



PURCHASING DEPARTMENT

COLE COUNTY COMMISSION

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To: All Interested Parties
From: Jennifer Prenger, Cole County Purchasing Agent
Date: January 25, 2018
Re: Addendum One to Cole County Bid No. 2018-13: Electronic Health Records (EHR) System

The following information hereby becomes part of the above-referenced Request for Bid and shall be fully considered in the preparation of your response.

1. Q: What is the anticipated number of system users who will use the new EHR system?
A: **There are 18 users in the current EHR system. That said, the County is interested in information on how respondents' licensing costs are structured; consolidation may be a possibility.**
2. Q: Can you provide a breakdown of different users? For example, how many physicians, nurses, therapists, prescribers, clinic administrators, IT Admins?
A: **Nurse: 7 users
Nurse Practitioner: 1 user
Prescriber: 0 users, however hope to add one
Biller/Clerk: 1 user
Clinic Clerk: 2 users
WIC Staff (for scheduling): 7 users**
3. Q: Is it mandatory to have at least one "Reference" in the State of Missouri, or can Project References be from clients in other states similar in size and scope? Can the County make an exception if we have similar implementation references from County's in other states?
A: **The intention of this requirement is to give the Cole County Health Department an opportunity to, at its discretion, observe a system under consideration in a fully-implemented and functioning environment. The County hereby waives this requirement as "mandatory", however it remains "very highly desirable." Depending on the Health Department's perceived value of the respondent's offer, it may accept an offer without a Missouri reference at its discretion.**
4. Q: Can you suggest the total number of e-prescribers in your organization?
A: **Currently none, though this capability is something for which the County would be interested in receiving information.**
5. Q: Is a Patient Portal required? How many patients will need access to the patient portal?
A: **No, a patient portal is not required.**

6. Q: What is the anticipated project “Start-Date”?
- A: **This will be a point of discussion with respondents after short-listing has been accomplished and will be primarily determined by the successful respondent’s availability and time requirements. Award is anticipated by March 6 and the County would be prepared to initiate the transition any time thereafter.**
7. Q: What is the anticipated project “Go-Live” date?
- A: **This will be a point of discussion with respondents after short-listing has been accomplished and will be primarily determined by the successful respondent’s availability and time requirements. Award is anticipated by March 6 and the County would be prepared to initiate the transition any time thereafter.**
8. Q: What is the EHR system that the County currently use?
- A: **CompuGroup Medical (CGM).**
9. Q: Can you please describe your billing needs?
- A: **The County needs to have the capability to submit claims electronically and post present and future payments.**
10. Q: Can you please indicate your reporting needs?
- A: **Daily Receipt Totals
Monthly totals by financial class; private insurance, Medicaid, self-pay, bill to employers
AR reports
Number of office visits per CPT code or procedure code
Reports by demographics per CPT code or procedure code
Immunization Reports by demographics and CPT code**
11. Q: Can you suggest the number of forms that will require to be configured?
- A: **To provide an answer to this question, the County will require clarification- are you referring to printable forms, forms within the system to populate fields, etc.?**
- The County is interested in respondents providing information on “off the shelf” or otherwise available forms that are included within each proposed system.**
12. Q: What systems does the County receive physician orders/prescriptions from?
- A: **The County does not receive physician orders/prescriptions through an electronic system currently.**
13. Q: Do you have any integration requirements that they have with other systems?
- A. Clearing Houses
B. Payment Gateways
C. Labs
D. Pharmacies
- A: **Required: Clearing Houses (EMEDIX)
Desirable: Labs (State Public Health Lab, Cytocheck, and Quest)**

14. Q: Is it acceptable to have some of the interfaces and features/forms developed during implementation?
A: **Yes.**
15. Q: Will EHR systems be disqualified if they don't meet full functionality out of the box?
A: **No.**
16. Q: Did the County review or demo any EHR systems prior to the release of the RFP?
A: **No.**
17. Q: Do you have any electronic data that needs to be migrated to the new EHR system?
A: **No.**
18. Q: How much data and documents are the County looking to migrate?
A: **None.**
19. Q: What data would the County want to import?
A. How many scanned images are there?
B. What is the average size?
C. What type of images?
A: **None.**
20. Q: What Tablets/mobile devices does the County use?
A: **HP or Dell Windows laptops.**
21. Q: What additional devices are you looking to support?
A: **Barcode scanners (for taking vaccine inventory) and signature pads.**
22. Q: How many electronic signature pads are required?
A: **Three.**
23. Q: Do you have any specific training needs?
A: **The successful respondent will be expected to provide adequate training to Health Department staff as to provide for as seamless a transition as possible. Additionally, successful respondent must minimally be on site for training and as go-live.**
24. Q: Do you have an existing training portal?
A: **No.**
25. Q: Can you please describe your training approach for new and current users?
A: **Currently, training consists of on the job training/job shadowing.**

