

PRE-PROPOSAL MEETING
FOR
ELECTRONIC HEALTH RECORDS (EHR)
CONTRACT NO.: MDH/OPASS 21-18251

Wednesday, April 1, 2020

201 West Preston Street
Baltimore, Maryland

3:03 p.m. - 3:28 p.m.

PRESENT FROM MDH PANEL:

QUEEN DAVIS, Contract Officer
TODD HECKMAN
HERB JORDAN, CIO, Maryland Department of Health
JOHN MOLNAR

REPORTED BY: CHRIS HOFER, Notary Public

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P R O C E E D I N G S

1
2 MS. DAVIS: Good afternoon, everyone. And
3 thank you for participating in this teleconference for
4 the Maryland Department of Health, Electronic Health
5 Records for MDH health care facilities. Hopefully
6 you're all tuned into the correct teleconference. This
7 is for MDH OPASS number 21-18251. And I'm going to
8 give an overview of the programmatic -- of the
9 procurement portion of this solicitation. And then
10 Mr. Todd Heckman, who is the program manager for this
11 project, will give a programmatic overview after I've
12 completed.

13 I want to caution you that the Department
14 will not be taking any questions during this pre-
15 proposal conference, as there are a lot of venders on
16 the line. However, any questions that you may have
17 after the conclusion of this pre-proposal conference,
18 if you would submit those questions to us through the
19 question email address that is found in the RFP
20 solicitation when it was originally published on
21 eMaryland Marketplace, and also on the Department's

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1 procurement website, and we would appreciate that.

2 Additionally, I want to make sure that
3 everyone is aware of the addendum that was sent out.
4 The addendum was sent out on March the 20 -- I want to
5 make sure I get the date correct, I'm sorry, on
6 March 26, 2020. And this addendum corrects, among
7 other things, this pre-proposal conference that was
8 originally scheduled for the 18th of March, at
9 2:00 p.m. It also corrects the questions due date and
10 time. Original questions due date and time would have
11 been yesterday, March 31, 2020, at 4:00 p.m. The new
12 due date for questions will be Tuesday, April 29, 2020,
13 at 4:00 p.m., local time. It also corrects the
14 proposal closing date. Originally that date was
15 scheduled for Friday, April 24, 2020, at 2:00 p.m. The
16 date has been revised to be Friday, May 29, 2020. So
17 everyone has a fair amount of time to submit a
18 technical proposal, as well as any questions that may
19 result as a -- as a -- due to the conference, the pre-
20 proposal conference or any misunderstandings you may
21 have. And I apologize, there's so much going on right

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1 now, as I'm sure you all are aware, with this crisis
2 we're all in. But hopefully everybody is being safe
3 and taking care of themselves.

4 So let me reiterate again that this is the
5 procurement for the Maryland Department of Health, for
6 the Electronic Health Records. It's a revenue cycle
7 management for 12 of our health care facilities that's
8 operated by the Maryland Department of Health. And
9 this system is referred to as the New (indiscernible)
10 EHR System. Also, the system consists of public and
11 private hospitals, nursing homes, outpatient clinics,
12 home health care services, hospices, providers and
13 healthcare educators, among others.

14 This procurement will be for a five-year
15 period, I believe. And forgive me if that is not
16 correct. Todd, if I'm misstating, you can jump in.
17 It's five years with two, one-year option periods.

18 MR. HECKMAN: It's actually -- it would
19 actually be a seven-year contract with two additional
20 years. But the first two years are planned for
21 implementation, to get the subscription service

1 solution. So the plan is for implementation, and then
2 a five-year contract --

3 MS. DAVIS: For the contract. Okay.

4 MR. HECKMAN: -- for the --

5 MS. DAVIS: Thank you, Todd.

6 MR. HECKMAN: With the additional one years
7 on the end. Yes.

8 MS. DAVIS: Thank you so much. So I'm going
9 to just give you another little overview of the actual
10 procurement for process. This is a two-part
11 submission. You'll have part one, which is your volume
12 one, technical proposal. And all of your submissions
13 will be sent to my email address,
14 queen.davis@maryland.gov And your subject line for
15 your submissions for your technical proposal will
16 clearly state that it's volume one, technical proposal,
17 and the name and the title of the solicitation, as well
18 as the MDH OPASS tracking number. Please make sure
19 that there is no pricing information associated with
20 your technical submission. That could cause your
21 proposal to be disqualified. So make sure that you

1 have no information regarding your pricing associated
2 with your technical proposal.

3 The second submission will be your financial
4 proposal submission, which will be clearly titled in
5 subject line, volume two. And it will have financial
6 proposal, along with the title of this RFP. And this
7 will also have OPASS tracking number listed in that
8 line.

