MODIFIABLE RFP TEMPLATE & VENDOR Q&A RUBRIC | VNA-RFP-022 | Oracle Data, AI & Industry Accelerators

Request for Proposals (RFP): HIPAA-Compliant Healthcare on GCP, Private Concierge Telehealth & FDA 21 CFR Part 11 LIMS Portals

Instructions for RFP Author: This template is structured so your IT, Architecture, and Procurement teams can issue a rigorous, apples-to-apples Request for Proposals. Customize the bracketed [Modifiable] fields below or use the companion .md file on the solution portal.

1. Issuing Organization & Procurement Schedule (Modifiable Fields)

RFP Field / Milestone	Modifiable Entry / Target Value
Issuing Organization & Sponsor	[Insert Legal Organization Name, Executive Sponsor & Primary Contact Email]
Project Scope Summary	Transition from Fragmented Telehealth SaaS Tools, Consumer RPM Bluetooth Devices, Paper/Desktop LIMS & Siloed EHR Portals to HIPAA-Compliant GCP Stack (Flutter, Cloud Run, Cloud SQL Postgres, Identity Platform MFA, Vertex AI, Dual-Cloud OCI FHIR Backup) + OCI/APEX 21 CFR Part 11 LIMS
RFP Issue / Q&A; / Proposal Due Dates	[Issue: YYYY-MM-DD] | [Vendor Questions Due: +14 Days] | [Proposals Due: +30 Days]
Target Contract Type	Fixed-Price Milestone Deliverables with Automated Parity & Cutover Acceptance Gates

2. Mandatory Technical Scope of Work (Modifiable Requirements)

[REQ-ARCH-01] HIPAA-Compliant GCP Telehealth & Concierge Care Stack: Built on a single Flutter codebase (iOS, Android, and Web on Firebase Hosting) backed by stateless Google Cloud Run microservices behind clean Vendor Adapter interfaces, Google Cloud Identity Platform with MFA, and Cloud SQL for PostgreSQL as the encrypted ACID system of record (with Cloud Firestore reserved strictly for real-time triage queue presence and live chat state).

[REQ-ARCH-02] 3-Lane Concierge Nurse Work-by-Exception Queue & Pre-Assigned Cellular RPM: Pre-assigned cellular RPM devices (blood pressure monitors, weight scales, glucometers, pulse oximeters) ship ready to use out of the box with zero Wi-Fi or Bluetooth pairing. Readings flow through a Vendor Adapter into a rules-first threshold engine that sorts members into a 3-Lane Nurse Triage Queue: (1) Needs Attention, (2) Not Reporting Readings, and (3) All Good.

[REQ-ARCH-03] Clinician-in-the-Loop Vertex AI (Zero Unreviewed AI to Patients) & Family 'Circle' Permissions: Vertex AI (Gemini under GCP BAA with zero customer data training) drafts weekly vital-trend summaries and triage prep notes, but a licensed nurse must review and click Approve before any summary is visible to the member or their member-authorized Family/Neighbor 'Circle.'

[REQ-ARCH-04] Cross-Cloud FHIR Exit Portability (GCP -> OCI Object Storage) & Validated LIMS on OCI/APEX: Nightly encrypted PostgreSQL backups and standardized HL7 FHIR R4 patient bundles replicate to Oracle Cloud Infrastructure (OCI) Object Storage under dual BAAs for ransomware resilience. For laboratory and diagnostic device manufacturers, we pair Oracle APEX 24.2, Viscosity AMP, Virtual Private Database (VPD), and `utPLSQL` TDD pipelines to deliver FDA 21 CFR Part 11 and ISO-17025 compliant LIMS portals.

