



## Consortium for Universal Healthcare Credentialing

April 10, 2017

### **General Procedures for Request for Proposal (“RFP”)**

The purpose of this RFP is to invite vendors to partner with the Consortium for Universal Healthcare Credentialing (“C4UHC” or “Consortium”) to create a standardized, open, and interoperable individual and company credentialing solution. The ultimate goal of this project is to solidify written and data standards for credentialing and create an interoperable process to communicate those standards to meet the needs for both suppliers and health care providers.

This RFP provides potential vendors with a basic background and understanding of C4UHC and this project. This information enables vendors to respond in a format that promotes a fair comparison and ensures that the proposed solution meets requirements.

This RFP and all materials submitted by the Consortium are to be treated as strictly confidential. You should not disclose this information to any third party or use this information for any other purpose, other than to present a proposal to C4UHC. C4UHC will require a non-disclosure agreement prior to engaging any vendor in product strategic discussion. In the event that it is determined that a vendor disclosed information, they will be automatically disqualified from the RFP and may be subject to legal action.

Vendors interested in participation in the RFP process will have until **April 21, 2017** to provide a proposal regarding its capabilities and project cost estimates for this project.

#### **1. Overview**

- 1.1 Introduction
- 1.2 Purpose
- 1.3 Acronyms and Definitions

#### **2. System Overview**

- 2.1 History/Background
- 2.2 Purpose
- 2.3 RFP Questions
- 2.4 Business Benefits

#### **3. Constraints**

Appendix A - GRIN Attributes

Appendix B - GLN Company Attributes

Appendix C - General Terms

Appendix D - Technical Specifications for Data Repository

## 1.1 Introduction

The mission of the C4UHC is to streamline the health care industry representative credentialing process in a manner that will protect patient safety and confidentiality, eliminate duplicative efforts and costs, and meet the needs for both suppliers and health care providers. The Consortium looks to accomplish this goal by solidifying written and data standards for credentialing, promoting adoption of such standards, and creating an interoperable process to communicate those standards.

The goal of this project is to establish written and data standards for; credentialing and create an interoperable process to communicate those standards to meet the needs for both suppliers and health care providers and interoperability within member organizations and across the vendor credentialing systems.

## 1.2 Purpose

The purpose of this RFP is to specify business requirements for a process for acquiring, aggregating, validating, and converting documents or data from multiple sources according to standards established by the Consortium. The data elements would then be published to a repository, which could then be accessed by authorized users in the vendor representative credentialing process.

## 1.3 Acronyms and Definitions

<b>Term, Acronym</b>	<b>Definition</b>
C4UHC	Consortium for Universal Healthcare Credentialing
GRINS	Global Resource Identification Numbering System
GRIN	Global Resource Identification Number
GLN	Global Location Number

## 2. System Overview

### 2.1 History/Background

GS1 standards are currently used globally across 26 different industries. These standards govern the barcodes used by retail businesses and other consumer product companies in stores around the world. With widespread acceptance of these standards, various countries have begun to initiate programs designed to address emerging requirements in the healthcare industry. Many countries are specifying GS1 standardized data formats for product marking in order to prevent reimbursement fraud, counterfeiting and to provide additional patient safety measures. The Consortium intends to align to GS1 standards and processes where appropriate.

In order to meet the Consortiums standards, members must collect and publish all required attributes for member employees and Member Company. Currently there is no standard process used to create, publish and maintain all the data required.

## 2.2 Project Details

This RFP seeks a vendor to supply a solution with any or all of the following functions:

- Aggregate required documentation, validate if necessary
- Receive validated data elements and publish to the solution platform
- Convert documentation in to the standard data elements for each requirement
- Publish data elements to the solution platform
- Restrict access to authenticated/validated users
- Create a solution platform to house the data that meets the performance and security specifications outlined below
- Host and maintain the solution platform and the contained data
- Create reporting functionality for appropriate users
- Ability to interface with other systems and utilize industry standards
- Provide interfaces at provider site utilizing new or existing process that provides mechanism for displaying compliance to the standards (badge/app/scan)

## 2.3 RFP Questions - Firm Information, Capabilities, Proposal and Project Cost Estimate

Please respond to C4UHC with the following:

