-1044**

2. must show late charges ☒ Yes
3. description, rev code, procedure code, quantity, price ☒ Yes

- able to post a payment or adjustment and accurate reflect the new balance ☒ Yes
- able to move a balance from insurance to guarantor and vice versa and shown new balance ☒ Yes
- able to see all payments and adjustments including credit balances ☒ Yes

1. detailed by payor and guarantor ☒ Yes
2. detailed by description and dollar of payment and adjustments ☒ Yes
3. show the remit date and posting date of insurance ☒ Yes

- ability to transfer payment from one account to another ☒ Yes
- ability to refund ☒ Yes
- incident information ☒ Yes

1. date, time, type, description, location ☒ Yes

- maintain encounter history (shows the different level of care changes) ☒ Yes

Coding information

- final documents ☒ Yes
- procedures (dates and codes) ☒ Yes

©2019 Harmony Healthcare IT • All rights reserved • **www.HarmonyHIT.com** • **(800) 781-1044**

RFP No: HHSC 19-016
COMPETITIVE SEALED PROPOSALS TO PROVIDE:
Phased Legacy Data Archiving Solution for Hawaii Health Systems Corporation

Harmony Healthcare IT Price Proposal

HEALTHDATA ARCHIVER

Access Historical Records. Simply.

harmony HEALTHCARE IT

©2019 Harmony Healthcare IT • All rights reserved • www.HarmonyHIT.com • (800) 781-1044

Phased Legacy Data Archiving Solution

RFP No: HHSC 19-016

Table of Contents

SUMMARY 3
Goals and Objectives 3
General Assumptions 4
Scoping Considerations 4
The Proposed Solution 5
Phase I: Kauai Region 5
Phase IA: Kauai Region 5
Phase II: Regions associated per system 5
Delivery Schedule 7
Approach 7
Investment Model & Pricing 8
SUMMARY OFFER 9
Investment Summary 9
Phase IA 11
Appendix 1: HHIT Professional Services & HDA Features 14

©2019 Harmony Healthcare IT • All rights reserved • **www.HarmonyHIT.com** • **(800) 781-1044**

SUMMARY

Clearly, concisely and briefly summarize and highlight the contents of the price proposal, in such a way as to provide HHSC with a broad understanding of the unique, most promising aspects of the proposal.

The Harmony Healthcare IT Price Proposal for Hawaii Health Systems Corporation RFP No: HHSC 16-2019 is a proposed investment model and cost for your phased legacy data archiving solution. The price proposal is in a Not-To-Exceed (NTE) and Total Cost of Ownership (TCO) format. Harmony Healthcare IT (HHIT) agrees to provide services to the Corporate Office and/or to one or more of the four (4) HHSC regions consisting of the following hospitals (hereinafter, HHSC), if and when requested, throughout the life of this Agreement, should Hawaii Health Systems Corporation (HHSC) have the need to eliminate or add a facility to its system-wide inventory.

We hope our proposal illustrates to HHSC a comprehensive understanding of your legacy data management goals, as well as HHIT's ability to meet your needs and deliver a successful program. HHIT's 4-Step Data Delivery Plan and HealthData Archiver® (HDA) enables legacy system data for organizational use where, when, and how it's needed. Expected results for your organization are to reduce costs, minimize risk, maximize access to legacy data, and create efficient workflows which comply to legal & regulatory requirements.

HHIT agrees to provide services to HHSC facilities at the discretion of HHSC.

- **East Hawaii Region**: Hilo Medical Center, Hale Ho'ola Hamakua, Ka'u Hospital;
- **West Hawaii Region:** Kona Community Hospital, Kohala Hospital;
- **Oahu Region**: Leahi Hospital, Maluhia, Kahuku Medical Center;
- **Kauai Region**: Kauai Veterans Memorial Hospital, Samuel Mahelona Memorial Hospital, and the West Kauai Clinics including Port Allen, Waimea and Kalaheo;
- **Maui Region Data**: Maui Memorial Medical Center, Kula Hospital, Lanai Community Hospital; and the
- **HHSC Corporate Office.**

Goals and Objectives

Hawaii Health Systems Corporation (HHSC) seeks to extract and archive data from legacy systems allowing for the decommissioning of these systems while maintaining access to the historical information through HealthData Archiver® (HDA) by Harmony Healthcare IT (HHIT). HHSC's four (4) core business requirements, include:

- Partitioning the data by region. This can be done either logically (security), physically or both
- Ability to work down AR in the archiving solution
- Maintain the legal health record for 25+ years
- Respond to court orders/subpoenas with all relevant documentation

©2019 Harmony Healthcare IT • All rights reserved • **www.HarmonyHIT.com** • **(800) 781-1044**

General Assumptions

1. **Required database credentials** – Required credentials for backend source database access will be provided.
2. **Source database is intact and in functional order** – No corrupt or malformed data caused by malfunctions of the source system and/or its ancillary hardware and software components.
3. **Documents and images are accessible** – All scanned, non-structured, and system-generated documents/images are neither in a compressed or nor proprietary format.
4. **For Extract, Transfer & Load (ETL) work to be performed by HHIT:**
    a. **Standard data drivers** – The necessary data drivers are in place to extract the database and supporting data elements.
    b. **Local administrator rights** – HHIT will be granted local administrator rights for access and installation of required data extraction tools on the source application server(s).
5. **For data delivered to HHIT by the Source System Vendor, below is a summary of the data extracts:**
    a. HS Solutions included in Cerner extract estimates - Soarian Financials, Soarian Scheduling, Soarian Clinicals, Soarian Critical Care, Pharmacy/MAK, Soarian Document Management, MS4 General Financials.
    b. Third-party data extracts not included in Cerner extract estimates.
    c. Soarian Clinicals and Soarian Financials data extract will be delivered as a database copy which will require parsing out the data by MET. The SC and SF database backup files will not be transmitted via WAN/VPN and will be sent via FIPS compliant USB drives to be provided by either by the Client or third-party archiving vendor.
    d. Soarian Critical Care data extract will be delivered in an ASCII text, tab-delimited variable length records format with a header row for each table.
    e. Soarian Critical Care will also include a full SQL back up of all Soarian Critical Care databases (gateway, prodb and prodbarchive).
    f. MS4 data will be delivered in an ASCII text, tab-delimited variable length records format with a header row.
    g. Pharmacy data will be delivered as a structured query language (SQL) database back up.
    h. Soarian Document Management data extract will be delivered in a delimited file containing patient demographic information.

Scoping Considerations

The system details and archiving requirements relating to this Initial Pricing Estimate were gathered based on assumptions, including but not limited to the assumption that the client will provide us with administrative level access to the servers and databases; that all discrete data is in a non-proprietary format; and that all scanned, non-structured, and system generated documents to be archived are not in a compressed or proprietary format. Significant variance from this information may result in a Change Order.

©2019 Harmony Healthcare IT • All rights reserved • www.HarmonyHIT.com • (800) 781-1044

The Proposed Solution

HHIT proposes the archival of the following data sources developed using HHSC's phased approach for the legacy data archival program, incorporating the enterprise-wide goals & objectives for HHSC Corporate and distinctions within each region's specific business and functional requirements. Scope per phase is as listed below,

Phase I: Kauai Region

- Soarian Document Management (Cerner)

Phase IA: Kauai Region

- Soarian Document Management (Cerner)
- Soarian Financials (Cerner)
  - Including Transaction Posting Module (TPM), allowing the ability to work down A/R within the archive

Phase II: Regions associated per system

System	Region	Hospital / Clinical Name
1. 3M Chartrelease (3M)	West Hawaii Maui *	• Kona Community Hospital • Kohala Hospital • Maui Memorial Medical Center • Kula Hospital • Lanai Community Hospital • Memorial Hospital
2. 3M HDM (3M)	West Hawaii Maui * Oahu	• Kona Community Hospital • Kohala Hospital • Maui Memorial Medical Center • Kula Hospital • Lanai Community Hospital • Leahi Hospital • Maluhia Hospital
3. Critical Care (Cerner)	West Hawaii Maui *	• Kona Community Hospital • Maui Memorial Medical Center
4. MS4 (Cerner)	East Hawaii West Hawaii Maui * Corporate	• Hilo Hospital • Kau Hospital • Hale Ho'ola Hamakua • Kona Community Hospital • Kohala Hospital • Maui Memorial Medical Center • Kula Hospital • Lanai Community Hospital • Corporate Office • (Not sure of Kahuku Hospital)

©2019 Harmony Healthcare IT • All rights reserved • www.HarmonyHIT.com • (800) 781-1044

5. Pharmacy (Cerner)	West Hawaii Maui Region* Kauai	• Kona Community Hospital • Kohala Hospital • Maui Memorial Medical Center • Kula Hospital • Lanai Community Hospital • Kauai Veterans Memorial Hospital • Samuel Mahelona Memorial Hospital
6. SIS Com / SIS OR Anesthesia / SIS Analytics (Surgical Information Systems)	West Hawaii Maui *	• Kona Community Hospital • Maui Memorial Medical Center
7. Soarian Clinicals - CPOE, EDIS, Pdoc, AT Assessments (Cerner)	West Hawaii Maui * Kauai	• Kona Community Hospital • Kohala Hospital • Maui Memorial Medical Center • Kula Hospital • Lanai Community Hospital • Kauai Veterans Memorial Hospital • Samuel Mahelona Memorial Hospital
8. Soarian Clinicals - ED (Cerner)	West Hawaii Maui *	• Kona Community Hospital • Kohala Hospital • Maui Memorial Medical Center • Kula Hospital • Lanai Community Hospital
9. Soarian Document Management (Cerner)	West Hawaii Maui *	• Kona Community Hospital • Kohala Hospital • Maui Memorial Medical Center • Kula Hospital • Lanai Community Hospital
10. Soarian Clinicals (Cerner)	West Hawaii Maui *	• Kona Community Hospital • Kohala Hospital • Maui Memorial Medical Center • Kula Hospital • Lanai Community Hospital
11. Soarian Financials (Cerner)	West Hawaii Maui *	• Kona Community Hospital • Kohala Hospital • Maui Memorial Medical Center • Kula Hospital • Lanai Community Hospital
12. Soarian Scheduling (Cerner)	West Hawaii Maui *	• Kona Community Hospital • Maui Memorial Medical Center
13. Syngo Radiology Syngo Voice & Portal (Siemens)	West Hawaii Maui *	• Kona Community Hospital • Kohala Hospital • Maui Memorial Medical Center • Kula Hospital • Lanai Community Hospital

* Maui Region *(now Maui Health Systems)*

©2019 Harmony Healthcare IT • All rights reserved • **www.HarmonyHIT.com** • **(800) 781-1044**

The following services will be performed on each data source listed above.

