

HEALTHCARE-INSURANCE INDUSTRY PILOT (HIIP)

Questions and Answers – 12 April 2021 (Final)

Observations

We observe that despite our instructions and observations in our message on 8 April for this round of questions, some prospective bidders chose to ignore our instructions and observations. We will consider this disregard for instructions as negative score against these bidders in the scoring round.

The answer to these questions is “Yes”

1. May I confirm please if submission of our proposal in powerpoint format is acceptable?
2. We will need user research to understand and validate the behavior and preferences of patients, and stakeholders from Hospitals and Insurance providers. Will the users be available to us for virtual interviews, surveys and/ or virtual focused group discussion?

Answer: Yes, the successful bidder may build this into the delivery.

For these questions, the bidder should include in the proposal if they couldn't comply to any of the clauses under 3E and 3F with justifications / mitigations.

3. Would like to clarify if we need to build a Statement of Compliance table for the HealthTech Part 3E and 3F and submit these along with our proposal?
4. Do we have to comply with all clauses in HealthTech IM Part 3 E & Part 3 F please for MVP?

For these questions, the bidder should propose full solution with assumption that all the required APIs stated in the CFP 4.2.3-4.2.7 will made available for integration.

5. Is there a portal requirement as well for this requirement or would we need to leverage any of the existing systems to build on top?
6. Can you please give a detailed spec breakdown of the underlying public infra structure components on which the SAP product is hosted? Please provide the Bill of Materials for Cloud Infra components at the Compute, Storage and Network layers that will need to be setup. (Critical Question for SAP)
7. Is the SAP product compatible on all 3 public cloud platforms AWS, Azure and GCP?

We give specific answers to these questions.

8. Please clarify, if the consent form is to release medical records of a member, pertaining to a particular episode of care/ treatment OR does it require historical claim data with medical history as well?

Answer: The consent is for the specific episode only.

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9. Section 4.2.4 articulates the key areas and processes that the solution must address. In our experience, the feature list that should be accounted for against each of 4.2.4.1..3 should be lot more comprehensive than that covered by the MVP scope. Is it correct to assume that "post MVP" will not only differ in volume of transactions or coverage of providers but also in the overall functionality?

Answer: The scope/functionality for post-MVP is expected to be broader than MVP.

10. Are APIs exposed by insurers going to be published on APEX (<https://www.developer.tech.gov.sg/technologies/data-and-apis/apex.html>)?

Answer: APIs exposed by insurers and healthcare providers will not be published on APEX.

11. We don't understand what they mean by take-up of open claims or fully settled claims (Qn 234) Does this mean that our system should take-on historical claims data?

Answer: The MVP should only cater for new claims, while historical and open claims should continue to be handled by existing systems/processes. For Post-MVP, there should be a migration plan to handle this so that all claims would reside on the HIIP platform.