

VA VISN 1 PACS SS Sept2019 Draft

Reference Number: VA VISN 1 PACS Sept2019

Request Type: Sources Sought

Primary Points of Contact:

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**Synopsis:**

The Veterans Health Administration (VHA) Veterans Integrated Services Network (VISN) 1 has identified the Information System: Data Management: radiology, here after referred to as Picture Archiving and Communication System (PACS) leasing services as a candidate for a VA VISN 1 contract opportunity.

The purpose of this RFI is to determine if commercial vendors can provide VISN 1 with a comprehensive PACS to include software, hardware, training, and support on an ongoing cost per procedure basis.

VISN 1 is comprised of the following locations: VA Boston Healthcare System (Jamaica Plains, West Roxbury, Brockton, Worcester), Bedford VA Healthcare System, Northampton VA Healthcare System, West Haven VA Healthcare System, Providence VA Healthcare System, Manchester VA Healthcare System, White River Junction VA Healthcare System and Togus VA Healthcare System.

VISN 1 has a need to continuously lease a PACS where all images performed or uploaded at a single site are available to all sites within the VA New England Network. The system will have high reliability and multiple redundancies (back up and disaster recovery). The system will have built in or integrated advanced visualization as well as integration with third party dictation systems and other medical devices and software, the system will also provide for a zero-footprint web-based viewing client for referring providers.

As part of our market research effort, we are seeking input from industry to identify the ability of the commercial market to fulfill potential requirements.

Thank you for your participation.

**Notes & Miscellaneous:**

If unable to complete this questionnaire in one sitting, you will need to close the questionnaire window and re-open the questionnaire link to edit your response. Open surveys do time out after approximately 5 minutes of inactivity. You will then need to log back in.

Monterey Consultants, Inc., is contracted by VA, Office of Small and Disadvantaged Business Utilization (OSDBU) to assist with market research. The survey portal is managed by Monterey on behalf of VA OSDBU. Monterey has signed Non-Disclosure Agreements and is restricted under Organizational Conflict

of Interest clauses from sharing submitted information with any party outside VA. Monterey is not engaged in this industry and does not plan on doing business within this area in the foreseeable future.

NAICS Code: 334510 -- Electromedical and Electrotherapeutic Apparatus Manufacturing

**Vendor Demographics**

**Please enter the following Point of Contact information:**

- 1 Name of Firm:**  
**Business Address:**
- 2 Point of Contact Name:**
- 3 POC Phone Number:**
- 4 Company Address:**
- 5 City/Town:**
- 6 State:**
- 7 Zip Code:**
- 8 Website URL address:**
- 9 Contact Email:**
- 10 Please provide your company's Data Universal Numbering System (DUNS) identification number: (9-Digit Identification Number without hyphen)**
- 11 Please indicate your company's business structure: (select all that apply)**  
Sole Proprietorship  
Partnership  
Limited Partnership  
Limited Liability Company (LLC)  
Corporation (For-Profit)  
Nonprofit Corporation (Not-For-Profit)  
Cooperative  
Foreign-Entity Owned  
State-Owned  
Franchise/Subsidiary  
Other, please specify:
- 12 What has been your company's annual average revenue for the last 5 fiscal years? (please provide best estimate available)**  
less than \$10K  
\$10K to \$50K  
\$51K to \$100K  
\$101K to \$250K  
\$251K to \$500K  
\$ 500K to \$ 1M  
\$ 1.1M to \$ 2M  
\$ 2.1M to \$ 4M  
\$ 4.1M to \$ 7M  
\$ 7.1M to \$ 14M  
\$ 14.1M to \$ 25.5M  
\$ 25.6M to \$ 50M  
more than \$50M