1. **Data Extraction** – Extraction of all relevant data to be archived and migration into an intermediary SQL-based universal database for filtering and manipulation.
2. **Data Migration** – Migration of all data into the HealthData Archiver® universal database, retaining data discreteness when and where possible.
3. **HealthData Archiver®** – Building of the HHIT HealthData Archiver® (A HIPAA-compliant, virtual server based, vendor-neutral data archive accessible through any web browser) populated with historical information in a searchable, printable and reportable format with unlimited user licenses.
4. **Validation** – The final validation and approval of the archive is an important step for project completion. The vendor will schedule a mutually agreed upon window, usually two weeks, to perform final archive validation. At the completion of this period, if the data validation step has not been completed by the customer, the vendor reserves the right to invoice data hosting fees for the extended period of time required to complete the validation and provide final approval
5. **Application Hosting** – Hosting of the completed HealthData Archiver® in a Tier III data center – providing secure, encrypted remote access.
6. **Ongoing Support and Maintenance** – Helpdesk technical support available by calling the HHIT Support Desk at (800) 781-1044 or by emailing support@harmonyhit.com. Also includes availability of future software updates and upgrades.
7. **Additional Services**
   a. Transaction Posting Module (Phase IA)
   b. FairWarning Integration, a.k.a.

Delivery Schedule

HHIT has the capacity to scale its resources to meet mutually agreed upon timelines for completing the project. Licensee, in collaboration with HHIT, will establish the reasonable priority of systems archived as well as target kick-off and completion dates.

Approach

Upon proposal acceptance, HHIT will provide a detailed project plan based on agreed upon timelines and information management goals for each system.

©2019 Harmony Healthcare IT • All rights reserved • www.HarmonyHIT.com • (800) 781-1044

Investment Model & Pricing

Harmony Healthcare IT's investment model and pricing for HealthData Archiver ® (HDA) is based on the number, size, and complexity of data sources within the archive as well as the particulars of how you wish to use or access that data in the archive (i.e. screen designs, reports, etc). We determine these parameters as part of a pre-sales discovery process that includes an in-depth review of each specific data source with your subject matter experts and our archive design experts. Pricing consists of 4 components: software licensing (one-time, unlimited users, perpetual license per data source), professional services (extract, data modeling, archive build, data validation), annual maintenance and support (18% of software license), and hosting fees (including hardware, software, networking, OS and DB patching, data center services). Most work is done remotely, so there is usually no travel cost. HHIT proposals are scoped (through the discovery process) to be transparent and predictable so that we can offer our clients "not to exceed", firm pricing. We welcome the opportunity to conduct system discovery of the systems you are considering for your data management program.

1. All required software and services for the proposed application.
    a. Final proposals are submitted as a Not-To-Exceed (NTE) Total Cost of Ownership (TCO)
    b. Estimate Pricing to complete Scope of Work as discussed; based on the information available and other sources, such as published materials on organization
    c. Further discovery to be completed on each system prior to execution of contract
2. Annual Support & Maintenance Fee
3. Annual Hosting Fee (if Hosting is selected)
4. Hawaii General Excise Tax (4.5%)

©2019 Harmony Healthcare IT • All rights reserved • www.HarmonyHIT.com • (800) 781-1044

SUMMARY OFFER

Provide a detailed, line-item list (including at a minimum: description of price elements and personnel performing services; hours required; unit price; total price; taxes including Hawaii General Excise Tax) of any and all prices, with a summary total, representing the dollar amount offered (Summary Offer) to perform Scope of Service requirements of this RFP.

All worksheets and supporting documentation in determining the Summary Offer shall be provided with the proposal to verify validity of computations and determine if prices are "fair & reasonable". A further breakdown of price elements and/or price related information may be requested during proposal review and evaluation.

The Summary Offer shall represent the total amount offered; and, if proposal is accepted, the "Not to Exceed" maximum dollar amount of the contract.

Investment Summary

The following is a summary proposal to Hawaii Health System Corporation (HHSC) for Harmony Healthcare IT (HHIT) solution & services, including the implementation of HealthData Archiver® in a "Not to Exceed" maximum dollar amount contract.

HHIT proposals are scoped to be transparent and predictable so that we can offer our clients "not-to-exceed" (NTE) firm pricing on the application(s) slated for decommissioning. Features & functionality reviewed during the HDA product demonstrations are included in the total one-time investment, unless noted as a separate line-item. Most work is done remotely, so there is usually no travel cost.

If HHIT's pricing estimate provided to HHSC varies significantly from our competitors, and it is determined that we are comparing like-for-like services, HHIT is committed to a lower price than our competition.

©2019 Harmony Healthcare IT • All rights reserved • **www.HarmonyHIT.com** • **(800) 781-1044**

Phase I: *Kauai Region*

- Soarian Document Management (Cerner)

Table 1: Phase I – Investment Summary

Line Item	License Fee	Professional Services	Total
Systems to be Archived			
Phase I			
Soarian Document Management (Cerner)	$11,200.00	$32,400	$43,600
Additional Services			
Fairwarning Integration	$1,500		$1,500
Subtotal	$12,700	$32,400	$45,100
Hawaii General Excise Tax (4.5% if applicable)			$2,030
Total One-Time Investment	$12,700	$32,400	**$47,130**

Table 2: Phase I - Annual Investment (Hosted)

Annual Investment	Total
Annual Support and Maintenance	$2,286
Annual Hosting Fee (Up to 1 TB)	$5,000
Annual Raw Data Deep Archive	$2,500
Total Annual Recurring	**$9,786**

Table 3: Phase I - Annual Investment (On-Premise)

Annual Investment	Total
Annual Support and Maintenance	$2,286
Total Annual Recurring	**$2,286**

©2019 Harmony Healthcare IT • All rights reserved • **www.HarmonyHIT.com** • **(800) 781-1044**

***Phase IA**: Kauai Region*

- Soarian Document Management (Cerner)
- Soarian Financials (Cerner)
  - Including Transaction Posting Module (TPM), allowing the ability to work down A/R within the archive

Table 4: Phase IA – Investment Summary

Line Item	License Fee	Professional Services	Total
Systems to be Archived			
Phase IA			
Soarian Document Management (Cerner)	$11,200	$32,400	$43,600
Soarian Financials (Cerner)	$16,000	$52,800	$68,800
Additional Services			
Transaction Posting Module (Phase IA)	$8,800	$2,880	$11,680
Fairwarning Integration	$1,500	N/A	$1,500
Subtotal	$37,500	$88,080	$125,580
Hawaii General Excise Tax (4.5% if applicable)			$5,651
Total One-Time Investment	$37,500	$88,080	**$131,231**

Table 4: Phase IA – Annual Investment (Hosted)

Annual Investment	Total
Annual Support and Maintenance	$6,750
Annual Hosting Fee (Up to 1TB)	$5,000
Annual Raw Data Deep Archive	$2,500
Total Annual Recurring	**$14,250**

Table 5: Phase I – Annual Investment (On-Premise)

Annual Investment	Total
Annual Support and Maintenance	$6,750
Total Annual Recurring	**$6,750**

©2019 Harmony Healthcare IT • All rights reserved • **www.HarmonyHIT.com** • **(800) 781-1044**

Phase II: *Regions associated per system*

Table 6: Phase II – Investment Summary

Line Item	License Fee	Professional Services	Total
Systems to be Archived			
Phase II			
3M Chartrelease (3M)	$12,320	$31,680	$44,000
3M HDM (3M)	$5,040	$20,160	$25,200
Critical Care (Cerner)	$16,800	$57,600	$74,400
MS4 (Cerner)	$40,000	$96,000	$136,000
Pharmacy (Cerner)	$18,480	$47,520	$66,000
SIS (Surgical Information Systems)	$28,000	$86,400	$114,400
Soarian Clinicals - CPOE, EDIS, Pdoc, AT Assessments (Cerner)	$56,000	$105,600	$161,600
Soarian Clinicals - ED (Cerner)*			
Soarian Document Management (Cerner)	$15,320	$40,560	$55,880
Soarian Clinicals (Cerner)*			
Soarian Financials (Cerner)	$3,200	$38,400	$41,600
Soarian Scheduling (Cerner)	$12,320	$31,680	$44,000
Syngo (Siemens)**			
Syngo Radiology			
Syngo Voice & Portal			
Subtotal	$207,480	$555,600	$763,080
Hawaii General Excise Tax (4.5% if applicable)			$34,339
Enterprise Discount (10%)			($76,308)
Total One-Time Investment	$207,480	$555,600	**$721,111**

Table 7: Phase II – Annual Investment (Hosted)

Annual Investment	Total
Annual Support and Maintenance	$37,346
Annual Hosting Fee (Up to 8TB)	$31,000
Annual Raw Data Deep Archive	$15,500
Total Annual Recurring	**$83,846**

Table 8: Phase II – Annual Investment (On-Premise)

Annual Investment	Total
Annual Support and Maintenance	$37,346
Total Annual Recurring	**$37,346**

* Systems included in Row 20 Line Item Cost
** System TBD if included in Archive

©2019 Harmony Healthcare IT • All rights reserved • **www.HarmonyHIT.com** • **(800) 781-1044**

Phase I, IA, & II: Total Cost of Ownership (TCO)

Enterprise-Wide Discount Applied for all 3 Phases

Table 9: Investment Summary for HealthData Archiver® and Hosted by HHIT

Line Item	License Fee	Professional Services	Total
Systems to be Archived			
Phase I			
Soarian Document Management (Cerner)	$11,200	$32,400	$43,600
Phase IA			
Soarian Financials (Cerner)	$16,000	$52,800	$68,800
Phase II			
3M Chartrelease (3M)	$12,320	$31,680	$44,000
3M HDM (3M)	$5,040	$20,160	$25,200
Critical Care (Cerner)	$16,800	$57,600	$74,400
MS4 (Cerner)	$40,000	$96,000	$136,000
Pharmacy (Cerner)	$18,480	$47,520	$66,000
SIS (Surgical Information Systems)	$28,000	$86,400	$114,400
Soarian Clinicals - CPOE, EDIS, Pdoc, AT Assessments (Cerner)	$56,000	$105,600	$161,600
Soarian Clinicals - ED (Cerner)*			
Soarian Document Management (Cerner)	$15,320	$40,560	$55,880
Soarian Clinicals (Cerner)*			
Soarian Financials (Cerner)	$32,000	$38,400	$70,400
Soarian Scheduling (Cerner)	$12,320	$31,680	$44,000
Syngo (Siemens)**			
Syngo Radiology			
Syngo Voice & Portal			
Additional Services			
Transaction Posting Module (Phase IA)	$8,800	$2,880	$11,680
Fairwarning Integration	$1,500	N/A	$1,500
Subtotal	$273,780	$643,680	$917,460
Hawaii General Excise Tax (4.5% if applicable)			$41,286
Enterprise Discount (10%)			($91,746)
Total One-Time Investment	$273,780	$643,680	**$867,000**