1. Which of the following services are you able to provide? Please provide a very brief explanation. If you do not currently have that capability, please provide a date for if/when you will have that capability.
  - a. Aggregation of required documentation.
    - i. Hard copy documents
    - ii. Electronic files
  - b. Validation of documentation.
  - c. Convert documentation in to the standard data elements for each requirement (Appendix A and B)
  - d. Publish data elements to the solution platform.
  - e. Create a solution platform that meets the performance and security specifications set forth below
  - f. Ability to interface with other systems that utilize industry standards
  - g. Host and maintain the solution platform.
  - h. Create reporting functionality for appropriate users of the solution platform
  - i. Provide interfaces at provider site utilizing new or existing processes that provides mechanism for displaying compliance to the standards (Badge/app/scan)

2. Please explain why you are uniquely qualified to develop and deliver this C4UHC solution.
3. Describe your experience and capabilities in implementing similar standardized and interoperable initiatives for large/diverse companies.
4. Identify whether you have worked with any C4UHC Members, if so provide a business owner (name) contact information for other C4UHC member organizations you have worked with over the past two years.
  - a. List of C4UHC members: 3M; Abbott Laboratories; Abiomed, Inc.; Cardinal Health, Inc.; Cook Medical; GE Healthcare; Johnson & Johnson; Philips; Siemens Medical Solutions USA, Inc./Siemens Healthcare Diagnostics, Inc.; STERIS Corporation; Teva Pharmaceuticals USA, Inc. and W.L. Gore & Associates, Inc.
5. Describe your ability to support the proposed project with the adequate number of consultants or other personnel.
6. Provide a general schedule of fees (rates by level) for your services in developing the proposed solution.
7. Architecture/Technical Overview
  - a. Describe key aspects of your proposed infrastructure architecture. Include a high-level infrastructure architecture diagram that depicts the requirements.
  - b. Provide your software licensing model (ex: licensing by user/site/enterprise) including software maintenance fees.
  - c. Does your solution use centralized authentication and authorization?
  - d. Do you develop and deliver application security updates?
  - e. What is the estimated throughput or data volume for interfaces used in your solution? Is there an anticipated change in network traffic?
  - f. Do you have an application strategy/roadmap defined for your proposed solution?
8. Is your company classified as small, small disadvantaged, minority, women-owned, veteran, disabled veteran, or a Hub Zone business?

## **2.4 Business Benefits**

- Quality Compliance – Consortium standards are an industry standard for representative and company credentialing. Members must comply with these standards to improve patient safety and confidentiality, increase accuracy and gain efficiency.
- Regulatory Compliance – Having a quality repository of member's representative and company data allows members to also meet other applicable regulatory requirements including appropriate data security. The data required to meet these regulations is a subset of the data outlined in this RFP.
- External Customer Requirements – Some of member's customers require a

specific credentialing process.

**3. Constraints**

- a. The solution must adhere to all applicable Member Company policies and procedures.
- b. The solution must be accessible 24 hours a day, 7 days a week to support global business needs, with scheduled downtime.
- c. The solution must allow for expansion over time to include additional source systems/attributes.

**Appendix A – GRIN Attributes**

	<b>Data Definition</b>	<b>Data Format</b>
<b>Administrative Requirements</b>	<b>Employee Unique ID</b>	<b>Numerical</b>
	<b>Report Generated Date</b>	Date
	<b>PreferredName</b>	Text
	<b>FirstName</b>	Text
	<b>LastName</b>	Text
	<b>MiddleName</b>	Text
	<b>Suffix</b>	Text
	<b>Employer Company</b>	Text
	<b>Employee Photo</b>	BLOb
	<b>Job Title</b>	Text
	<b>Function Performed/Job Description</b>	Text
	<b>Email</b>	Text
	<b>Office Phone</b>	Text
	<b>Manager First Name</b>	Text
	<b>Manager Last Name</b>	Text
	<b>Division Name</b>	Text
	<b>Manager/Division Email</b>	Text
	<b>Employer GLN</b>	Numerical
	<b>Product Type</b>	Text
	<b>Proficiency Date</b>	Date
<b>Request Created Date</b>	Date	
<b>Credentialing no longer required</b>	Date	
<b>Request Modified Date</b>	Date	
<b>Status of the Request</b>	text	
<b>Training Verification</b>	<b>Aseptic Training</b>	<i>Date</i>
	<b>Blood Borne Pathogen Training</b>	<i>Date</i>
	<b>HIPAA Training</b>	<i>Y/N</i>
	<b>OR Protocol</b>	<i>Y/N</i>
	<b>National Patient Safety Goals</b>	<i>Y/N</i>
	<b>Electrical Safety</b>	<i>Y/N</i>
	<b>Radiation Safety</b>	<i>Y/N</i>
	<b>Fire Safety</b>	<i>Y/N</i>
	<b>Commitment to Confidentiality</b>	<i>Y/N</i>
	<b>Adverse events reporting</b>	<i>Y/N</i>
<b>DRA Requirements Certification</b>	<i>Y/N</i>	