- 13 Please indicate your company's average annual number of employees: (if your company has been in business less than a full year, indicate the average number of employees over all pay periods since inception)
- 1 - 5 employees
  - 6 - 10 employees
  - 11 - 15 employees
  - 16 - 20 employees
  - 21 - 50 employees
  - 51 - 100 employees
  - 101 - 150 employees
  - 151 - 300 employees
  - 301 - 500 employees
  - More than 500 employees
- 14 Identify which of the following NAICS codes your company uses when providing PACS: (select all that apply)
- 333316 Electronic Computer Manufacturing
  - 334118 Computer Terminal and Other Computer Peripheral Equipment Manufacturing
  - 334419 Other Electronic Component Manufacturing
  - 334613 Blank Magnetic and Optical Recording Media Manufacturing
  - 334614 Software and Other Prerecorded Compact Disc, Tape, and Record Reproducing
  - 511210 Software Publishers
  - 532490 Other Commercial and Industrial Machinery and Equipment Rental and Leasing
  - 541511 Custom Computer Programming Services
  - 541519 Computer disaster recovery services
  - 541519 Information Technology Value Added Resellers
  - 541519 Software installation services, computer
- Other, please specify:
- 15 What is your company's primary NAICS code of operation?  
(limited to 6 digits)
- 16 Please indicate any small business designations that describe your business: (select all that apply)
- Service-Disabled Veteran Owned Small Business (SDVOSB)
  - Veteran Owned Small Business (VOSB)
  - 8(a) Business Development Small Business Certification
  - Alaskan Native Corporation (ANC)
  - Native Hawaiian Organization (NHO)
  - Tribally-Owned Concern (TOC)
  - HUBZone Business Concern
  - Economically Disadvantaged Women-Owned Small Business (EDWOSB in accordance with 19.1503)
  - Women-Owned Small Business (WOSB in accordance with 19.1503)
  - Women-Owned Small Business (WOSB)
  - Small Disadvantaged Business (SDB)
  - Small Business as per primary NAICS code of operation
  - Large Business
- Other, please specify:
- 17 Please indicate how your company operates for the lease of PACS equipment/software:
- Manufacturer
  - Distributor
  - Both Manufacturer and Distributor of your company's product(s)
  - Other
  - Requirements and Capability
- 1 Is your company prohibited from working with (Federal or State) Governmental contracts?

Yes

No

- 2 If your company is currently providing support to (Federal or State) government agencies, please specify which agencies/offices:  
(open area for response)

- 3 If your company currently has a VA BPA or other VA contract for PACS or related products, please provide the contract number:  
(open area for response)

- 4 If your company currently has an active GSA FSS contract for PACS or related information system software, please provide the schedule, SIN code, and contract number:  
(open area for response)

- 5 Identify those States located in VA VISN 1 where your company could provide the lease of PACS equipment and support services: (select all that apply)

Connecticut

Maine

Massachusetts

New Hampshire

Rhode Island

Vermont

None of the above

- 6 Does your company currently have teaming arrangements in place to support PACS product lease/service orders?

Yes

No

- 7 What do you suggest is the commercial best practice for pricing the costs of a lease contract for PACS that includes all equipment, software, upgrades/updates, back-end integration, Electronic Health Record (EHR) and 3rd-party software integration, licensing, and other related support services? Please briefly explain. (e.g., firm-fixed price, cost per study, managed service agreement, software as a service)

(open response area)

- 8 How many years of experience does your business have in leasing complete PACS that includes equipment, software, back-end integration with EHR systems, and support services?

< 1 year

1 - 2 years

3 - 4 years

5 - 6 years

7 - 8 years

9 - 10 years

> 10 years

- Please provide information regarding one major PACS projects your business has leased, designed, installed and supported in the past 3 years: (Response must include: Month/Year Start to Finish, Project Name, Customer, Location and a brief summary of the project for each)  
(open response area)
- 10 Regarding PACS leasing support services, identify those requirements your company can fully support without subcontracting or teaming agreements: (select all that apply)  
Provide Project Management  
Provide PACS installation, configuration, customization, and implementation  
Provide PACS legacy system historical data migration services  
Provide PACS training and go-live support  
Provide on-going PACS maintenance and support  
Provide PACS equipment management and refresh  
Provide PACS interface support  
Provide PACS testing  
Provide PACS reporting and documentation  
None of the above
- 10 Regarding PACS support services, identify any other requirements your company can fully support:  
(Open Response Area)
- 11 Identify those 3rd-Party software packages with which your company's PACS solution is interoperable: (select all that apply)  
Powerscribe 360 (list version)  
Radimetrics  
Vital Images  
None of the above
- 12 For those 3rd-Party software packages you identified above, please explain your knowledge of and experience with integrating third party software within the PACS, include reference to but not limited to the following, including and bidirectionality capabilities that have been successfully implemented in the VA environment:  
(Open Response Area)
- 13 If your company has a current contract(s) or other agreement(s) with any PACS equipment/software manufacturers, as part of that contract/agreement, is your company restricted geographically for the leasing of PACS equipment?  
Yes  
No
- 14 What products/equipment can your company fully support with a PACS lease? (select all that apply)  
Hardware  
Hardware Upgrades  
Integration Hardware  
Integration Hardware Upgrades  
Integration Software  
Integration Software Updates  
Servers  
Servers Upgrades  
Computer Workstations  
Computer Workstation Upgrades

Monitors  
Monitor Upgrades  
Software  
Software Updates  
Peripheral Devices  
Peripheral Devices Upgrades  
None of the above  
Other