Annual Investment	Total
Annual Support and Maintenance	$49,280
Annual Hosting Fee (Up to 8TB)	$28,000
Annual Raw Data Deep Archive	$14,000
Total Annual Recurring	**$91,280**

* Systems included in Soarian Clinicals - CPOE, EDIS, Pdoc, AT Assessments (Cerner) Line Item Cost
** System TBD if included in Archive, per HHSC

©2019 Harmony Healthcare IT • All rights reserved • www.HarmonyHIT.com • (800) 781-1044

Appendix 1: HHIT Professional Services & HDA Features

HHIT Professional Services & HDA Features
Comprehensive Experience Have significant experience migrating and/or archiving comprehensive system portfolios for enterprise healthcare organizations on-time and on-budget
Archive and Migration Expertise Experience archiving, extracting, transforming, and preparing for import from various data types into incoming EHR.
Full-Service Vendor Vendor assumes responsibility for the Extraction, Transformation, and Load (ETL) processes and does not require customer or 3rd party vendors to extract and transform data.
Vendor Resources Experienced and dedicated team to deploy solution, including, not limited to: • Advisory Services • Project Management • Technical SMEs • Training & Go-Live Support • Annual Maintenance & Upgrade Support
Archival Process / Methodology • Standardized, Repeatable Process to archive each legacy application • Capable of stopping and re-starting the archive process
Legal Issues Litigation Free
Single-Source Application Solution has ability to archive data from various application types including Clinical, Revenue Cycle, HR, Payroll, Document Management, Lab, etc....
Data Sources Solution: • allows a user to see archived data from multiple sources for a single patient, caregivers, single visit within a single search • is capable of identifying potential duplicates between archived data sources • is capable of merging (or linking) identified duplicates, if identified
Data Types Solution is capable of archiving all or any subset of data from an application
Discrete & Non-Discrete Data Elements Ability to archive discrete data elements, when possible, to enhance user experience through filtering and reporting capabilities.
Organization Solution allows for the easy creation and organization of documents, compiled from the archived data
User Interface Solution provides an easy, intuitive user interface
User Notes/Comments

©2019 Harmony Healthcare IT • All rights reserved • www.HarmonyHIT.com • (800) 781-1044

Ability to document record access types, providing an audit trail.
Error Correction Mark or edit errors, supported with comments, and logged to audit log to support HIPAA requirements.
Overlaid Signature Solution allows a user to retain an overlaid signature
User & Activity Audit Log Solution contains an audit trail (Date and time stamped access and activity logs for audits / reporting) for any data that was modified after archival
Transactions / Auditability Solution allows ability to post transactions (i.e. debit and credit) to the Accounts Receivable tables in the archived data
Rate Time to Access Data Allows a user to retrieve data in a timely manner
Ad-Hoc Queries Solution provides a robust capability for ad-hoc queries that are flexible and user-configurable
Multi-Data Point Search Search by patient ID, name, social security number, data source or custom defined field(s)
Integration Solution has Single Sign-On Capabilities, and is capable of integrating with incoming EHR (launch with context)
Security Framework & Organizational Readiness HITRUST® Certified or similar framework for management of security requirements inherent in HIPAA.
Integration with Security Software Solution integrates with FairWarning software or other Third-Party software currently used by organization
Data Encryption Industry-standard encryption accessed only through the User Interface
User Security View/print/export by user roles, LDAP groups and/or data source
Built-in Data Confirmation / Validation Submit change requests directly within the application eliminating the risk and communication challenges during the validation process
Flexible Purge Capability & Rules Based on retention policies, ability to define when data is destroyed.
Release of Information Print templates and filters plus batch printing by security roles.

©2019 Harmony Healthcare IT • All rights reserved • www.HarmonyHIT.com • (800) 781-1044

EXHIBIT A

Hawaii Health Systems Corporation

Information Technology Department

Technical Review Worksheet

System Name	HealthData Archiver®			
Date	Thursday, March 28, 2019			
Vendor Contact Info:	**Vendor**	Harmony Healthcare IT		
	Tech Contact Name	**Phone**	**FAX**	**E-mail**
	Nick Cardwell	(800)781-1044 ext. 142		ncardwell@HarmonyHIT.com
	Sales Contact Name	**Phone**		
	Jessica Balgrosky	(800)781-1044 ext. 183		jbalgrosky@HarmonyHIT.com
HHSC Contact Info:	**Department**			
	Contact Name	**Phone**	**FAX**	**E-mail**
	ITD Project Coord. Name	**Phone**		

Introduction

The Technical Review Worksheet is a tool to help determine if a proposed product is compatible with the HHSC technology guidelines and preferences. The guidelines are used to identify those portions of a product that do not meet the HHSC standards so that if the system is selected, special arrangements can be made for support and/or the variance is documented.

System/Application Requirements Overview

Describe the overall business purpose of the system: • The processes the system is intended to automate. • The deficiencies in current processes to be addressed. • The overall goals and drivers of the system deployment.	**Harmony Healthcare IT (HHIT) is a health IT firm specializing in enterprise legacy data management. The company's core purpose is to improve lives though the preservation of vital information.** **HealthData Archiver® (HDA) is a secure long-term storage solution to meet legacy data retention and release of information requirements.** The processes the system is intended to automate. HHIT provides a turnkey archival solution including consulting, strategic planning, project management, ETL (extraction, transformation and loading), hosting, custom IT services and technical support for HDA web-based portal that provides access to the archived data sources. This

interface provides both end user access to any archived data source (from clinical, HIM, ancillary, financial and ERP systems) as well as admin access to modify configuration settings.

- ✓ Decommissioning of Legacy Systems and Archival of Legacy Data: Having all legacy systems consolidated into one simple and easy to use system for both billing and reporting.
- ✓ Reporting: All data is retained in discrete formats and can be made accessible to any system or 3rd party reporting tool via a standard ODBC connection.
- ✓ Regulatory / Compliance: Data may be purged via manual, automated, or a combination of both processes. This is defined by the client for each data source and is indefinite by default. Rules can be set within the data source to purge records beyond a defined period with client defined exceptions. Records can be hard purged, where the records are purged and replaced with a certificate of destruction, or records can be soft purged, where the records are flagged and held for a period of time where they can be reviewed and retained if necessary.

The deficiencies in current processes to be addressed.

HDA PRODUCT ENHANCEMENTS – *work has begun, requirements documents have been drafted*

- ✓ **LDAP Authentication Optimization** – LDAP page querying is being improved so that LDAP authentication will proceed without delay, resulting in faster login to the HDA.
- ✓ **VIP Patient Notification and Workflow** – HDA will provide the option to flag patient records as VIP and make access limited to the appropriate care team. This helps to maintain patient privacy without hindering patient care.
- ✓ **Revenue Cycle Enhancements –** Multiple
- ✓ **Import/Export Routine for RCM Agencies** – HDA will provide the option to export and import data in flat files that can be transferred among the healthcare organizations' various agencies that work with patient accounts to clear accounts receivable.
- ✓ **Integrated Clinical View** – The Integrated Clinical View will allow providers and clinicians to see problems, allergies, medications, and immunizations (PAMI) data in a central location in the HealthData Archiver, providing clinicians with valuable patient information at a glance.

The overall goals and drivers of the system deployment.

HHIT's approach to archiving with HDA is uniquely focused on simplicity and efficiency. Our goal is to provide access to historical information as quickly and efficiently as possible - with minimal or no training required. Other areas of differentiation include:

	• **Turn-Key Solution** – HHIT offers completely managed service and archival solution that includes full spectrum program and project management from legacy system discovery, strategic archival and budgetary planning, requirement definitions and documentation, extraction (from original data sources), data transformation and loading into a non-proprietary SQL database, validation, training and deployment of each system within HDA • **Discrete Data Archival** – While many archive solutions convert all data into documents or .pdfs, HHIT provides the option to archive data in its original form and maintain discreteness where possible. This allows for improved record searching, reporting and data mining capabilities. • **Flexible Database Structure** – HDA's database structure is flexible and can be set-up to meet the needs of any existing system. While data can be normalized, it is not required, allowing unique and/or custom fields to be simply be added to the database rather than converted into pre-existing fields. This approach bypasses the need to perform a complex and costly data conversion, and it ultimately helps to keep project timelines in check. • **Easy to do Business with** – HHIT prides itself on the systematic provision of project management services. Our goal is to be one of the easiest vendors in the healthcare IT industry with which to work.
What are the high level requirements for the system? (attach documents as necessary) • Business requirements • Functional Requirements • Compliance Requirements	Business Requirements ☑ **Implementation Duration** – Deploy Solution and Resource Professional Services within the timeline required ☑ **Return on Investment (ROI)** – Justification of Cost / Illustrate organizational cost savings and long-term partnership with demonstrated value-add throughout enterprise in all areas of service and departments, including physician community and administration, as well as publicized sample future enhancements and innovations Functional Requirements HealthData Archiver® Features & Functionality for All Forms of Candidate Applications (EHR & Non-EHR) meets HHSC business, functional, and compliance requirements, including not limited to: ☑ **Data & Data Storage** ☑ **Security** ☑ **Technical** ☑ **Transactions & Auditability** ☑ **User Interface** ☑ **Versatility, Flexibility & Scalability** ☑ **Reporting & Advanced Search Capabilities** ☑ **Deployment Options** – Hosting, On-Premise, and/or hybrid options available. ☑ **Strategic Options for Database Schema as Offering** – HHSC can set up separate instances based on preference of each region(i.e. Enterprise Data – with full access by user group, alternative instance

of live legacy system database for agreed upon duration of time, and as alternative a read-only copy of the database for those who choose alternative approach to the enterprise-wide legacy archival solution.)