	<b>Data Definition</b>	<b>Data Format</b>
	<b>Educational Material Restrictions</b>	<i>Y/N</i>
	<b>Gift Restrictions</b>	<i>Y/N</i>
Hosp Req	<b>Best Practice Code of Conduct</b>	<i>Y/N</i>
	<b>Best Practice Orientation</b>	<i>Y/N</i>
Medical Requirements	<b>TB (Blood test or PPD Skin test Annually)</b>	<i>Date</i>
	<b>Influenza Seasonal Vaccination (Annual)</b>	<i>Date</i>
	<b>Hep A</b>	<i>Y/N</i>
	<b>TDaP/Tetanus, Diphtheria and Pertussis vaccination (10 years</b>	<i>Y/N</i>
	<b>Varicella/Chicken Pox Titer blood test or 2-shot vaccination series (one-time)</b>	<i>Y/N</i>
	<b>Hepatitis B Titer blood test or 3-shot vaccination series or declination (one-time)</b>	<i>Y/N</i>
	<b>10 Panel drug Screen</b>	<i>Y/N</i>
Background	<b>Employment Background Check</b>	<i>Y/N</i>
	<b>Refresh Background Check</b> <b>Criminal Databases</b> <b>Sanctions and Exclusions DB</b> <b>Sex Offenders</b> <b>County (if applicable)</b>	<i>Y/N</i>

**Appendix B – GLN/Company Attributes**

<b>Company Data</b>	<b>Parent GLN</b>	Numeric
	<b>Child GLN 1</b>	Numeric
	<b>Child GLN 2</b>	Numeric
	<b>Child GLN 3</b>	Numeric
	<b>Child GLN 4</b>	Numeric
	<b>Child GLN 5</b>	Numeric
	<b>Child GLN 6</b>	Numeric
	<b>Child GLN 7</b>	Numeric
	<b>Child GLN 8</b>	Numeric
	<b>Child GLN 9</b>	Numeric
	<b>GRIN</b>	Numeric
	<b>Physical Business Address</b>	Alphanumeric
	<b>Federal Reporting Tax Identification Number (TIN)</b>	Text
	<b>Contact</b>	Text
	<b>Are you a Publically Traded Company?</b>	Y/N
	<b>Stock Ticker Symbol</b>	Text
	<b>Company Name</b>	Text
	<b>DBA/Disregarded Entity Name</b>	Text
	<b>Federal Tax Classification</b>	Text
	<b>State of Incorporation</b>	Text
	<b>Type of Business</b>	Text
	<b>Business Category</b>	Text
	<b>Business Sub Category</b>	Text
	<b>W9</b>	Document
	<b>Year Established</b>	Text
	<b>Company Web Address</b>	Text
	<b>Small, minority, woman, disabled, veteran owned?</b>	Y/N
	<b>Is your business Non-Profit?</b>	Y/N
	<b>Remit to address</b>	Text
<b>I-9</b>	Y/N	
<b>MOI</b>	<i>Document</i>	

Acknowledgment of RFP Receipt



## Appendix C – General Information and Terms

### A. Bidder's Conference

To answer questions related to the RFP, C4UHC will conduct a “bidder’s conference” on **April 17, 2017 at 2:00 PM EDT**. This is a one hour teleconference where vendors (identified by number for anonymity) are able to call in and ask questions about the RFP. Vendors should contact the C4UHC Secretariat ([Dede.Godstrey@dbr.com](mailto:Dede.Godstrey@dbr.com)) to receive instructions to participate in the teleconference.

### B. Proposal Validity

The Vendor agrees that the bid information will be valid for a period of **120 calendar days** after the closing date of the submission. The Vendor and C4UHC may extend this period of time with mutual agreement.

**Please indicate, by signing below, that you agree with this last paragraph. (For electronic submission, filling in this section constitutes agreement.)**

Name \_\_\_\_\_

Title \_\_\_\_\_

Date \_\_\_\_\_

### C. Compliance With All Terms and Conditions

The Supplier will be responsible for reading each section of this RFP and will be expected to comply with or respond to all sections as noted. The Supplier will acknowledge this statement by indicating so in this section of the Supplier Bid Response. Failure to acknowledge this statement may result in the rejection of the Supplier's proposal.