- 15 Please identify the features below that apply to the clinician web-based viewer available from your company's PACS solution: (select all that apply)
- Seamless access to all studies for a selected patient
  - Measurements and calibrating measurements
  - 3D cross-referencing tools
  - Export JPEG images
  - Export DICOM images
  - Window/Level
  - Pan view
  - Rotate & Flip functionality
  - Reference lines for data entry
  - Toggle overlay
  - Series/Image layout
  - Cine loop
  - None of the above
  - Other
- 16 Please identify the characteristics below that apply to the clinician web-based viewer available from your company's PACS solution as they relate to deployment success and strategy: (select all that apply)
- Viewer has been successfully deployed in the VA environment
  - Viewer allows viewing all images within a network of locations
  - Viewer is application-based and has been approved for VA mobile devices
  - Requires internet connectivity
  - Works with Mac OS X, Windows, and Linux
  - Current and updateable JAVA
  - Includes email client application or web-based email service capability
  - HTML-based
  - Desktop only application
  - Works with Safari, Firefox, Chrome, and Internet Explorer
  - Built-in support for DICOM, NIFTI, Analyze, and NEMA-DES formats
  - None of the above
  - Other:
- 17 Please list all Radiologist viewing tools and to what extent they are automated and can be included in hanging protocols for the PACS equipment that your company currently leases:  
(Open Response Area)
- 18 Identify those diagram features of the PACS that your company currently provides in full-live production environments where radiology procedures are being performed: (select all that apply)
- Inserts anatomical diagrams and markups into the documentation
  - Allows user to view findings as they relate to the body part being studied

Allows user to add labels to the findings on the radiology application diagram  
Allows user to move the label of the findings over the image being studied on the radiology application diagram  
None of the above

- 18 Identify any other diagram features of the PACS that your company currently provides in full-live production environments where radiology procedures are being performed:  
(open response area)

- 19 Identify the characteristic(s) of the PACS equipment lease that your company currently offers: (select all that apply)
- Equipment/Software supports radiology specialties workflow including procedure documentation, information, data and radiology procedure reports
  - Equipment/Software provides Interoperability including, at a minimum HL7, ADT, DICOM, Electronic Medical Record(EMR)/Electronic Health Record (EHR) (e.g, Veterans Health Information Systems and Technology Architecture (VistA), Computerized Patient Record System (CPRS), VistA Imaging, and Cerner)
  - Equipment/Software utilizes multi-tiered architecture (mixed storage media, with current data on RAID storage)
  - Equipment/Software utilizes single-tier architecture (cloud storage, all data online all the time)
  - Equipment/Software capable of rapid display of images (< 8 seconds) throughout the network (VISN 1)
  - Equipment/Software provides archival capabilities for stored data
  - Equipment/Software operable with radiology information system (RIS) software
  - Software provides the ability to add standard and/or custom footnotes to images.
  - Hardware maintenance support with 3-year refresh schedule
  - Software maintenance support with on-going update schedule
  - Real-time data propagation within the network (VISN 1) (e.g., patient demographic data changes immediately available at another network location)
  - 24/7 technical support
  - Dedicated support engineer assigned to the leasing customer
  - Support services includes data migration at no additional cost
  - None of the above

- 19 Identify any other support characteristic(s) of the PACS equipment that your company currently leases:  
(Open Response Area)

- 20 How many years of on-site storage is your company's PACS solution capable of providing:

< 1 year  
1 - 2 years  
3 - 4 years  
5 - 7 years  
> 7 years  
None of the above

- 21 Identify the characteristic(s) of the diagnostic software imaging tools included in the PACS lease that your company currently offers: (select all that apply)
- Multiplanar measurement
  - Volumetric measurement
  - Bone/vessel subtraction
  - Multiplanar reconstruction

3D reconstruction  
Image (prior study) linking/synchronization  
None of the above

- 22 Identify the characteristic(s) of the advanced software imaging tools included in the PACS lease that your company currently offers: (select all that apply)  
Vessel tracking and analysis  
Prosthetics measurement and planning  
Advanced cardiac analysis  
Computer-aided diagnosis  
Multi-modality image fusion  
None of the above
- 23 Identify the characteristic(s) of installation, configuration, customization, and implementation that your company currently provides: (select all that apply)  
On-site installation of PACS at each VA facility in VISN 1  
On-site configuration of PACS at each VA facility in VISN 1  
On-site testing and confirmation of fully functional PACS at each VA facility in VISN 1  
None of the above
- 23 Identify any other characteristic(s) of installation, configuration, customization, and implementation that your company currently leases:  
(Open Response Area)
- 24 Identify the characteristic(s) of PACS Biomedical Training that your company currently provides: (select all that apply)  
Vendor provides initial on-site technical training includes complete information on maintenance and repair of the system  
Vendor provides on-site Go-Live technical support  
Vendor provides technical training on any interface changes as they become available  
Vendor provides subsequent technical refresher training  
Vendor incurs all transportation, tuition and lodging costs for service and maintenance technical 3 day training for up to two Biomedical Engineer staff per facility  
On-line web-based biomedical technical training  
Two Service and two operators' manuals provided for each PACS unit  
Unlimited electronic service and operators' manuals provided for each PACS  
None of the above
- 25 Identify the characteristic(s) of PACS User Training that your company currently provides: (select all that apply)  
Vendor provides Initial on-site User Training includes information on how to operate and clean the equipment safely and effectively  
Vendor provides on-site Go-Live User Support  
Vendor provides user training on any interface changes as they become available  
Vendor provides subsequent user refresher training  
On-line web-based clinical user training  
Two operators' manuals provided for each PACS unit  
Unlimited electronic operators' manuals provided for each PACS  
None of the above