3. Component Conversion & Acceptance Matrix

Legacy Artifact / Workload	Required Target Architecture	Engineering Method & Acceptance Gate
Rigid Per-Seat Telehealth SaaS & Disconnected Video/Scheduling Tools	Flutter (iOS/Android/Web) + GCP Cloud Run + Cloud SQL PostgreSQL (FHIR)	100% client-owned codebase with pluggable Vendor Adapter layer for video, SMS, Stripe, and EHRs

Unfiltered RPM Vitals Flooding Nurses + Bluetooth Pairing Dropouts	Out-of-the-Box Cellular RPM Adapter + 3-Lane Nurse Exception Queue	Deterministic vital threshold rules sort patients into Needs Attention, Not Reporting, and All Good
Uncontrolled AI Chatbots & Leaky Marketing Pixels on Health Portals	Clinician-Approved Vertex AI Adapter + Isolated Public Marketing CRM	Mandatory nurse sign-off on all AI summaries; zero ad/tracking pixels inside authenticated PHI apps
Single-Cloud Vendor Lock-In for Longitudinal Patient Records	Nightly Encrypted PostgreSQL + HL7 FHIR R4 Replication to OCI Object Storage	Dual-cloud BAA disaster recovery (Google Cloud + Oracle Cloud) with open FHIR data portability
Desktop / Paper Laboratory Chain-of-Custody & Diagnostic Device Logs	FDA 21 CFR Part 11 LIMS & Operator Portal on OCI + Oracle APEX 24.2 + AMP	Kernel-level VPD tenant isolation, cryptographic electronic signatures, and utPLSQL IQ/OQ/PQ tests

4. Mandatory Vendor Q&A; Questionnaire & Evaluation Benchmark Key

Bidders must answer each technical question below. Evaluation committee members can compare vendor answers directly against the Reference Benchmark Key:

Vendor Question 1: What is your primary architecture stack for HIPAA-compliant telehealth and healthcare applications on Google Cloud (GCP)? *[Score: ___ / 10]*

Reference Evaluation Benchmark: We use Flutter (single codebase for iOS, Android, and Web on Firebase Hosting) for the client apps, Google Cloud Run (stateless microservices behind clean Vendor Adapter interfaces), Cloud SQL for PostgreSQL (encrypted ACID system of record with HL7 FHIR R4 export), Cloud Firestore (strictly for real-time nurse triage queue state), Google Cloud Identity Platform with mandatory MFA, Vertex AI (with a mandatory nurse approval gate), and nightly cross-cloud backup replication to OCI Object Storage under dual GCP and Oracle HIPAA BAAs.

Vendor Question 2: How do you prevent AI hallucinations from reaching telehealth patients? *[Score: ___ / 10]*

Reference Evaluation Benchmark: All clinical alerting and vital-sign triage is driven 100% by deterministic, clinician-configured threshold rules. Vertex AI is used strictly as an internal copilot to draft weekly trend summaries and nurse prep notes, and the database schema enforces a hard `approved_by_nurse_id` check before any summary can be published to a patient or family member.

Vendor Question 3: How do you handle FDA 21 CFR Part 11 and ISO-17025 compliance for LIMS and medical device portals? *[Score: ___ / 10]*

Reference Evaluation Benchmark: For laboratory and medical device portals on OCI and Oracle APEX 24.2, we deploy Viscosity AMP on Day 1 to provide pre-built multi-tenant RBAC, immutable cryptographic audit trails, electronic signature re-authentication, and automated `utPLSQL` + Playwright validation test suites.

Vendor Question 4: How do you rationalize report/query fan-out and guarantee 100% customer code & data ownership? *[Score: ___ / 10]*

Reference Evaluation Benchmark: Vendor must demonstrate AST SQL clustering to collapse cloned queries into governed core views with runtime/AI-inference filters, and deliver 100% customer-owned SQL, PL/SQL, APEX, or cloud code with zero proprietary runtime lock-in.

5. Commercial Milestone Pricing & Evaluation Weighting (Modifiable)

Phase / Deliverable Gate	Required Acceptance Output	Bidder Fixed Fee	Eval Weight
Phase 0: AST Discovery & Blueprint	Complete code/schema AST inventory, dead-code manifest & core SQL fan-out map	$ [Insert]	20%

Phase 1: Core Schema & Logic Uplift	Target cloud/DB provisioning, automated DDL/code conversion & unit tests	$ [Insert]	30%
Phase 2: UI, Reports & UAT	Modernized UI/portals, runtime/AOP reports, security VPD/SSO & UAT sign-off	$ [Insert]	30%
Phase 3: Cutover & Hypercare	Zero-downtime cutover, row/hash reconciliation & 30-day production warranty	$ [Insert]	20%