



# Emergence Health Network

El Paso Center for Mental Health/Intellectual Disabilities

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## ADDENDUM

To: All Interested Proposers

From: Diana Billingsley

Date: June 13, 2017

Subject: **Provide Electronic Health Record Technologies RFP #17-015 Addendum III**

**This addendum includes responses to all questions submitted as of Monday, June 12, 2017.**

**It also serves to advise proposers of an extension for the RFP listed above. New due date is June 30, 2017 by 3:00 p.m. MT. Question Deadline remains the same. Please continue to check our website for any addendums.**

**Any questions or additional information required by interested vendors must be emailed to [bidquestions@ehnel Paso.org](mailto:bidquestions@ehnel Paso.org) . RFP number and title must be on the "Subject Line" of the email. Attempts to circumvent this requirement may result in rejection of the proposal.**

**RFP No. 17-015**  
**Provide Electronic Health Record Technologies**  
**Q&A**

The queries raised by the bidders via subsequent emails up till June 12, 2017 and clarifications with regard to bid documents for the procurement of EHR Technologies are given as under:

<b>Question Raised</b>	<b>Reply/Clarification</b>
<i>Will there be an extension?</i>	New due date is June 30, 2017 3:00 PM MT.
<i>Does EHN currently have an EHR in place? If so, which system and how long has it been in place? Can you describe any challenges and reasons for considering a new EHR?</i>	Cerner- Anasazi. Product is at end of life. Legacy product with limited functionality. Not user friendly.
<i>Page 4, General Provisions, Section 1, RFP Package – The reference to ‘proposals must be submitted on forms provided by EHN’ should be interpreted as referring to responses to Appendices A – K and not narrative answers for the Response Package Components beginning on page 18?</i>	This is in reference to Appendices E-J.
<i>Page 10, General Provisions, Section 19, Proposal Ideas and Concepts – Can Proposers assume that any this provision does not apply to proposer-provided confidential information, including software screen shots and other intellectual property? Is it possible for proposer to mark its confidential information as such in order to limit misappropriation or disclosure under future FOIA requests?</i>	Information will be protected until bid opening. If a contract is awarded the terms of the contract can/will dictate how confidential information is handled and/or disclosed under an FOIA request, including intellectual property.
<i>Page 11, General Provisions, Section 22, C, Performance Bond – Is this a firm requirement for this project or will EHN consider waiving this requirement? If not, can EHN provide additional information and guidance for proposers wishing to comply with this requirement?</i>	Firm requirement. Requirements are clearly stated.
<i>Page 19, General Provisions, Section ii, C, Lab Integrations– The RFP lists LabCorp and Quest. Does EHN have contracts with these lab providers? Does EHN have contracts with other lab providers?</i>	UMC and the service will expand to other providers.
<i>Page 19, General Provisions, Section e, Data Flexibility and Portability – Does EHN anticipate migrating data from any existing information systems? If so, can additional information be provided about this data?</i>	Yes. SQL Database
<i>Page 19, General Provisions, Section e, Data Flexibility and Portability – Regarding the reference to on-site training, does EHN desire the proposer to provide Train the Trainer training or end user training? Can EHN provide additional information related to the project training requirements?</i>	End user training is preferred.
<i>Page 20, General Provisions, Section f, Patient Portal – Can EHN provide additional information related to ‘rep-payee services’?</i>	<a href="https://www.ssa.gov/payee/index.htm">https://www.ssa.gov/payee/index.htm</a>
<i>Page 21, General Provisions, Section I, APIs – Do any firm requirements exist related to this requirement?</i>	Open platforms and interoperability are a must.
<i>Page 27, General Provisions, Section xx, BECA Requirements – Do the listed payers represent only BECA certified payers or all EHN payers? If EHN bills other payers, can a master payer list be provided?</i>	Yes. Other payers do exist. A list will be available, upon request, to finalists.
<i>Page 48, Section M, Clinical Document Architecture – Is EHN currently exchanging CDA documents with other provider partners? If so, how many separate providers or EHR systems?</i>	2-5
<i>Page 48, Section N, HL7 Standard – Is this an actual project</i>	Yes. Health Information Exchanges, CDAs.

<i>requirement? If so, can additional information be provided regarding current needs, HL7 message types and systems with which data is currently exchanged?</i>	
<i>EHN developmental disability program - Under its developmental disability program, does EHN manage clients in group home settings?</i>	Yes
<i>Current system of clinical documentation - Can additional information be provided about EHN's current clinical documentation forms?</i>	EHN uses canned electronic forms and also creates custom electronic forms. The goal is to be completely electronic.
<i>Page 21, I - Will the system link community resources so that we may have easier access? Could you provide specifics on which community resources and type of links desired?</i>	Health Information Exchange, CDA. Question refers to interoperability and open architecture.
<i>Page 19, iic - Is your system able to notify staff when errors are being made, so the corrections can be done instantly instead of having to go back and corrected them? Yes we do, but it is dependent on the types of errors. Could you be more specific on your needs?</i>	Will required fields be flagged as such? Will alerts be displayed when required fields are not filled out or have the wrong input format (numeric, alpha, etc.)? Workflows – will system alert user if any pertinent documentation has not been completed. EHN is looking for an interactive system that will help us be more productive by reducing input errors or incomplete documentation.
<i>Page 29, xxii - In this section, describe how the system may support tracking EHN's crisis hotline services. For the service, the consumer may not be identified by name, but the agency would like to be able to track all calls and key activities. How are you currently tracking?</i>	Developed a web based form.
<i>Page 29, xxiv – Do you bill UB04, 1500?</i>	Will start soon, yes.
<i>Appendix C, D6 – What system are you currently using for Crisis Service and ACT Team Support?</i>	Cerner Anasazi
<i>Appendix C, G1 – What system are you using for urinalysis &amp; compliance monitoring?</i>	None
<i>Appendix C, K2, K3 – Outlook &amp; Google Maps integration for staff scheduling function &amp;/or other?</i>	Yes. Other is for case workers doing home visits.
<i>Appendix C, K6 – What type of mail? – MS Outlook and Word, or?</i>	Yes. EHN user Microsoft Office 365
<i>What overall software package are we looking to replace?</i>	Cerner Anasazi
<i>What portion of your billing is recurring and what portion is direct?</i>	Approximately 70% of billing is reoccurring and 30% is direct
<i>It is asked to provide contact information for a minimum of 25 customers. “Be certain to include all customers who are currently implementing your software product and all Emergence Health Network’s customers.” It also asks to provide a minimum of three customer references. Is Appendix A – Customer Market Information going to be public or private? What is the goal of having this list of clients? We have a policy with all of our clients that we will respect their privacy and time. If someone is going to call them we will make them aware of the request and ensure that it is okay pending their availability.</i>	Information will be protected until bid opening. If a contract is awarded the terms of the contract can/will dictate how confidential information is handled and/or disclosed under an FOIA request, including intellectual property. The RFP does ask for a list of 25 customers as stated. We may or may not use the list for reference checks. We do not expect to be obligated to inform vendors of which customers we can contact. We encourage vendors to let their customers know we might call for a reference.
<i>Are the “Termination for Convenience” and “Agency can delay without penalty” terms negotiable?</i>	These items can be negotiated as part of an awarded contract.

In case of any further information/clarification, they may send email and ask through [bidquestions@ehnel Paso.org](mailto:bidquestions@ehnel Paso.org), individual visits are not entertained before June 20, 2017.