- 26 Identify the characteristic(s) of PACS System Administrator Training that your company currently provides: (select all that apply)
- Vendor provides initial on-site PACS System Administrator Training includes information on how to perform system administrator tasks and manage the PACS
  - Vendor provides on-site Go-Live System Administrator Support
  - Vendor provides System Administrator training on any interface changes as they become available
  - Vendor provides subsequent System Administrator refresher training
  - On-line web-based System Administrator training
  - Two service and two operators' manuals provided for each PACS unit
  - Unlimited electronic operators' manuals provided for each PACS
  - None of the above
- 27 Identify and list any potential 3rd party software and/or hardware items that would be required as part of the PACS solution that your company currently provides. List only items that have not already been listed above and that would be required from another source other than your company.  
(Open Response Area)
- 28 Please list the software license agreement model your company uses for PACS software (including user licenses). Including license model used for any and all 3rd party software components that are required as part of the PACS solution. Response must include at a minimum: Licensing Method (e.g. open-source, perpetual (doesn't expire), annual (annual subscription renewal fee), License for each user or seat, License for number of radiology procedures, Enterprise license for entire VHA, license as Software as a service (SaaS) (cloud).  
(Open Response Area)
- 29 Identify the number of PACS your company could lease, deliver, install, and support in VA VISN 1, simultaneously and concurrently, by providing PACS equipment, project management, installation, configuration, customization, implementation, data migration services, training, go-live support, maintenance and support, interface support, testing, reporting and documentation:
- 1 - 5
  - 6 - 10
  - 11 - 15
  - 16 - 20
  - 21 - 25
  - 26 - 30
  - 31 - 35
  - 36 - 40
  - >40
  - None
- 30 Identify the approximate amount of time it would take your company to complete installation and results in a fully functional PACS for those simultaneous projects you noted in the previous question:
- < 1 month
  - 1 to 2 months
  - 3 to 6 months
  - 7 to 12 months
  - > 12 months
  - N/A
- 31 Identify the maximum number of simultaneous users that your company's PACS solution can manage concurrently:

< 100  
101 - 500  
501 - 1000  
1001 - 3000  
3001 - 5999  
>5999  
N/A

- 32 Is your company's PACS solution capable of integrating with the following platforms while maintaining functionality and compatibility?

Columns: Yes, No

Rows:

Windows

Catamaran Software Solution

HL7 Interface Experience

VistA EHR (formerly DHCP)

VistA Imaging

Computerized Patient Record System (CPRS)

Cerner EHR

MBM Java-based Solutions

MUMPS-based Systems

Enterprise Credential Production software/equipment

- 33 Does your company have experience with re-integration efforts to update PACS to new/emerging EHR technologies?

Yes

No

- 34 Identify any other procedural support characteristic(s) of the PACS equipment that your company currently provides:

(Open Response Area)

- 35 What is the PACS connection methodology to transmit and/or receive data to and/or from an EHR system? (Response to include: System Information, Connection Method, Connection Type, Source, Destination, Direction (Send, Receive, Both))

(Open Response Area)

- 36 What happens to PACS functionality when software/hardware integration fails? Response to include: redundancy measures in place to reduce risk, response measures, impact to both procedure rooms and travel carts, and include affected interface/interoperability for the EHR)

(Open Response Area)

- 37 Indicate the image/document processes available from the PACS solution that your company currently leases: (select all that apply)

Automatically creates a copy of the complete radiology procedure documentation in PDF format

Automatically creates a copy of the complete radiology images in JAVA format

Automatically creates a copy of the complete radiology images in DICOM format

Automatically sends a copy of the complete radiology procedure documentation in PDF format to EHR

Automatically sends a copy of the complete radiology images in JAVA format to EHR

Automatically sends a copy of the complete radiology images in DICOM format to EHR

Automatically sends a copy of the complete radiology images in HTML format to EHR

Has capability to create other text file formats for storage in EHR  
Has capability to create other image file formats for storage in EHR  
None of the above

Can your system offer streaming technology such that load times are not significantly limited to bandwidth between archives?