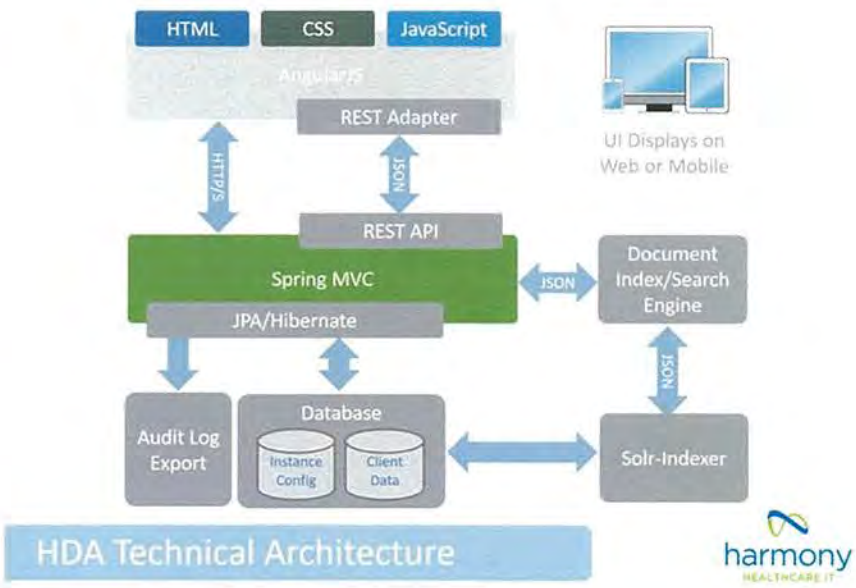
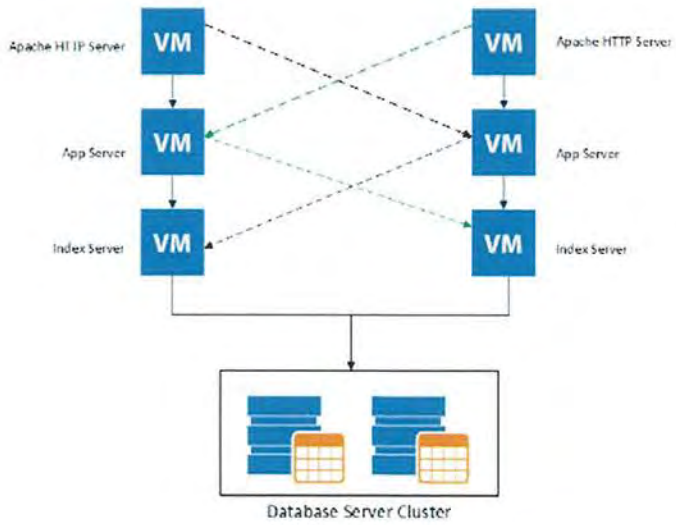
Additional Features, Functionalities, and Future Innovations fundamental to secure high adoption, user satisfaction and long-term growth are outlined within Exhibit A

Compliance Requirements

- ☑ **Regulatory / Compliance** – Satisfy and support mandatory Regulatory & Compliance Requirements. The solution and services need to extract, transform and load data based on legacy system and organization required access compliance restrictions
- ☑ **Security** – Technology needs to adhere to HHSC IT requirements and policies on data security. Must conform to security and privacy industry standards, including (but not limited to) the following HIPAA compliance validation requirements for Protected Health Information handling, storage, and transmittal

Supplementary materials in support of HHSC's High-level requirements and referenced throughout Exhibit A are as listed as the following Attachments.

- Attachment I – EXT_HDA_TechDeployGuide_R.pdf
- Attachment II – FairWarning and HealthData Archiver®.pdf
- Attachment III – HDA_On-Prem Infrastructure Recommendations.pdf
- Attachment VI - HDA_Service Level Agreement.pdf
- Attachment V – Hosted Infrastructure Network Diagram.pdf
- Attachment VI – Harmony Healthcare IT – HITRUST Certification Letter.pdf

Provide an architectural diagram or brief description of the main components of the system.	**Figure 1: HealthData Archiver®**  **Figure 2: Database Server Cluster**  ***This diagram depicts a common infrastructure implementation providing horizontal scaling and separation of application, database, and proxy servers.*** ***Databases scaling utilizes proper clustering implementation, as required.*** ***The only equipment required at the customer site is a computer or mobile device that can access an internet browser. HHIT is responsible for managing the various equipment for the hosting solution.***
Where will the system be deployed? (e.g. department, geographical location, etc.)	HDA can be deployed on-premise or hosted in HHIT's Tier III Data Center.

Who are the primary users? (e.g. nurses, billing clerks, etc.)	☑ Revenue Cycle / Billing Department ☑ Clinical Care Providers ☑ HIM Department ☑ Legal Team
What is the service window for the application? (e.g. business hours on weekdays only, 7x24, etc.)	**Support Hours** HHIT provides access to the support services as follows: • Monday through Friday from 8:00am ET to 5:00pm ET • After Hours Support – available by calling (800) 781-1044 and selecting the Emergency Support Option **Response and Resolution Times on Incidents** Severity / Response Time / Resolution time • Critical / 1 hour / 4 hours • Important / 4 hours / 8 hours • Routine / 24 hours / 2 business days **Service Level Agreements (SLAs)** • Data Center SLA's – 99.9% uptime • Disaster Recovery – Fully redundant data center locations, RPO and RTO levels based on contractual obligations. • Support SLA's are the same for both local and SaaS solutions. Data center SLA's for local are based on the customer's configuration. **Incident Management** Service Requests must be submitted to HHIT through the following methods: • Telephone – by calling the HHIT Support Desk at (800) 781-1044 • Customer Portal – by logging an issue through the HHIT Customer Support Portal at www. http://harmonyhit.com/portal.html • Email – by emailing the issue to support@harmonyhit.com *All incidents are logged and assigned a case number.* For further information, please see **Attachment VI - HDA_Service Level Agreement.pdf** reference document.
How long of an outage can be tolerated?	See above. For further information, please see **Attachment VI - HDA_Service Level Agreement.pdf** reference document.
Are there adequate manual processes to deal with an outage lasting more than 4 hours?	Yes

General Product Information	
Current production version and release date?	HealthData Archiver® Version 2019.1.1 Release Date: March 19th, 2019
Date of anticipated release of next version?	4/5/2019; version 2019.1.2
Total number of client sites?	HHIT serves healthcare clients of all sizes ranging from single provider practices to some of the largest Integrated Delivery Networks in the United States. The large multi-state IDNs listed below each represent anywhere from 30 – 100 hospitals. • 150+ – Physicians Groups • 36 – Independent Hospitals • 23 – Regional IDNs (2 – 25 hospitals) • 12 – Large Multi-State IDNs (25+ hospitals) • 20+ – Others (Billing Services, insurance providers, legal offices, etc.)
Total number of client sites on the current version?	As a private company, we do not disclose specific clients, however we have in excess of 400 clients. We are willing however to discuss in a call. We at Harmony Healthcare IT follows an upgrade process to support the current version and 2 previous releases per our maintenance agreement.
Total number of users (or seats), all versions?	As a private company, it is not a typical disclosure. User registrations are in excess of 20k and no more than 100k. We do not limit user registrations but rather allow user policy to be determined at the client level with appropriate security.
Is there a user group? If so, date and location of next meeting?	No
CCHIT certification?	Yes, HITRUST Certification, please see **Attachment VII - HITRUST letter of certification.pdf** reference document. HDA supports retrieval of records that once resided within legacy applications targeted for decommissioning, yet still required record retention per local, state, federal and health system retention policies.

Server Environment	
Preferred hardware platform for servers?	Please see **Attachment VI - HDA_Service Level Agreement.pdf** for more details.
Sizing strategy (RAM, number of disks, number of CPUs, etc)? (attach worksheet or modeling document if available)	Please see **Attachment VI - HDA_Service Level Agreement.pdf** for more details.
Overall fault tolerance strategy? (Clustering, RAID arrays, shadow databases, etc.)	If hosted, all infrastructure is maintained in a VMWare environment stored with VMWare Enterprise Plus and DRS Enabled, set up with multiple arrays of RAID-6.
High-availability strategy for application servers? (fail over to hot standby server, clustered servers, load-sharing with a separate appliance, etc.)	If hosted, failover to backed up instances in secondary Tier III data center.

High-availability strategy for database servers? (fail over to hot standby server, clustered servers, load-sharing with a separate appliance, etc.)	If hosted, failover to backed up instances in secondary Tier III data center.
Backup procedures? (on-line or hot backup vs. cold backup, etc.)	If hosted, backups occur nightly to a secondary Tier III data center with replication via VMWare Site Recovery Manager and VEEAM. RPO based on contractual obligations.
Compatible with EMC Avamar for backups?	On-premise: Warrants further discussion but appears so.
If not compatible with EMC Avamar, what backup tool is used/recommended? Are hot backups available or is application downtime required for backups?	**If hosted**, no customer hardware is required other than a device equipped with an internet browser to access the HDA. **If deployed on premise**, a production environment will need to be established. A typical production environment will consist of a high availability VM Host Cluster with access to the needed SAN Storage. Disaster Recovery and backups are typically integrated into your normal processes based on your RTO and RPO requirements. *Please see **Attachment III – HDA_On-Prem Infrastructure Recommendations.pdf** for more details about hardware requirements.* HHIT provides cloud hosting within a co-location Tier III Data Center, Data Realty which has off site backup & replication. HealthData Archiver® is typically deployed within this environment which includes all components of the system. No other components are required at the customer site. *Please see **Attachment V - HDA_Cloud Hosted Infrastructure Network Diagram.pdf** for more details.* Encryption at rest with AES256. Backups of the data are encrypted with AES256. Access to the PHI is integrated with Active Directory, with a security group-based access functionality. HTTPS transmission, TLS1.2 or an SSLCipherSuite at the request of the client.
Describe the application software update procedure for minor patches/fixes.	OS level patches can be handled by authorized HHSC personnel with HHIT as a resource for assistance if needed. For the web application, an upgrade occurs at minimum once per year.
Describe the application software update procedure for major upgrades.	If hosted, a weekly vulnerability scan is ran and assessed on all customer hosted machines. If a critical vulnerability is found, a remediation plan is immediately put in place and the customer is notified of an upgrade date. If on premise, the customer would be notified, and the customer can patch the machine with assistance from HHIT personnel.
Is a separate web server required? If so, what are the platform requirements? (hardware, operating system, web server software, etc.)	Web application access from whitelisted location.

