

## SOURCES SOUGHT NOTICE

THIS IS A SOURCES SOUGHT NOTICE REQUESTING CAPABILITY STATEMENTS THAT IDENTIFY IF YOU CAN DEVELOP A SMS SENDING & RECEIVING MESSAGING SYSTEM THAT SATISFIES THE REQUIREMENTS BELOW, OR IF THERE IS AN COMMERCIAL OFF-THE-SHELF SYSTEM AVAILABLE.

Responses are due by 10/22/2018 1400, Pacific Standard Time and should be sent to Shannon Archer, [Shannon.Archer@va.gov](mailto:Shannon.Archer@va.gov). Instructions for submittal are below.

### Background:

Linda Park's NRI-funded research study is looking at how text messaging can improve patient medication adherence. We are requesting to purchase a mobile health manager platform that will be used to send customized, two-way text messages to the non-Veteran participants in this project. Veteran participants will use the VA's version of this technology. We are only requesting for a separate platform for non-Veterans, since they are not registered in the VA system.

### VA Requirement:

CLIN 0001: To establish an annual service contract and 2-option years for SMS sending and receiving messaging excluding actual number of messages. Estimated over 200 total messages per system instance for 3 years.

Quantity: 1 Year (Plus 2 Additional Years)

CLIN 0002: Initialization, set up and deployment of propriety service built engine that manages what type, when, how and frequency of alerts and notifications to send and receive for 3 years.

Quantity: 1 Year (Plus 2 Additional Years)

CLIN 0003: Initialization, set up and deployment of URL, https, SSL and web service mapping setup.

Quantity: 1 Job

### Salient Characteristics:

1. Company must be currently registered or willing and able to register in sam.gov.
2. Company must be willing and able to scale down any offering to meet the needs of the VA without be required to purchase more than necessary.
3. Service must have the ability to bank text messages and automate text message frequencies.
4. Service must have the ability to send automatic messages that won't automatically be flagged as spam.
5. Must have a representative that have address any questions about the product offered.
6. VA must not be required to link with the patient's medical record.
7. The VA must not be required to compose text messages each time a message is sent.
8. Company minimum thresholds must be 750 text messages per month. The VA does not need more than that.
9. Must have two-way text messaging.
10. Patients must not be required to input reminders or be linked to any medical records.
11. Text messages must be customizable by the research team including actual message content and frequency of the messages.
12. The research team must receive a response to a text message that a patient responds to.
13. The product must be HIPAA compliant.
14. Product offered must have initialization, set-up and deployment of propriety service built engine that manages what type, when, how and frequency of alerts and notifications to send and receive for 3 (three) years to meet the following requirements:
15. Product must be able to send both texts related to medication adherence and educational/motivational texts.
16. Product must be able to send to a sample of 25 non-Veteran participants.
17. Product must be able to send these participants either one text a day or one text a week based on individual preferences.
18. Offer must include initialization, set-up and deployment of URL, https, SSL and web service mapping setup -- IIS virtual websites, nodes, SSLs within domain(s) for project instance.
19. Offer must include access, hosting and administration for administrative web portal that will have the following functionality. Ability to add, edit, remove new subjects' enrollment;

20. Offer must be able to schedule personalized subject(s) messages. Add, edit, and remove the messages and logic of one-way and two-way messages.
21. Offer must include set up special phrases to act logic upon. E.g. "STOP", "CHECKIN". Add, edit remove validation logic for return messages. E.g. Not in range of 1-5, Y/N characters. Interface for running reports, exporting and customizing outputs real time or scheduled.

#### Instructions for Submittal

Response shall include the following information:

1. Company Name, Contact Information, DUNS #, Socioeconomic Status
2. Name of Product/Manufacture, Length of time to full operation once installed
3. Any restrictions on it use (hardware/software compatibility issues)
4. State if your product will perform according to the salient characteristics by addressing each of the 21 salient characteristics.