- 38      a. Please explain your methodology for overcoming limited WAN and LAN bandwidth  
          b. Please list your minimal acceptable network speeds (WAN and LAN) with average time to load large studies with priors. (large studies will be defined as 1000 slice CT studies with at least three (3) similar priors).  
(Open Response Area)

- 39      Identify those current reporting-tool features of the PACS solution your company currently leases: (select all that apply)  
          Is an easy to use report builder software that enables the users to search any combination of discrete structured radiology data elements  
          Allows end users to execute and save queries, run properly constructed analytical and quality reports from the PACS software  
          Allows users to view and export and save the report results to editable CSV, Excel, XML, HTML, raw text and PDF formats  
          Allows end users to query any or all discrete data elements as desired by the user  
          Allows the PACS user to use the data at any level (facility, health care system, VISN)  
          Provides an unlimited number of PACS users in a facility and VISN  
          Creates and displays both tabular and visualizations (charts, graphs, plots, etc.)  
          Provides the ability for the report to be automated, scheduled to run, published and transmitted  
          None of the above

- 40      Is the PACS that your company currently provides capable of exporting all radiology data as discrete data to the VA Enterprise/Corporate Data Warehouse (CDW) for query and reporting?  
          Yes  
          No

- 41      Can the PACS that your company currently provides be integrated with VA's network time server (NTS) to automatically synchronize date/time stamps on procedural events as they occur?  
          Yes  
          No

- 42      To what extent does the PACS that your company currently provides allow users to query data and create various analytical and quality assurance reports in full-live production environments where radiology procedures are being performed? Identify those user data and reporting capabilities that are included in the PACS that your company offers: (select all that apply)

All radiology information  
Ad-hoc (query any data element or combination of data elements apply any condition, range, etc.)  
Customized data queries  
No-show appointment information  
Audit trail data  
Cancelled appointment reporting  
Signed procedure reports  
Unsigned procedure reports  
Procedure count data  
Staff performance data

Workload efficiency data/reports  
Equipment usage reporting  
Equipment room scheduling and reporting  
Unsigned chart notes  
Surveillance, recall and tracking reporting  
Staff information reporting  
None of the above

- 42 Identify any other user data and reporting capabilities that are included in the PACS that your company offers:  
(Open Response Area)
- 43 Can the data, from those elements you identified in the previous question, be queried across PACS instances among different VHA facilities at various locations?  
Yes  
No
- 44 Does the PACS that your company leases have the capability to import staff information into the radiology software application in full-live production environments where radiology procedures are being performed?  
Yes  
No
- 45 Does the PACS that your company leases associate orders, order numbers and ordering physicians with the radiology procedure note in full-live production environments where radiology procedures are being performed?  
Yes  
No
- 46 Does the PACS lease that your company provides include the ability to proactively monitor and ensure the interfaces and data transfer links between the PACS and all other systems are operational and maintained consistently?  
Yes  
No
- 47 Does the PACS that your company currently leases automatically import captured still images, video and data from radiology equipment in real time for inclusion into the radiology software application without staff intervention?  
Yes  
No
- 48 Identify the quality control features that the PACS solution your company currently provides in full-live production environments where radiology procedures are being performed: (select all that apply)  
Allows custom data entry and data quality rule creation  
Monitors data entry and data quality rules  
Enforces data entry and data quality rules by triggering rule actions  
Automatically directs charts to others for completion  
Automatically prompts users for required documentation at the appropriate point when necessary  
Automatically prompts users to ensure adherence to specific treatment plans, protocols and guidelines  
Displays items that require immediate attention via notifications or pop ups

Restricts the end user to circumvent intended quality assurance controls For example, PACS has required fields and can limit the response options/choices which forces the user to select one of the required options/choices The PACS does not allow the end user to pick one of the required field options and then modify it in the procedure report The PACS does not allow the user to circumvent the rules

Requires the user to enter all required fields before signing the procedure report

Provides patient tracking for surveillance (follow up appointments, recalls)

Provides for patient tracking the patient through the radiology procedure process and displaying the status of the patient on a display

None of the above

- 48 Please provide any other quality control features for the PACS solution your company currently provides has in full-live production environments where radiology procedures are being performed:

(Open Response Area)

- 49 Identify the alerts/notification features that the PACS solution your company currently provides in full-live production environments where radiology procedures are being performed: (select all that apply)

Alerts/notification for data entry and data quality rule violations

Alerts/notifications that changes will be lost if the procedure is closed without first saving the changes

Alerts/notifications when attempting to enter free text in discrete data fields (limits and controls free text entry)

Alerts/notifications identifying charts with incomplete or missing information

Alerts/notifications for mismatched information between discrete data fields (captures and alerts the user to obvious clinical mismatches such as fields that are in conflict with clinical protocols)

Alerts/notifications for non-compliance with clinical guidelines

Alerts/notifications for outstanding tasks

Provides a monitoring process to ensure minimizing false alarms

None of the above

- 50 Identify those dictation features of the PACS that your company currently provides in full-live production environments where radiology procedures are being performed: (select all that apply)