Is a separate communications or gateway server required? If so, what are the platform requirements? (hardware, operating system, etc.)	Further discovery required here to understand HHSC's link and integration goals. For more information, please refer to the **Attachment I – EXT_HDA_TechDeployGuide_R.pdf** reference document.
Does any process on any server require a logged-in user for proper operation?	Please see **Attachment I – EXT_HDA_TechDeployGuide_R.pdf** for details.
Does any process on any server require a third-party software product for full functionality?	Please see **Attachment I – EXT_HDA_TechDeployGuide_R.pdf** for details.
What provisions are there for a test system or test environment where updates can be tested?	There is an isolated test environment from the production environment in order to test updates.
What provisions are there for a training environment?	No PHI is available in the internal demo machines. During customer training, upon deploy, Implementation Specialists work with the customer in their final product to train users how to use the application.
Specify which network ports are needed by the application software	443
Can the application be hosted on a virtual (VM Ware) server?	Yes

High Availability	
High-Availability strategy for application servers? (e.g. fail over to hot standby server, clustered servers, load-sharing with a separate appliance, etc.)	All infrastructure is maintained in a VMWare environment with snapshots and backups handled in a secondary Tier III datacenter.
High-Availability strategy for database servers? (e.g. fail over to hot standby server, clustered servers, load-sharing with a separate appliance, etc.)	All infrastructure is maintained in a VMWare environment with snapshots and backups handled in a secondary Tier III datacenter.

Client Hardware and Native Client Software Environment	
Preferred hardware platform for client workstations? (brand, model, etc.)	There are no required hardware platforms for client workstations. To run HDA on a client workstation, only an internet browser is required.
Preferred software/operating system platform for client workstations?	There are no preferred software/operating system platforms for workstations. To run HDA on a client workstation, only an internet browser is required.
Compatible with Windows XP Professional?	Yes
Compatible with Windows 7 Professional 32-bit?	Yes
Compatible with Windows 7 Professional 64-bit?	Yes
Compatible with Windows 8 Professional 32-bit?	Yes
Compatible with Windows 8 Professional 64-bit?	Yes
Compatible with Windows 10 Professional	Yes
Compatible with Apple Macintosh OS X.4 or later?	Yes
Compatible with LINUX Red Hat version 7.2 or later?	Yes
Special display or sound requirements?	N/A – There are no special display or sound requirements.
CD/DVD writer capabilities required?	No
USB port required?	No
Disk footprint of native client software, if any? (specify in MB)	N/A
Printing requirements and capabilities? Compatible with all Windows print queues?	Dependent on browser's functionality with printing as it is a web application that prints within the browser.
Can the application software coexist with other applications on the same workstation?	The HDA is a web application so it should not interfere with other applications on the workstation.
Client application implementation tool or language?	PostgreSQL or MSSQL

Required 3rd-party application software, if any?	Web browser (IE 11 and Chrome)
Required 3rd-party drivers or components, if any	No
Describe the client update procedure.	Web browsers, depending on the one the client is utilizing, should have their own distributed upgrades on a regular basis.
Can the native client and any other necessary software be deployed and updated using Microsoft SCCM? Alternatively, can the client software be configured to automatically download updates?	Web browsers can be updated as needed.
Are there any known compatibility issues with Microsoft SCEP or McAfee VirusScan software?	No
Are there any known compatibility issues with the SCCM client?	No
Can the Windows XP/7/8/10 firewall be enabled without impacting client software functionality?	As long as port 443 and/or access to the web server remains, there should be no impact.
Any non-standard network ports used by the application software? If so, enumerate and explain.	No
Can the application software be accessed via Citrix? Published application or Citrix RDP or both?	Yes, it's a web application. URL redirect policy needs to be set correctly in order to prevent any obstacles.
Can the application software be accessed via VMWare View? Published application by VMWare ThinApp or Citrix XenApp or both?	Similar situation to the above, it's a web application and as long as URL redirect is configured properly, there are no foreseen obstacles.

Web User Interface	
Is a web-enabled user interface available? If so, is it a standard feature, optional feature, or an add-on?	Yes – Standard Feature
Are there any differences in functionality between the native client interface (if any) and the web interface?	No

Web application server platform? (e.g. IIS 6.0, TomCat, WebSphere, JRUN, etc.)	A client-approved web browser (Google Chrome preferred) For more information, please refer to the **Attachment I – EXT_HDA_TechDeployGuide_R.pdf** reference document.
What browser plugins (e.g., Flash, Java) are required, if any? What other client-side web technologies are used, if any? (e.g., Javascript, VBScript, ActiveX, DHTML, AJAX, COMET, ASP.NET, etc.)	N/A – No browser plugins are required.
Describe any supported web services interfaces and data representations (e.g., XML, SOAP, WSDL, REST, JSON, UDDI, etc.).	Please refer to the **Attachment I – EXT_HDA_TechDeployGuide_R.pdf** reference document.
Can a digital server certificate be installed on the web server to enable support of encrypted sessions (SSL)?	Yes
Does application function correctly with the following browser/OS platform combinations (specify version numbers): • Internet Explorer 8.0 or later on Windows? • Firefox version 2.0 and later on Windows, LINUX, and Mac OS X? • Safari 2.0 and later on Mac OS X?	HHIT supports the current version of IE and one version back (currently version 10 and 11) as well as Chrome, Firefox and Safari.
List all other browser types and versions supported (e.g. Opera, Chrome, etc.).	HHIT supports the current version of IE and one version back (currently version 10 and 11) as well as Chrome, Firefox and Safari.

Reports	
Are the system's standard reports customizable and/or configurable?	Yes – If additional reports are needed, custom reports can be created, HHIT will work with HHSC to facilitate the request. HDA can store all static reports at no additional cost. Active reports can be created and added to HDA. HHIT welcomes additional conversations on what reports are needed. The following reports are standard: • Audit Report by Patient • Audit Report by User • Transaction Audit Report HDA's reporting capabilities are the same for hosted and non-hosted environments. If hosted by HHIT, HHSC will have full access to the database to query reports via any ODBC compliant tool.
Does the system provide report writer and ad-hoc query tools? • If so, is this vendor-developed software or third-party bundled software? • Are the ad-hoc query capabilities of the system sufficient to address the user reporting needs?	Yes – All data is easily reportable both through the HDA and/or through any ODBC compliant reporting tool. Basic reporting is available out of the box including user and patient level audit reporting. Additional reports can be created • Standard: BIRT Reporting, Open Source, 3rd party • Ad-Hoc Query Capabilities: Yes, HDA has the ability to query the archive database through end user reports.
Compatible with Crystal Reports for report generation?	Yes – HDA is compatible with Crystal Reports, and/or any ODBC compliant reporting tool. An ODBC compliant reporting tool can be connected to HDA to facilitate additional report customization. There are no limitations to a hosted vs. non-hosted environment.
If the product uses Crystal Reports, can the licenses be unbundled to leverage existing HHSC licenses?	HHSC can utilize their own licenses for Crystal Reports. HHIT does not provide licenses for third party reporting tools.
Report scheduling available?	Yes
Web-enabled reports available (HTML, PDF, Excel, other)?	Yes
Can reports be scheduled and delivered automatically via e-mail or FTP?	Yes
Can reports be delivered as PDF or Excel files via e-mail?	Yes
Is report security and access integrated with application security?	Yes
Is the system capable of restricting user access to patient confidential information?	Yes

Are report training classes and documents available?	Yes

Database

Database engine(s) and versions supported? (Oracle, Microsoft SQL Server, etc.)	Customers have the option of using manufacturer's supported versions of MSSQL Server (often utilizing their enterprise MSSQL licensing), or PostgreSQL (open source database).
Length of time on primary database platform and version, and number of customers in production?	The company has adhered to a production policy with 4 major release per year and maintenance releases as needed. We offer a client advisory council.
Long-term database strategy? (e.g. plan to move to Oracle, plan to move to other database platforms, no change, etc.)	No Change
Database model/dictionary available under non-disclosure agreement?	Yes
If compatible with MS SQL, can SQL license fees be unbundled to leverage HHSC's existing enterprise license?	HHSC can utilize their existing licenses for MSSQL if desired. HHIT will only provide licenses to utilize HDA.
Recommended on-site technical support staffing levels during installation and configuration? (e.g. what % of an DBA FTE is needed)	Minimal
Recommended on-site technical support staffing levels after system is in production? (e.g. what % of an DBA FTE is needed)	None
Data conversion/migration aids? Are consulting services available for conversion?	Yes
Are there any limitations/restrictions for 3rd party monitoring utilities?	No – HHIT clients using the HDA software application may request assistance with setting up the HDA audit logs for monitoring by a 3rd party solution of their choosing. For more information about this service please refer to the **Attachment II - FairWarning and HealthData Archiver®.pdf** reference document.
Are there any limitations/restrictions for 3rd party backup agents (e.g. incompatibility with Avamar Agent)?	If HHSC chooses to host HDA, there are no limitations to backup agents. If hosted by HHIT, HHIT will utilize existing backup agents.

For products that don't run on Oracle or Microsoft SQL Server: is 100% 24x7 vendor support available for installation, configuration, tuning, maintenance, disaster recovery, upgrades, etc.?	N/A – HDA runs on MSSQL
For products that don't run on Oracle or Microsoft SQL Server: what monitoring solutions are available for the database?	N/A – HDA runs on MSSQL
For products that don't run on Oracle or Microsoft SQL Server: what backup solutions are available for the database? Can database backups be performed without downtime?	N/A – HDA runs on MSSQL

Network Requirements

Does the application require network protocols other than TCP/IP?

HDA Solution Virtual Machines

The virtual appliances that comprise the HDA solution must have the following minimum, dedicated host-side resources:

Distributed***	CPU**	RAM (GB)	Storage (GB)	Network
Proxy Server	2	2	25	Static IP
Application Server	4	8	25	Static IP
Index Server	4	8	50*	Static IP
Database Server	4	8	100*	Static IP

Single Stack	CPU**	RAM (GB)	Storage (GB)	Network
HDA Server	4	16	100*	Static IP

**The required total will depend on final number of data sources and resultant archive size(s). Note that scanned and non-structured documents will require additional NAS/SAN storage space, independent of the HDA database server.*

*** Number of cores for a single-socket virtual appliance.*

**** Distributed environments are implemented where the size, number of data sources and/or number of users prohibit use of a Single Stack implementation. HHIT will work with your organization to indicate whether a Distributed implementation is required.*

Harmony Healthcare IT Support Workstation

Where the HDA application appliance will be deployed to your local

<table>
<tr><td></td><td>infrastructure, HHIT requires a maintenance workstation to service your HDA solution. This workstation may either be a physical or virtual machine.