Please indicate, by signing below, that you are in agreement with this section. (For electronic submission, filling in this section constitutes agreement.)

Name \_\_\_\_\_

Title \_\_\_\_\_

Date \_\_\_\_\_

### D. Right to Change

C4UHC reserves the right, at any time, to amend, supplement, withdraw, or otherwise change this RFP.

### E. Contract Award Without Discussion of Proposals

All Vendors are notified of the possibility that an award of this project may be made without discussion of proposals received.

**F. Contract Authority**

The Vendor's bid shall identify those individuals having authority to contractually bind the Supplier. The Vendor shall include the name, title, address, e-mail address, and phone number of the key person to contact during the evaluation of the bid.

**G. Disclaimers**

You are hereby advised that C4UHC is not committed to any course of action as a result of its issuance of this RFP and/or its receipt of a proposal from you or other firms in response to it. Cost shall not be the only factor in the decision making process.

**H. Pricing**

Provide a detailed, itemized pricing structure for the services you will provide to C4UHC and any expenses you seek to have reimbursed.

*Enter response here*

**I. Identification Numbers**

Please provide your taxpayer identification number, standard industry code (SIC) and NAICS code.

*Enter response here*

*Enter response here*

*Enter response here*

**J. Subcontractors**

Vendor shall state whether it intends to subcontract any portion of its performance obligations. If so, include a description of the matters to be subcontracted, and supply the subcontractor's names and addresses. Vendor shall at all times remain primarily responsible for the performance of any subcontracted obligations. C4UHC reserves the right to review and approve any subcontractor.

*Enter response here*

**K. General Vendor Information**

a. Describe the ownership of your firm and who the key management team members of your firm are, their roles and their responsibilities if awarded this contract.

*Enter response here*

b. Provide a brief historical perspective on your company (years in business, growth via mergers and acquisitions, key industry innovations.) Provide an overview of your company's growth over the past five years.

*Enter response here*

c. Describe your core capabilities to meet C4UHC's need as set forth in the RFP.

*Enter response here*

d. What do you feel your company has to offer that distinguishes it from other firms?

*Enter response here*

e. How many other programs of this type have you been involved in? Please describe similarities / differences compared to this project for C4UHC.

*Enter response here*

f. Provide us with references from at least 3 current clients with programs similar in scope to those to be provided under this RFP.

	<b>Reference 1</b>	<b>Reference 2</b>	<b>Reference 3</b>
Individual /Title			
Company			
Street			
City-State, Zip			
Telephone			
Fax			
Served since			
Services Provided			

g. Provide the names and contacts of up to 3 former clients in the format designated below whom during the past twelve months have ended their relationship with your firm.

	<b>Reference 1</b>	<b>Reference 2</b>	<b>Reference 3</b>
Individual /Title			
Company			
Street			
City-State, Zip			
Telephone			
Fax			
Served since			
Services Provided			

**L. Quality and Performance Standards**

Explain the performance metrics that you normally track?

*Enter response here*

How do you guarantee the service levels as measured by these metrics?

*Enter response here*

**M. Value Adds Section**

Each Vendor will be evaluated on their ability to provide services that will enhance and support this project. Please address in this section any value-added program/services you are including.

*Enter response here*

## Appendix D Technical Specifications

These specifications were created using an open code solution and are included to be illustrative only. Please indicate how your solution meets or improves the functionality sought by these specifications.

**System Functions:** The solution must support the following functions:

1. **Capture Data (Inputs):** Get data from its source into this repository or create data when it doesn't exist.
  - a. Ability to accept/pull (from a source system or documents) or create within this system the following:
    - i. Consortium Individual Data Elements (See [Appendix A](#))
    - ii. Consortium Company Data Elements (See [Appendix B](#))
  - b. Ability to accept or pull attribute values from the following sources
    - i. Internal (Member Company)
      1. Excel spreadsheets (e.g. current XXXXXX GLN inventory)
      2. Hard Copy Documents
    - ii. External (non-Member Company)
      1. Excel Spreadsheets
  - c. Ability for attribute values to be periodically updated from the data sources as follows:
    - i. Scheduled (e.g. Daily, Weekly)
    - ii. On demand
  - d. Ability to continue or restart a data load if an error occurs.
  - e. Capability to interface with data sources via a variety of methods:
    - i. Real-time integration when possible/available
    - ii. Batch
      1. Flat files
      2. CSV
      3. XML
      4. API interface
  - f. Ability to create, read, update, and delete (CRUD) all attributes within this system (for situations when data doesn't exist or can't be supplied by a source system)