Inserts dictation markers

Dictates sections of chart note

Dictates while navigating through chart

Integrated speech recognition capabilities

Inserts normal findings macros within medical records

Is compatible with Nuance enterprise software

Allows for system navigation

Allows for hands free documentation during the procedure

None of the above

- 50 Identify any other dictation features of the PACS that your company currently provides in full-live production environments where radiology procedures are being performed:

(open response area)

- 51 Identify those information process features below that the PACS that your company currently provides in full-live production environments where radiology procedures are being performed? (select all that apply)

Allows user to view multiple patient records concurrently

Generates patient discharge instructions and teaching material handouts

Incorporates assessments and plans into the radiology procedure report

Allows customization of workflow, data flow, protocols, templates and views based on organization and physician's objectives  
Provides shortcuts that will automatically produce text in the documentation  
Capable of intuitive learning during documentation based on user input  
Provides mouse-over icon explanations  
Provides medical spell check  
Provides selectable standard radiology medical terminology  
Provides preconfigured mandatory drop-down menus, choice lists, checklists, and/or data fields without any duplicate documentation  
Provides touch screen capability  
None of the above

- 51 Identify any other information process features that the PACS that your company currently provides in full-live production environments where radiology procedures are being performed:  
(open response area)
- 52 Identify those patient and staff record features that PACS that your company currently provides in full-live production environments where radiology procedures are being performed: (select all that apply)  
Creation and management (enter, save, select, edit, view print, archive, etc.) of radiology Patient records as allowed by organization's policy  
Creation and management (enter, save, select, edit, view print, archive, etc.) of radiology Staff member records as allowed by organization's policy  
Neither of the above
- 53 Please identify any ease of use features of the PACS that your company currently provides has in full-live production environments where radiology procedures are being performed? (select all that apply)  
Does not require significant clinical staff time to implement  
Does not require extensive training for new staff to be able to use it  
Is user friendly, pleasant and satisfying to use, quick and easy to navigate  
Streamlines the stages of radiology procedure documentation  
Minimizes the amount of typing and the number of mouse-clicks used during radiology procedure documentation  
Minimizes disruption of clinical and technical operations  
Does not have functionality perceived by users as issues or bugs in the software that should not be in production  
Provides efficient anticipatory, intuitive workflow, data entry, maneuvers and navigation  
Documents complete and accurate information in the procedure report in response to pick list or checked selections  
Prevents PACS documentation errors that could be caused by user interaction and helps user easily and quickly recover from any errors that may occur  
None of the above
- 53 Identify any other ease of use features of the PACS that your company currently provides in full-live production environments where radiology procedures are being performed?  
(open response area)
- 54 Please identify any image management features of the PACS that your company currently provides in full-live production environments where radiology procedures are being performed? (select all that apply)  
Uses HDMI, HD, SDI and/or composite video sources from multiple sources  
Captures HD still images and HD

Compresses still and video images

Allows for quick and easy image management including capture, save, select, retrieve, display, zoom, send, print, attach, markup, annotate, compare, etc.)

Provides video editing to cut length of video time to focus on key segments from radiology systems

Allows thumbnail view of the images

Allows the user to add/modify images

Imports, incorporates/embeds images into the procedure report

Exports images into commercial Picture Archive and Communication System(s) (PACS), Vista Imaging and Cerner

Associates imported images with specific findings in the radiology application

Provides the ability to add standard and/or custom labels/footnotes to images

None of the above

- 54 Identify any other image management features that the PACS that your company currently provides in full-live production environments where radiology procedures are being performed:  
(open response area)

- 55 Is your company's PACS solution compatible with end-user Electronic and Information Technology (EIT) to satisfy a requirement to be Section 508 compliant?

Yes

No

- 56 Identify those policies/standards where your company has experience with PACS system design/configuration compliance: (select all that apply)

VA Handbook 6500

National Institute of Standards and Technology (NIST) Special Publication (SP) 800-53 Revision 3

NIST SPs (including SP 800 27)

Common errors such as the ones at [www.sans.org/top25](http://www.sans.org/top25)

Desktop software compatibility with the Federal Desktop Core Configuration (FDCC)

None of the above

- 57 Is your company's PACS solution designed to work in a service oriented architecture (SOA)?

Yes

No

- 58 Is your company's PACS solution FIPS 140-2 compliant?