✎ This section can be skipped for HHIT hosted HDA implementations.

<table>
<tr><th></th><th>CPU</th><th>RAM (GB)</th><th>Storage (GB)</th><th>Network</th></tr>
<tr><td rowspan="6">Support Server*</td><td>4</td><td>8</td><td>100 [O/S]
500 [Data] ††</td><td>Static IP**</td></tr>
<tr><td colspan="4">Applications</td></tr>
<tr><td colspan="2">• Adobe Acrobat Reader
• A client-approved web browser †</td><td colspan="2">• putty Terminal Emulator
• Database client program (i.e. SSMS, pgAdmin)
• Microsoft SQL Server 2012 (or later) †††</td></tr>
<tr><td colspan="4">Security***</td></tr>
<tr><td colspan="4">HTTPs, SFTP</td></tr>
<tr><td colspan="4">Platform</td></tr>
<tr><td colspan="4">Microsoft Windows Server 2012 (or later)</td></tr>
</table>
* Local Admin rights are required
** A static IP address is preferred.
*** Both inbound and outbound traffic must be allowed for HTTPS and SFTP. Alternate port numbers may be utilized, if preferred.
† Google Chrome preferred
†† Recommended as base; depending on source system(s) additional space may be require
††† This is only required if the Support Server will also be utilized as an extraction server for non-MSSQL databases.

For more information, please refer to the Attachment I - EXT_HDA_TechDeployGuide_R.pdf reference document.</td></tr>
<tr><td>Does the application require IP Multicast communication?</td><td>No</td></tr>
<tr><td>What TCP-based protocols are required for proper operation of the application? (e.g. FTP, HTTP, TelNet)</td><td>HTTPS</td></tr>
<tr><td>Are static IP's required for the server?</td><td>Yes, please see above grid. For more information, please refer to the Attachment I – EXT_HDA_TechDeployGuide_R.pdf reference document.</td></tr>
<tr><td>Are static IP's required for the clients?

Can DHCP be used on the clients?</td><td>Yes, please see above grid. For more information, please refer to the Attachment I – EXT_HDA_TechDeployGuide_R.pdf reference document.</td></tr>
<tr><td>Is there a need for load balancing of multiple servers?</td><td>No</td></tr>
</table>

Will the client and server virus protection and patch level be maintained by ITD?	If hosted, the server protection is maintained via Sophos. Client virus protection should have no impact on using the web application. If on-premise, HHIT will work with client to confirm the server virus protection does not interfere with the application's functionality.
Is there a need for remote access?	Yes
If remote access is needed for application support, what methods are used?	Yes, please refer to **Attachment III – HDA _On-Prem Infrastructure Recommendations.pdf** reference document.
What is the projected network bandwidth requirement?	This varies based on amount of files and active users in the system. 6 Mbps tends to be the average projected bandwidth.
For WAN or remote access, is there acceptable performance over Internet VPN with broadband? (e.g. DSL, cable modem)	Yes
Are there any special network segmentation requirements?	No
Can the server(s) and clients be on different subnets/VLANs?	Yes
Are there any limitations on number of router hops or other topology issues?	No
Is there a need for application- specific firewalling?	No
Is there a need for access to the Internet from the server?	No
What are the DNS requirements?	None in particular.
How many new devices will be placed on the network in the data center?	The application would be delivered in the form of a Virtual Machine.
How many new devices will be placed on the network within the firewall and outside the data center?	The application would be delivered in the form of a Virtual Machine.

Security	
Briefly describe the account management tools.	Access to data sources are available either through Active Directory integration, or by creating System Users. Within the application there is role-based security that controls features & functions if LDAP is not used by HHSC. Most customers choose to integrate authentication via MS Active Directory or Open LDAP in which case the policies are set by those solutions. However, if system users are provisioned the following

	settings can be enacted: • Lockout after # of Attempts • Unlock timer # minutes • # of days to password expiration • # of days to password expiration warning • Minimum # of PW characters • Must contain lowercase letter • Must contain uppercase letter • Must contain special character • Cannot repeat within 12 months • Cannot contain Username
Does the application support account expiration? (i.e. can a "stop date" be configured at the time the account is created)	Yes
Is the application security based on or interoperable with Microsoft Active Directory?	Yes
Does the application support LDAP directory services?	Harmony Healthcare IT must be provisioned an Active Directory username and password to provide necessary support. Please provide (or create) a network user account that is a member of the active directory groups for the archive. This account only needs access to the archive active directory groups; it will only be used to test the LDAP settings for HDA and needs no other rights. A service account where the password does not expire is necessary for LDAP synchronization. HDA uses LDAP synchronization to help speed up login times. It only stores user names and group membership; it does not store user credentials.
If not compatible with Microsoft Active Directory, is the application security based on the host operating system security, database security, or unique to the application?	N/A - HDA is compatible with Microsoft Active Directory
Does the application support a user-changeable password?	Yes
Does the application support password aging? (i.e. is user required to change their password after a configurable period)	Yes
Does the application support a configurable password history preventing reuse of passwords?	Yes

Does the application support policies enforcing selection of strong passwords (e.g. minimum password length, inclusion of numeric or special characters)?	Yes
Does the application support configurable account lockouts? (e.g. a user's account is locked if an incorrect password is entered 3 times in a row)	Yes
Are failed authentication attempts recorded/reported?	Yes
Are attempts to login via an account with administrative rights recorded/reported?	Yes
Does the application support a configurable session lock or session timeout based on user inactivity?	Yes – Account lockout procedures, configured by administrator in terms of the number of failed logins it takes to trigger the policy as well as lockout time, also configured by the administrator. At the network level, the firewall policies are configured in an IPS fashion when potential security incidents.
Does the application support stateful session management?	Yes
Does the application support 2-factor authentication?	Yes
If applicable, does the application support AAA (authentication, authorization, accounting) services (eg Cisco ACS)?	Yes
Does the application encrypt usernames and passwords when they are transmitted over the network?	Yes
Does the application store user passwords in encrypted form, both in volatile and non-volatile storage?	Yes
Is the network traffic between the application and client encrypted? If so, describe the encryption protocol used.	Yes – Encryption at rest with AES256. Backups of the data are encrypted with AES256. Access to the PHI is integrated with Active Directory, with a security group-based access functionality. HTTPS transmission, TLS1.2 or an SSLCipherSuite at the request of the client.
Does the application support role-based access control (RBAC)?	Yes
Are all accesses to clinical data (including viewing) logged with the user ID, date, time, patient ID, type of information viewed?	Yes – All actions within HDA are recorded in the audit trail. Users can access this audit history in the Reporting section of the archive. All user activity is recorded in the audit log identifying a user ID, activity

	performed, type of data accessed and a date and time stamp of the activity. Activities will be described as views, prints or exports to .csv of data (activities that can also be enabled/disabled). Modifications to admin functions are also recorded. If hosted within HHIT data center intrusion detection is also monitored and recorded.
What types of security, application access, error, and similar logs are generated and can they be exported to a central log aggregation server or accessed directly by a log aggregation server?	Three standard audit reports are included out-of-the-box for patient records: • Audit Report by User • Audit Report by Patient • Transaction Audit Report Given search criteria, the Audit Report by User populates an audit history grouped by user to easily see all actions performed by a given user that includes patient information, date and time stamp and the action performed. Similarly, the Audit Report by Patient populates the same information, except grouped by Patient to easily see all users that have interacted with a given patient record. Lastly, the Transaction Audit Report which may be modified into various forms, will show all transactions (payments, refunds, adjustments, etc.) that have been recorded within the archive.
Does the application support schedulable surveillance/audit reports?	Yes
Does the application support ad-hoc audit capabilities by patient, user, date, type of access, etc.?	Yes
If this is a custom application, has it undergone a threat modeling process?	Yes, HHIT conducts internal quarterly penetration testing as well as external penetration testing annually. Additionally, HHIT is HiTrust certified.
Does the web client (if any) use the same account (username and password) as the native client?	If it is set up with LDAP, most likely.
For clinical applications, does the system have the ability to process and honor a confidentiality flag transmitted by the HIS to ensure that restricted patient information can only be seen by users with appropriate roles and access rights?	If a confidentiality flag exists within the legacy system, HHIT will retain that information in HDA. HHSC can determine which users have the rights to view confidentiality flagged patients.

Technical Support

Nature of support during normal business hours? How is it accessed?	**During normal business hours** - Support Incidents can be reported and managed via Phone, Web Portal or Email. Response times are dependent on issue severity. Remote assistance is typically the primary method **Remote Access Support** – HHIT's staffed, 24x7, Client Helpdesk

	technical support is available by calling the HHIT Support Desk at (800) 781-1044 or by emailing support@harmonyhit.com. Please see **Attachment VI – HDA_Service Level Agreement Addendum.docx**
Extra charge for 7x24 support?	No – HHIT provides 24 x 7 x 365 support.
Support escalation procedure?	Please see **Attachment VI – HDA_Service Level Agreement Addendum.docx**
Documented SLA for trouble tickets?	Yes – Please see **HDA_Service Level Agreement Addendum.docx**
Remote access needed for vendor technical support staff?	Occasionally, this will be needed to adequately troubleshoot support issues.
Dedicated network connection or VPN access required? If VPN, can vendor use Cisco AnyConnect client or set up a site-to-site VPN?	LDAP over VPN, LDAPS, SSO, Basic login (not suggested) The HDA can be deployed as a standalone VM or as a set of machines with dedicated functions. In either case, we package machine images as OVA's for use in other hosing environments. Our clients are welcome to take database snapshots or dumps from our application databases, but more sophisticated data syndication would require further consultation.
Direct modem attachment to server required?	No
Web site for problem/bug reports?	HDA has a built-in validation tool that users can utilize to report problems/bug reports during the archiving process. Post-Deploy, HHSC users can contact HHIT support directly to report a problem/bug report.
Web site for application knowledge-base and FAQs?	Yes
Licensing structure – per named user, per concurrent user, or per CPU? Floating licenses available? Site or enterprise licenses available?	HHIT archival services include license costs for HDA Professional Services to perform archival work, and annual support/maintenance. No hardware is required for cloud hosted deployments, but for on-premise deployments HHSC may purchase hardware from their own resellers.
Known integration with other products? How is this supported?	HDA can use a variety of SSO and integration protocols to share information with other systems (SAML, HL7, SMART on FHIR and more). Further discovery is required here due to the wide range of products and versions within each phase of the legacy archival program. **Integration** • Active Directory • API/Service integration to vendor partners for data migration and linkage to EHR/PM/HIS/ERP systems • HDA optionally supports multiple single sign-on protocols including SAML 2.0. **Support** • If the HDA instance is hosted by HHIT, testing is done by HHIT prior to any update or patch being applied. • If the HDA instance is deployed within the customers infrastructure, release notes and recommendations will be provided to the customer via the HHIT customer portal for

	review.