26. Q: For Training: How many total users are to be trained? Can you provide a breakdown by;
A. Total administrative users?
B. Total super users?
C. Total end users?
- A: **Administrative Users: 1 user**
Super Users: 2 users
End Users: 12-14 users
27. Q: Does the County require vendor to provide training facilities – e.g. conference room, laptops, etc.? If yes, how many users can be accommodated in one training session?
- A: **No, training is to take place at a Cole County facility with County equipment.**
28. Q: Whether companies from Outside USA can apply for this? (like, from India or Canada)
- A: **The County will accept responses from foreign vendor(s) that have an Employer Identification Number assigned by the IRS only. Included in any such response shall be a completed IRS W-8 form.**
29. Q: Whether we need to come over there for meetings?
- A: **Yes, minimally for system training and go-live.**
30. Q: Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)
- A: **The successful respondent must be physically present (minimally) for training and go-live. Please clarify the question with any other specific tasks you'd like to inquire about.**
31. Q: Can we submit the proposals via email?
- A: **No. Please refer to Section 5.2.**
32. Q: Can you please tell me how many full-time and part-time patient-facing, clinical providers (MDs, Nurse Practitioners, BH counselors, etc.) work at the Cole County Dept. of Health and how many nurses are on staff?
- A: **Nurse: 7 users, Full Time**
Nurse Practitioner: 1 user, Part Time
Clerical: 6 users, Full Time
Dieticians: 3, Full Time
33. Q: How many locations do you have?
- A: **There is one physical location; remote access is desirable.**
34. Q: Do you prefer a vendor-hosted solution or will you host the application locally?
- A: **The County prefers to host locally.**

35. Q: Interoperability requirements: Labs, clearinghouse, HIE, etc. Please identify your needs in this respect
- A: **Required: Clearing Houses (EMEDIX)**
Desirable: Labs (State Public Health Lab, Cytocheck, and Quest)
36. Q: #4.1.2 COMPANY HISTORY, STABILITY AND FINANCIAL RESOURCES. Can you please clarify what you are looking for from the vendor regarding “Financial Resources”? A complete set of financials? Usually we provide this after awarded.
- A: **The County is requesting information to demonstrate that a respondent is financially in a position to offer service to the County with the expectation that the business will remain in operation for the foreseeable future.**
37. Q: How many users do you anticipate using the EHR, broken down as follows:
- A. Prescribers/eligible providers (i.e. Dr. & NP)
B. All non-prescribing clinicians such as nurses
C. Non- clinicians
D. Billers
- A: **Nurse: 7 users**
Nurse Practitioner: 1 user
Prescriber: 0 users, however hope to add one
Biller/Clerk: 1 user
Clinic Clerk: 2 users
WIC Staff (for scheduling): 7 users
38. Q: Is the county interested in a full Revenue Cycle Management (RCM) solution whereby the vendor handles the complete billing process for the county?
- A: **No.**
39. Q: Other than interfacing with the Missouri ShowMeVax Immunizations Registry System, are there any other interfaces required?
- A: **Required: Clearing Houses (EMEDIX)**
Desirable: Labs (State Public Health Lab, Cytocheck, and Quest)
40. Q: What labs do you currently use and will the EHR be required to interface with them?
- A: **The County currently uses the State Public Health Lab, Cytocheck, and Quest. The ability to interface is desirable, but not required.**
41. Q: What are your estimated date milestones?
- A. Award date
B. Contract start date
C. Fully implemented date
- A: **This will be a point of discussion with respondents after short-listing has been accomplished and will be primarily determined by the successful respondent’s availability and time**

requirements. Award is anticipated by March 6 and the County would be prepared to initiate the transition any time thereafter.

42. Q: I don't see an outline of the size/scope of project. Can you please provide:
A. Total number of Physicians (full-time or part-time)
B. Number of locations

**A: Nurse: 7 users, Full Time
Nurse Practitioner: 1 user, Part Time
Clerical: 6 users, Full Time
Dieticians: 3, Full Time**

There is one physical location; remote access is desirable.

43. Q: What is the EHR System currently being used?

A: CompuGroup Medical (CGM).

44. Q: Will there need to be a conversion of old data from the current system?

A: No.

45. Q: Will Cole County need any billing related features?

A: The County needs to have the capability to submit claims electronically and post present and future payments.

46. Q: Is Cole County open to Revenue Cycle Management (billing) related services?

A: Yes.

47. Q: Could you please clarify if this RFP is for medical/acute or behavioral health/post-acute facilities?

A: Medical/acute.

The bid receipt date and time HAVE NOT BEEN CHANGED; submissions will be received until Friday, February 9 at 3:30 p.m. The deadline for questions is Friday, February 2.

I/We have received Addendum Number One to Bid No. 2018-13 and have fully considered the information provided in preparing a response.

Name of Company

Agent and Title

Authorized Signature