Yes

No

- 59 Please identify the features below that apply to the PACS solution your company currently provides in full-live production environments where radiology procedures are performed? (select all that apply)

Runs on the VA OIT Gold Standard Image

Operates in Citrix environment

Includes standard redundancies and protections

Includes a system backup infrastructure

Includes a fail-over system

Inherits User Access policies from the organization (e.g. GPO's or local access SOP)

Includes a system contingency plan

Includes documented recovery and reconstitution procedures  
 Supports multi-factor authentication for local access to privileged accounts  
 Includes proactive real-time monitoring that indicates system status and alerts users and technical staff when system issues occur The solution detects technical issues/problems before they are discovered by the users  
 Provides facility level, Health Care System enterprise level and regional level access Has the capability to provide District level and National level access that includes ability for designated users at any level to read all PACS information and run data queries and quality assurance reports  
 Allows the System Administrator to run audits including user access  
 Provides the System Administrators control of assigning new user roles within 60 minutes (e.g. a new surgery resident shows up in a facility and can be added and assigned roles/permissions within 60 minutes of the system administrator being notified)  
 Provides the System Administrators access to add users and manage user accounts (create, edit, modify, save, remove, revoke, audit, archive, etc.) including user local and remote access, default setting and customization  
 Provides complete functionality, including in both radiology procedure rooms and on mobile travel carts, even when the organization's network is down (i.e. users are able to store images from procedures in the event of a network outage) without any loss of data  
 None of the above

60 Installation of PACS will require the migration of up to five (5) years of prior exam history from legacy systems; does your company have the staff with expertise to address a requirement for the migration of historical patient data?  
 Yes  
 No

61 Does the PACS currently provided by your company have data extraction features for research and quality control purposes?  
 Yes  
 No

62 What customer roles and responsibilities does your company expect to see during an PACS project, from start to finish? (For example, attend meetings, data mapping, workflow analysis, work on gathering information for preloading content lists, testing activities, etc.)  
 (Open-ended response)

63 Does your company have recent experience with the following: (guidance and directives from the VA CIO's office is accessible to the public on the agency website: [www.oit.va.gov](http://www.oit.va.gov))  
 Yes  
 No  
 Columns: Yes, No  
 Rows

Applicable Federal IT security and privacy policies, standards, regulations and statutes  
 Applicable VA IT security and privacy policies, standards, regulations and statutes  
 FedRAMP Certification  
 Having approval for access to centralized VA systems

64 Does your company currently have an Interconnection Security Agreement/Memorandum of Understanding (ISA/MOU) with the VA for real time remote maintenance and troubleshooting of the PACS by contractor staff over the VA network?

Yes



No

- 65 What percentage of your company's personnel, who would perform PACS on-site and/or off-site(remote) services for the PACS, have a current VA Personal Identity Verification (PIV) badge?

< 10%

10% - 25%

26% - 50%

51% - 75%

76% - 90%

>90%

None

- 66 If your company has experience with any of the following regulatory, policy, and/or compliance organizations for application design, development, and compliance reporting, please select from the following list? (select all that apply)

Institute of Electrical and Electronics Engineers (IEEE)

National Electrical Code (NEC)

National Fire Protection Association (NFPA)

Occupational Safety and Health Administration (OSHA)

Software Configuration Management Plan (SCMP)

Software Development Plans (SDP)

Software Documentation Standard

Software Engineering Manual

Software Product Evaluation Plan

Software Safety Aspects

ISO 9000

Health Insurance Portability and Accountability Act (HIPAA)

VA OIT Technical Reference Model (TRM)

VA Clinical Procedures Package

Meaningful Use Stage 2 certification (Ambulatory and Inpatient certifications)

Underwriters Laboratories (UL)

International Electrotechnical Commission (IEC)

Integrating the Healthcare Enterprise (IHE)

Systemized Nomenclature of Medicine Clinical Terms (SNOMED CT)

Current Procedural Terminology (CPT)

International Classification of Diseases (ICD)

Digital Imaging and Communications in Medicine (DICOM) modality interface is VA VistA Imaging Approved

None of the above

- 67 Identify those phases of the PACS system/software development life cycle currently implemented by your company: (select all that apply)

CSC integration and testing

CSCI testing

CSCI/HWCI integration and testing

Detail design

Implementation and software unit testing

Preliminary design

Software requirements analysis

System integration and testing software aspects only

System/software requirements analysis software aspects only

None of the above  
Other, please specify

- 68 Regarding PACS equipment management, identify those requirements your company can fully support: (select all that apply)  
Provide support for storage  
Provide support for inventory management  
Provide support for provisioning and tracking  
Provide support for device activation  
Provide support for device repair  
Provide support for device decommissioning  
None of the above
- 69 Regarding PACS software management, identify those requirements your company can fully support: (select all that apply)  
Provide support for software updates  
Provide support for license purchases and maintenance  
Provide support for provisioning and tracking  
Provide support for device activation  
Provide support for database updates/upgrades  
None of the above
- 70 On average, how quickly can an PACS be replaced if it cannot be repaired?  
less than or within 24 hours  
>1 day-3 days  
>3days-5days  
>5 days-7 days  
>1 week-10 days  
>10 days or more  
N/A
- 71 What is your company's average response rate for system shutdown support?  
Columns: < 1 hour, 1 - 2 hours, 3 - 4 hour, > 4 hours, N/A  
Rows:  
Urgent Priority  
High Priority  
Normal Priority  
Low Priority
- 72 Based on the average response rate, what does your company provide by means of redundancy to prevent long-term disruption in service (>7 hours)? (select all that apply)  
Backup System with duplication  
Daily or weekly system maintenance scheduled  
24/7 software/hardware specialists available to address critical malfunctions  
None of the above  
Other, please specify:
- 73 What types of PACS user support services does your company provide? (select all that apply)