Miscellaneous Issues

If native client is used, is it e-mail enabled? (MAPI, POP, or SMTP)	N/A
Are customizations automatically migrated with version upgrades of the base product?	All enhancements and new releases will be made available within the terms of a current support and maintenance agreement. Professional Service fees may apply to implement the enhancements or new releases.
Is the database schema and data dictionary documented and available (under non-disclosure if necessary)?	Yes

PROPOSAL TRANSMITTAL COVER LETTER

Business Interactions LLC d/b/a Harmony Healthcare IT (HHIT) proposes to provide any and all goods and services as set forth in the "Request for Proposals for Competitive Sealed Proposals" to provide **"[Phased Legacy Data Archiving Solution]"**, **RFP # HHSC FY19-016**, for which fees/costs have been set. The fees/costs offered herein shallapply for the term of contract shall be for a twenty-four (24) month period, with three (3) one-year option periods and the archiving solution must be in production by January 5, 2020, unless otherwise agreed to by HHSC.

It is understood and agreed that HHIT has read HHSC's Scope of Services described in the RFP and that this proposal is made in accordance with the provisions of such Scope of Services. By signing this proposal, HHIT guarantees and certifies that all items included in this proposal meet or exceed any and all such Scope of Services.

HHIT agrees, if awarded the contract, to provide the goods and services set forth in the RFP; and comply with all terms and conditions indicated in the RFP; and at the fees/costs set forth in this proposal. The following individual(s) may be contacted regarding this proposal:

Tom Liddell – CEO - tliddell@harmonyhit.com
Brian Liddell – CFO – BriaLid@harmonyhit.com

Other information:

Business Phone #:	+1 (800) 781-1044	Federal Tax ID #:	32-0157950
Facsimile #:	+1 (574) 258-1045	Hawaii GET Lic. ID #:	
E-mail address:	BriaLid@harmonyhit.com		

HHIT is a: ☐ Sole Proprietor ☐ Partnership ☒ Corporation ☐ Joint Venture ☐ Other _____

State of Incorporation is: Indiana.

The exact legal name of the business under which the contract, if awarded, shall be executed is:
Business Interactions LLC d/b/a Harmony Healthcare IT

Tom Liddell
Chief Executive Officer
Phone: 800- 781-1044, ext. 110
tliddell@harmonyhit.com

STATE OF INDIANA
COUNTY OF ST. JOSEPH
Before me, the undersigned Notary Public in and for said County & State, personally appeared Tom Liddell and acknowledged the execution of the foregoing instrument this 27th day of March, 2019.

Notary Public

CYNTHIA L. BRANSCOM
Notary Public, State of Indiana
St. Joseph County
Commission # 675319
My Commission Expires
February 12, 2023

Encl: Proposal

STATE OF HAWAII
STATE PROCUREMENT OFFICE

CERTIFICATE OF VENDOR COMPLIANCE

This document presents the compliance status of the vendor identified below on the issue date with respect to certificates required from the Hawaii Department of Taxation (DOTAX), the Internal Revenue Service, the Hawaii Department of Labor and Industrial Relations (DLIR), and the Hawaii Department of Commerce and Consumer Affairs

Vendor Name: **Business Interactions LLC**

DBA/Trade Name: **Harmony Healthcare IT**

Issue Date: **03/25/2019**

Status: **Compliant**

Hawaii Tax#:
New Hawaii Tax#:
FEIN/SSN#: XX-XXX7950
UI#: No record
DCCA FILE#:

Status of Compliance for this Vendor on issue date:

Form	Department(s)	Status
A-6	Hawaii Department of Taxation	Compliant
	Internal Revenue Service (Compliant for Gov. Contract)	Compliant
COGS	Hawaii Department of Commerce & Consumer Affairs	Exempt
LIR27	Hawaii Department of Labor & Industrial Relations	Compliant

Status Legend:

Status	Description
Exempt	The entity is exempt from this requirement
Compliant	The entity is compliant with this requirement or the entity is in agreement with agency and actively working towards compliance
Pending	The entity is compliant with DLIR requirement
Submitted	The entity has applied for the certificate but it is awaiting approval
Not Compliant	The entity is not in compliance with the requirement and should contact the issuing agency for more information

FORM A-6
(REV. 2016)

STATE OF HAWAII — DEPARTMENT OF TAXATION

TAX CLEARANCE APPLICATION

Form A-6 can be filed electronically OR for all state, city, or county government contracts, may be obtained through Hawaii Compliance Express. See Instructions.

(NOTE: References to "married" and "spouse" are also references to "in a civil union" and "civil union partner," respectively.)

FOR OFFICE USE ONLY
BUSINESS START DATE IN HAWAII IF APPLICABLE / /
HAWAII RETURNS FILED IF APPLICABLE 20____ 20____ 20____ ____ ____ ____
STATE APPROVAL STAMP **(Not valid unless stamped)**
*IRS APPROVAL STAMP
CERTIFIED COPY STAMP

1. APPLICANT INFORMATION: (PLEASE TYPE OR PRINT CLEARLY)

Applicant's Name: Business Interactions LLC

Address: 17390 Dugdale Dr, Ste 200

City/State/Postal/Zip Code: South Bend, IN 46660, United States

DBA/Trade Name: Harmony Healthcare IT

2. TAX IDENTIFICATION NUMBER:

HAWAII TAX I.D. # _____

FEDERAL EMPLOYER I.D. # (FEIN) 32-0157950

SOCIAL SECURITY # (SSN) ___ ___ ___ - ___ ___ - ___ ___ ___ ___

3. APPLICANT IS A/AN: ***(Check only ONE box)***

- ☐ CORPORATION ☐ S CORPORATION ☐ TAX EXEMPT ORGANIZATION
- ☐ INDIVIDUAL ☐ PARTNERSHIP ☐ ESTATE ☐ TRUST
- ☒ LIMITED LIABILITY COMPANY ☐ LIMITED LIABILITY PARTNERSHIP
- ☐ Single Member LLC disregarded as separate from owner; enter owner's FEIN/SSN _____
- ☐ Subsidiary Corporation; enter parent corporation's name and FEIN _____

4. THE TAX CLEARANCE IS REQUIRED FOR: ***(MUST check at least ONE box)***

- ☒ CITY, COUNTY, OR STATE GOVERNMENT CONTRACT IN HAWAII* ☐ LIQUOR LICENSE*
- ☐ REAL ESTATE LICENSE ☐ CONTRACTOR LICENSE ☐ BULK SALES[1]
- ☐ FINANCIAL CLOSING ☐ PROGRESS PAYMENT ☐ PERSONAL
- ☐ HAWAII STATE RESIDENCY ☐ FEDERAL CONTRACT
- ☐ SUBCONTRACT ☐ LOAN
- ☐ OTHER _____

* ***IRS APPROVAL STAMP IS ONLY REQUIRED FOR PURPOSES INDICATED BY AN ASTERISK.***

[1] ***ATTACH FORM G-8A, REPORT OF BULK SALE OR TRANSFER***

5. NO. OF CERTIFIED COPIES REQUESTED: ☐

6. DECLARATION - I declare that I am either the taxpayer whose name is shown on line 1, or a person authorized under section 231-15.6 or 231-15.7, HRS, to sign on behalf of the taxpayer. If the request applies to a joint return, at least one spouse must sign. I declare to the best of my knowledge and belief, that this is a true, correct, and complete form, made in good faith pursuant to Title 14 of the HRS, and the rules issued thereunder.

SIGNATURE	DATE	TELEPHONE	FAX
	03/22/2019	(800) 781-1044	

Brian Liddell
PRINT NAME

Corporate Officer
PRINT TITLE: Corporate Officer, General Partner or Member, Individual (Sole Proprietor), Trustee, Executor

POWER OF ATTORNEY. If submitted by someone other than a Corporate Officer, General Partner or Member, Individual (Sole Proprietor), Trustee, or Executor, a power of attorney (State of Hawaii, Department of Taxation, Form N-848) must be submitted with this application. **If a Tax Clearance is required from the Internal Revenue Service, IRS Form 8821, or IRS Form 2848 is also required.** Applications submitted without proper authorization will be sent to the address of record with the taxing authority. UNSIGNED APPLICATIONS WILL NOT BE PROCESSED.

PLEASE TYPE OR PRINT CLEARLY — THE FRONT PAGE OF THIS APPLICATION BECOMES THE CERTIFICATE UPON APPROVAL.

SEE PAGE 2 ON REVERSE & SEPARATE INSTRUCTIONS. Failure to provide required information on page 2 of this application or as required in the separate instructions to this application will result in a denial of the Tax Clearance request.