- g. Ability to obtain approval(s) of CRUD changes to data prior to committing the updates to the system. (e.g. approval workflow for GRIN/GLN assignment)
  - i. Provide automated notifications to users, custodians, and other stakeholders when approvals are needed or updates are committed to data
- h. Ability to track data origin (which source system the data came from or what process was used to create it within this system).
- i. Ability to confirm data integrity is maintained while in transit (data should be the same before and after being loaded into this system -no data corruption, missing data or data loss)
- j. Capability to provide basic data load/capture reporting:
  - i. Status – The status of “loads” from source systems (e.g. when was data last loaded into this system from xyz source)
  - ii. Data load successes and failures (e.g. which data, or portion of data from source systems were successfully loaded into this repository)
- 2. **Manage/Analyze/Cleanse (Data Quality):** Ensure data coming into the repository is correct and meets Company’s and GS1 quality standards. These standards are to be maintained while the data resides in the repository.
  - a. Ability to define and maintain data quality rules
    - i. Provide ability to create business data quality rules to be used for data assessment.
    - ii. Provide ability to maintain (update/edit) business data quality rules to be used for data assessment.
    - iii. Provide ability to delete business data quality rules from use in data assessment.
    - iv. Provide ability for business data quality rules to apply to data from all sources.
    - v. Provide ability for business data quality rules to be applicable to data from only specific sources or for specific attributes.
    - vi. Ability to track changes (version control) made to data quality rules
    - vii. Ability to support sufficiently complex levels of data quality rules to minimally support the following types of validations:
      - 1. Ability to identify duplicate records through fuzzy and sophisticated (mutli-pass, multi-field) logic.
      - 2. Ability to check for correct format/type/values of all attributes
      - 3. Ability to identify missing required attributes (field verification)
      - 4. Ability to ensure GRIN and GLN accuracy with check digits

- b. Provide ability to assess all data (in-coming data from sources or at the time data created/updated in this system) using business data quality rules.
    - i. Provide ability to identify multiple types of data violations using business data quality rules.
      - 1. Warnings – i.e. a flag is set for data that violated a validation but further processing can be done.
      - 2. Errors - i.e. data violated validation and couldn't be processed further.
      - 3. Exceptions – i.e. flag data violations as acceptable exceptions for a source system based on specific data values. In future data loads, these data values will not be identified as violators of specific rule(s).
  - c. Provide data assessment feedback.
  - d. Ability to send automated feedback of data violations to stakeholders such as source system administrator(s), data custodians, etc.
  - e. Ability to provide immediate notification/message of violations at the time that the data is created/updated/deleted within this system.
  - f. Ability to generate reports showing data violations
  - g. Report by specific data source(s)
  - h. Report violations across all data sources
  - i. Ability to load data or create/update within this system based on the results of assessment against these data quality rules
    - i. Capability to load only the portion of source data that contains no violations and skip data that has errors.
    - ii. Ability to prevent the creation/update/delete of data that would cause a violation per the data quality rules within this system.
3. **Store:** Storage/maintenance of the Members data within the repository.
- a. Ability to store expected data volumes
    - i. Support for estimated data volumes required at initial launch: (25 GLN attributes)\*number of supplier members + (75 GRIN attributes \* number of impacted employees of supplier members)
    - ii. Ability to scale for yearly incremental growth (e.g. new supplier member or increase in number of impacted employees)
    - iii. Ability to scale for the addition of ex-US attributes/products in the future. (Estimated 300-400 attributes \*estimated 80,000 total supplier companies and 500,000 impacted employees)