Telephone support (24/7)  
Telephone support (weekdays, 9 - 5 only)  
Software specialist telephone call-back within 1 hour  
Software specialist telephone call-back within 2 hour  
Software specialist telephone call-back within 4 hour  
Software specialist telephone call-back longer than 4 hours  
Company website, Live Chat (24/7)  
Company website, Live Chat (weekdays, 9 - 5 only)  
Company website, ticket submission and tracking (24/7)  
Software specialist on-line, remote support within 1 hour  
Software specialist on-line, remote support within 2 hours  
Software specialist on-line, remote support within 4 hours  
Software specialist on-line, remote support longer than 4 hours  
Software specialist on site within 24 hours of critical malfunction  
Software specialist on site within 48 hours of critical malfunction  
Software specialist on site within 1 week of critical malfunction  
Software enhancement requests support within 30 days  
Software enhancement requests support greater than 30 days  
Software terminology request support within 30 days  
Software terminology request support greater than 30 days  
None of the above

74 In units, what is your company's monthly capacity to provide PACS equipment and fully functional installation?

1 to 5 units  
6 to 10 units  
11 to 15 units  
16 to 20 units  
> 20 units  
N/A

75 Check those areas where your company has an established on-going program: (select all that apply)

Company is a registered establishment with the U.S. Food and Drug Administration (FDA)  
Additional licensure/certification for in-place staff  
Diversity subcontracting  
Ethics/Core Values Training and Audits  
ISO Certification  
HIPAA training and compliance  
Licensure/certification renewals or upgrades for in-place staff  
Limited-Access Site clearance  
Organizational Conflict of Interest Awareness Training  
Organizational Conflict of Interest Mitigation  
Quality assurance/quality control  
Security and Compliance  
Staff advancement  
None of the above

76 Identify those other best practices that your firm has integrated into company standards: (select all that apply)  
FDA approved product verification

Carbon Pollution Reduction Scheme (CPRS)  
Incorporation of proven commercial best practices  
Program Evaluation and Review Techniques (PERT)  
Risk management and mitigation  
Redundancy plan  
Quality assurance/quality control  
Standardized operating procedures  
None of the above

- 77 How does your company self-evaluate contract performance? (QA = Quality Assurance) (select all that apply)  
Quality Control Program (QCP)

Customer interviews by corporate leadership or QA group  
Customer interviews by project leadership or QA group  
Customer questionnaires by corporate leadership or QA group  
Customer questionnaires by project leadership or QA group  
Informal random spot-checks  
Internal project reviews, including financial and schedule milestones  
Verification of compliance with project QA Plans or equivalent  
None of the above

- 78 How does your company self-evaluate overall corporate performance? (select all that apply)

Account Condition Report (ACR)  
Balanced Scorecard  
Benchmarking  
Business Process Improvement  
Customer Satisfaction Questionnaire Analysis  
Employee Round Table  
No corporate practice for company self-evaluation

- 79 We welcome your comments and suggestions on this topic:

(open-ended comments area)

User Experience

- 1 How long did it take you to complete this eRFI?

A. 0-15 Minutes  
B. 16-30 Minutes  
C. 31-45 Minutes  
D. 46 Minutes - 1 Hour  
E. > 1 Hour

- 2 If you have submitted a paper RFI or Sources Sought response in the past, how long did that usually take to complete?

A. 0-15 Minutes  
B. 16-30 Minutes  
C. 31-45 Minutes  
D. 46 Minutes to 1 Hour  
E. >1 Hour  
F. No previous responses via paper.

- 3 How would your company prefer to submit responses to announcements (e.g., RFI or Sources Sought)?

- A. Electronic Method
- B. Traditional Method

- 4 If your company could respond to formal announcements (e.g., RFIs or Sources Sought) using an eTool like this electronic questionnaire, how likely do you think your company would be to respond to more requests for information?
- A. Highly Likely
  - B. Likely
  - C. Somewhat Likely
  - D. Would Not Change Response Level
  - E. Somewhat Unlikely
  - F. Unlikely
  - G. Highly Unlikely

- 5 If there is some other method by which your company would prefer to submit RFI responses, please specify here:

Questionnaire End