DRAFT COPY

FORM A-6
(REV. 2016)

APPLICANT'S NAME FROM PAGE 1 Business Interactions LLC

7. **CITY, COUNTY, OR STATE GOVERNMENT CONTRACT:** [X] Bid/Entering Into or Ongoing Contract [ ] Completion/Final Payment
For completion/final payment of contract, provide the name, agency, and telephone number of the contact person at the State or County Agency.
Name: Nancy Delima Agency: Telephone Number: (808) 243-3091
8. **LIQUOR LICENSING:** [ ] Initial [ ] Renewal [ ] Transfer-Seller [ ] Transfer-Buyer [ ] Special Event
9. **CONTRACTOR LICENSING:** [ ] Initial [ ] Renewal
10. **STATE RESIDENCY:** DATE APPLICANT ARRIVED OR RETURNED TO HAWAII
11. **ACCOUNTING PERIOD:** [X] Calendar year [ ] Fiscal year ending (MM/DD)
12. **TAX EXEMPT ORGANIZATION:**
    A) Provide the Internal Revenue Code Section that applies to your exemption (e.g., 501(c)(3)).
    B) Does your organization file federal Form 990-T, Exempt Organization Business Income Tax Return? [ ] YES [ ] NO
    C) Is your organization required to file federal Form 990, Return of Organization Exempt From Income Tax, or federal Form 990-EZ, Short Form Return of Organization Exempt From Income Tax? [ ] YES [ ] NO
    If "YES", your organization is required to obtain a general excise tax license. Go to line 13.
    If "NO", go to line 12D.
    D) Does your organization have fundraising income? [ ] YES [ ] NO
    If "YES", your organization is required to obtain a general excise tax license.
13. **INDIVIDUAL:** Spouse's Name SSN
14. **IF YOU DO NOT HAVE A GENERAL EXCISE TAX LICENSE AND REQUIRE A TAX CLEARANCE:**
    A) Description of your firm's business
    B) Has your firm had any business income in Hawaii? [ ] YES [X] NO
    C) Has your firm had an office, inventory, property, employees, or other representatives in the State of Hawaii? [ ] YES [X] NO
    D) Has your firm provided any services within the State of Hawaii (e.g., servicing computers, training sessions, etc.)? [ ] YES [X] NO
    Note: If you answer "Yes" to any of the above questions, you are required to apply for a general excise tax license.

FILING THE APPLICATION FOR TAX CLEARANCE

The completed application may be mailed, faxed, or submitted in person to the Department of Taxation, Taxpayer Services Branch. Applications which require an Internal Revenue Service Tax Clearance will be forwarded to the Internal Revenue Service after processing is completed by the Department of Taxation. Allow up to **10 to 15 business days** for processing between the Department of Taxation and the Internal Revenue Service.

State Department of Taxation
TAXPAYER SERVICES BRANCH
P.O. BOX 259
HONOLULU, HI 96809-0259
TELEPHONE NO.: 808-587-4242
TOLL FREE: 1-800-222-3229
FAX NO.: 808-587-1488
or
830 PUNCHBOWL STREET, RM 124
HONOLULU, HI 96813-5094

Internal Revenue Service
W&I FIELD ASSISTANCE
300 ALA MOANA BLVD., #1-128
HONOLULU, HI 96850

TELEPHONE NO.: 808-566-2748
FAX NO.: 855-877-0789

Applications are available at Department of Taxation and IRS offices in Hawaii, and may also be requested by calling the Department of Taxation on Oahu at 808-587-4242 or toll-free at 1-800-222-3229. The Tax Clearance Application, Form A-6, can be downloaded from the Department of Taxation's website at **tax.hawaii.gov**.

----------FOR OFFICE USE ONLY----------

TYPE OF TAX	TAX RETURNS FILED STATUS	Clerk's Initials
INCOME		
GENERAL EXCISE/USE/ COUNTY SURCHARGE TAX		
HAWAII WITHHOLDING		
TRANSIENT ACCOMMODATIONS		
RENTAL MOTOR/TOUR VEHICLE/ CAR-SHARING VEHICLE		
UNEMPLOYMENT INSURANCE		
OTHER TAXES		

ITEMS RECEIVED

DRAFT COPY

THIS FORM IS PRE_FILLED FOR STATE OF HAWAII ONLINE TAX CLEARANCES
PLEASE FAX TO (855) 877-0789 OR MAIL IT ONLY TO:
IRS - TAX CLEARANCE PROGRAM
300 ALA MOANA BLVD MSH214, HONOLULU, HI 96850-4992

Form **8821**

(Rev. October 2012)

Department of the Treasury
Internal Revenue Service

Tax Information Authorization

▶ **Information about Form 8821 and its instructions is at *www.irs.gov/form8821***
▶ **Do not sign this form unless all applicable lines have been completed.**
▶ **To request a copy or transcript of your tax return, use Form 4506, 4506-T, or 4506T-EZ.**

H.C.E.
OMB No. 1545-1165

For IRS Use Only
Received by:
Name
Telephone
Function
Date

1 Taxpayer information. Taxpayer must sign and date this form on line 7.

Taxpayer name and address (type or print)	Taxpayer identification number(s)	
Business Interactions LLC 17390 Dugdale Dr, Ste 200 South Bend, IN 46660, United States	32-0157950	
	Daytime telephone 18007811044	Plan number (if applicable)

2 Appointee. If you wish to name more than one appointee, attach a list to this form.

Name and address	
Hawaii Information Consortium 201 Merchant St., Suite 1805 Honolulu, HI 96813, United States	CAF No. ---------- PTIN ---------- Telephone No. ---------- Fax No. ---------- Check if new: Address ☐ Telephone No. ☐ Fax No. ☐

3 Tax matters. The appointee is authorized to inspect and/or receive confidential tax information for the tax matters listed on this line. Do not use Form 8821 to request copies of tax returns.

(a) Type of Tax (Income, Employment, Payroll, Excise, Estate, Gift, Civil Penalty, etc.) (see instructions)	(b) Tax Form Number (1040, 941, 720, etc.)	(c) Year(s) or Period(s) (see the instructions for line 3)	(d) Specific Tax Matters (see instr.)
Income, Employment, Excise and/or Trust	All tax forms relating to the type of tax indicated	1990 to March 20, 2022	For the purposes of receiving a tax clearance or denial online

4 Specific use not recorded on Centralized Authorization File (CAF). If the tax information authorization is for a specific use not recorded on CAF, check this box. See the instructions. If you check this box, skip lines 5 and 6 . . . . . ▶ ☒

5 Disclosure of tax information (you **must** check a box on line 5a or 5b unless the box on line 4 is checked):

a If you want copies of tax information, notices, and other written communications sent to the appointee on an ongoing basis, check this box . . . . . ▶ ☒

Note. Appointees will no longer receive forms, publications and other related materials with the notices.

b If you do not want any copies of notices or communications sent to your appointee, check this box . . . . . ▶ ☐

6 Retention/revocation of tax information authorizations. This tax information authorization automatically revokes all prior authorizations for the same tax matters you listed on line 3 above unless you checked the box on line 4. If you do not want to revoke a prior tax information authorization, you **must** attach a copy of any authorizations you want to remain in effect **and** check this box . . . . . ▶ ☐
To revoke this tax information authorization, see the instructions.

7 Signature of taxpayer. If signed by a corporate officer, partner, guardian, executor, receiver, administrator, trustee, or party other than the taxpayer, I certify that I have the authority to execute this form with respect to the tax matters and tax periods shown on line 3 above.

▶ **IF NOT SIGNED AND DATED, THIS TAX INFORMATION AUTHORIZATION WILL BE RETURNED.**

▶ **DO NOT SIGN THIS FORM IF IT IS BLANK OR INCOMPLETE.**

Signature	Date
Brian Liddell	2019-03-22
Print Name	Title (if applicable)
	Corporate Officer

☐ ☐ ☐ ☐ ☐ PIN number for electronic signature

STATE OF HAWAII
DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS
FORM LIR#27 APPLICATION FOR
CERTIFICATE OF COMPLIANCE WITH SECTION 3-122-112, HAR

1. APPLICANT INFORMATION (Please Type or Print Clearly)

*Applicant's Business Name			
Business Interactions LLC			
Address	City	State	Zip Code
17390 Dugdale Dr, Ste 200	South Bend	IN	46660
DBA/Trade Name			
Harmony Healthcare IT			

* Business name must be the same name submitted with the applicant's bid or proposal.

2. IDENTIFICATION NUMBER(S): (Complete Applicable ID Numbers)

State Department of Labor Unemployment Insurance ID#	Federal Employer ID# (FEIN)
	32-0157950

3.EMPLOYERS: If you have a State Department of Labor Unemployment Insurance ID#, please skip question 3 only

Do you currently have employees or other representatives working in the State of Hawaii?	Do you plan to have employee(s) work in the State of Hawaii?
☐ Yes ☒ No	☐ Yes ☒ No

SEE INSTRUCTION SHEET FOR FILING INSTRUCTIONS. Failure to provide above required in formation on this application will result in a denial of this request. Unsigned applications will not be processed.

4. SIGNATURE:

Signature Date		Telephone No.	Fax No.
03/22/2019		+1 (800) 781-1044	
Print Name		PRINT TITLE: Corporate Officer, General Partner or Member, Individual (Sole Proprietor), Trustee, Executor	
Brian Liddell			
Email Address		Corporate Officer	

NOTE: If this application is stamped "PENDING", another LIR#27 must be submitted when employees are performing services in the State to determine compliance with the State of Hawaii labor laws. Approval constitutes a certificate of compliance with labor laws based on information available to the Department as of the approval date.

THIS APPLICATION BECOMES THE CERTIFICATE UPON APPROVAL.

Facsimiles and copies of this approval form are proof of compliance.

FOR OFFICE USE ONLY		Department of Labor and Industrial Relations Approval Stamp
DLIR Log No.	Date Received	

This certificate is valid for SIX (6) MONTHS from the approval date.

Visit our Website at http://labor.hawaii.gov/ui for ALL interactive and downloadable forms.

(Rev. 10/05)

DRAFT COPY

APPENDIX B

MANDATORY - PROPOSAL SUBMISSION CHECKLIST

***IF SPECIFIC ITEM(S) IS NOT APPLICABLE, MARK WITH "N/A"---DO NOT LEAVE BLANK.**

PLEASE CHECK OFF:

OFFEROR Shall Check Off Submitted	Proposal Items	HHSC Internal Use ONLY
☒	Proposal Received "On-Time"	☐
☒	One (1) Original & One (1) electronic file emailed to ndelima@hhsc.org	☐
☒	Proposal Transmittal Cover Letter:	☐
☒	• Official Business Letterhead	☐
☒	• Authorized Signature	☐
☒	• Corporate Seal or Notarized	☐
☒	• Required Information	☐
☒	Technical Proposal	☐
☒	• Background, Qualifications and Experience	☐
☒	• Personnel Organization and Staffing	☐
☒	• Management and Control	☐
☒	Cost Proposal	☐
☒	• Summary	☐
☒	• Summary Offer	☐
☒	Optional Services Costs	☐
☒	Non Applicable Proposal Requirement(s)	☐

☒	All Data and Information Required of the RFP	☐
☒	Proprietary Documents	☐
☒	Others (List)	☐
☒	Proposal Submission Checklist	☐
☒	Hawaii State Compliance Documents	☐