- b. Ability to quickly and easily maintain attribute fields
  - i. Ability to easily create/update/delete attributes with little or no modification to the system.
  - ii. Ability to make attributes required/not required with little or no modification to the system
  - iii. modification to the system
  - iv. Ability to perform mass maintenance to attributes using external sources (e.g. Excel spreadsheets) as input to change data in this system
- c. Provide user interface to this system through common technology that is standard within Member Companies (such as web browser).
  - i. All data for any member employee that is active and being sold needs to be accessible real-time via the user-interface.
  - ii. Provide support for all major languages and character sets.
  - iii. Ability to support approximately 100 system users at launch (non- concurrent)
  - iv. Ability for end-users to locate data within the repository:
    - 1. Search on all attributes
    - 2. Search/Sort by GLN and GRIN
    - 3. Search/Sort by internal unique identifier or GRIN
    - 4. Search/Sort by GLN
    - 5. Search/Sort by most recently published
    - 6. Search/Sort active GRINs and those that are not
  - v. Provide role-based security with different access levels (such as read, write, delete, approve, administration access). The different access levels can be applied to the following individually:
    - 1. Data and attributes
    - 2. Data quality rules
    - 3. Attribute administration
    - 4. GRIN hierarchies
    - 5. Conditional triggers for publishing
- d. Ability to generate audit trails of all create, update, and deletion activity within this system.
- e. Ability to version control on all updates within this system. This includes, but is not limited to:
  - i. Attribute fields
  - ii. Attribute values



- iii. GRIN and GLN hierarchies
  - iv. Data quality rules
  - v. Conditional triggers for publishing
  - f. Ability to securely silo company data within the repository.
4. **Preserve/Archive:** Preserve, delete, archive data in the repository
- a. Company member's records retention schedule should be used to determine all residence periods, archiving and retention periods and govern related activities within this system.
  - b. Ability to archive or delete data that is old or no longer needed
  - c. Sufficient system back-up/fail-over (this solution will be the system of record for Consortium data that doesn't exist elsewhere in Member company and that data must be preserved in the event of outage or other system failure)
  - d. Ability to inactivate GRINs
    - i. Track dates GRIN was active and inactive
    - ii. Prevent re-use of GRINs for a period of time specified by Member Company or regulatory agencies.
5. **Deliver (Outputs):** Register Company data to a Consortium certified data pool(s)
- a. Ability to register data/attributes to the following targets:
    - i. XXX Data Pool (healthcare, food service, retail)
    - ii. XXX Data Pool (healthcare, food service and retail)
  - b. Capability to push data to targets as follows: (note that this may be a phase 2 project)
    - i. Scheduled (e.g. daily)
    - ii. On demand
  - c. Ability to register some/all data from this repository to a Consortium certified data pool based on conditional triggers, which include (but are not limited to):
    - i. Ability to designate only certain data to be included in an on-demand registration (such as removing inactive or non-compliant GRINs )
    - ii. Ability to register only incremental changes since the last registration
    - iii. Ability to send a full data refresh to Consortium certified data pool
    - iv. Ability to indicate which Consortium certified data pool to register data to by GLN or GRIN

- v. Ability to determine a core set of key attributes - if any of them changes an automatic register/re-register would be triggered.
- vi. Ability to change the status of data between “Ready to register” and “Do not register”. The registration process should only register content that is “Ready to register”.

(NOTE: Once data is registered to Consortium certified data pool our customer’s ability to view a portion of this data is controlled by their subscriptions to Consortium member data. Subscriptions/security within a data pool is managed by the member company directly through solution and does not need to be included in this system)

- d. Capability to interface with target systems via a variety of methods:
  - i. Flat files
  - ii. CSV
  - iii. XML
  - iv. API
- e. Support for registration reporting/statistics, including:
  - i. Registration progress
  - ii. Registration history with completion status
  - iii. Registration failures or errors (NOTE: these are errors such “file not available” or “system can’t load data at this time”. Any attribute errors, such as incorrect format or value will be generated by the Consortium certified data pool and available to view via their GUI not this system),
  - iv. If a registration fails for any reason, provide messaging and / or alerts to Member Company repository administrator
- f. Ability to continue or restart a registration after an error occurs.

## **6. Performance**

- a. Data captures/loads and registration should not cause significant performance impacts in either the source or target systems or have a negative impact on Member Company network (non-disruptive to on-line systems)
- b. Allow integrated source/target systems to function without interruption if this system is unavailable.
- c. All data/content must be transmitted and stored securely (encrypted in transit and in storage media)

## **7. Environment**

There are no specific environment requirements.

**8. Regulated System Requirements**

The solution must enable alignment to maintain compliance with all relevant local, regional, and/or government regulations.

**9. Records Retention Requirements**

The system will adhere to the Member Company's Records Retention schedule. (With particular focus on "Electronic Records Management Policy")

END OF DOCUMENT