9 This procurement does not have an MBE goal,
10 so there is no need to submit any MBE information.
11 This is a procurement for a single vendor to perform
12 all of the service of this contract.

13 If you have any questions regarding anything
14 that I've just said, you can certainly send me an
15 email. And if it's not clear, I can make it clear. I
16 want to reiterate that this proposal is, your
17 submissions are due no later than 2:00 p.m., on Friday,
18 May 9. Any proposals submitted to my email after the
19 2:00 time, and I'm going by the time that it is entered
20 or received in my email address, anything that's
21 received after 2:00 will not be considered. We will

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1 not review them. So please make certain that you
2 submit your proposal in timely enough that I receive it
3 prior to that 2:00 p.m. deadline on Friday, May 29.

4 And I think that that's all I have so far for
5 the procurement process. All of the other information
6 that you may need regarding your submission can be
7 found in the RFP and the procurement format submission
8 in Section 5. And, again, if you have any questions
9 you can certainly give me a call and I will try to
10 clarify any confusion or misunderstanding that you may
11 have.

12 And now I will turn it over to Todd Heckman,
13 who can give you an overview of the programmatic or
14 technical portion of this procurement. Todd?

15 MR. HECKMAN: Yes. Thank you very much. I
16 just wanted to reiterate a couple points there that
17 Queen had made. Again, we apologize that today we're
18 not going to focus on answering questions. I know
19 typically it would be a little bit different. But
20 under normal circumstances we would have all the key
21 stakeholders, and users, and subject matter experts in

1 a room together, so it would be a lot easier to respond
2 to your questions. And, frankly, we just don't want to
3 give an incorrect answer and then have to change that.
4 So if you have any questions, again, I would reiterate
5 to follow the process that Queen laid out, send in by
6 email. We will answer all those questions by email as
7 quickly as possible. We did, obviously, extend the
8 date for this to Friday, May 29. That's the Friday
9 after Memorial Day. I mean, I do want to commend
10 everybody involved on our end, under these
11 circumstances. We just wanted to make sure we kept
12 this moving. This is a very high priority for the
13 State and for the Department. And we figured, we
14 understand that most folks are working, if not
15 everybody is working remotely these days. But we
16 thought it would still be appropriate and a good time,
17 or an adequate time for folks to still work on their
18 responses and get them in by that date. Again, it's a
19 high priority, so we just didn't want to let that slip.
20 So by all means, if you have questions, send those in.
21 We did the best we can to write an RFP that we felt,

1 hopefully, provides the answer to those questions. But
2 please take the time to look through. I know it's a
3 lot of information, but I think most of the answers to
4 the questions should be in there. But inevitably, it's
5 not perfect, so there will be, there may be some
6 nuance, there may be some specific questions,
7 particularly, maybe around requirements that you need
8 to have answered, that may impact your response. So
9 please send those in.

10 Otherwise, I mean, queen laid out the general
11 gist of the RFP. We are looking for a fast solution
12 that will be implemented across all the Maryland
13 Department of Health facilities. It's going to be one
14 platform, obviously. Every facility is at different
15 stages of using technology. Many, particularly on
16 certain pieces, on the revenue cycle in particular, are
17 operating on a legacy system that was custom built for
18 the Department, by the Department, many, many years
19 ago. There are some that are a little more advanced
20 and using some more recent solutions, but as you'll see
21 in the RFP, you know, everybody is at different stages

1 of that. How that will be staged and implemented, we
2 are looking for that to be part of your response,
3 obviously, and describe how you feel would be best to
4 implement your solution. But, again, as I mentioned
5 earlier, we are planning for implementation over a 24-
6 month period, and then a minimum of a five-year SAF
7 (phonetic) contract for that solution.

8 There will -- otherwise, I'm not sure if
9 there was anything else that we need to add to that.
10 I'm going to direct over to John Molnar, who is our
11 enterprise program manager. John, Is there anything
12 that I need to add to that description?

13 MR. MOLNAR: Todd, the only thing that I'll
14 take a guess at on some of the questions on the
15 transition, on the implementation to begin the SAF
16 charges is the day that the implementation is accepted,
17 I guess, is the day at that hospital that the SAF, that
18 the monthly or your, you know, whatever charges for the
19 SAFs begin; is that a true statement?

20 MR. HECKMAN: Yeah, that would be correct.
21 That's a good point. So the financial model that

1 you'll, obviously, submit separately. But we were
2 looking basically for you to provide the turn key
3 pricing for implementation and then subsequent service
4 for that hospital. Obviously, not every hospital may
5 take the entire two years to implement. If you bring
6 up by site, if that's the way that you propose to do
7 it, you may have one up within the first several, let's
8 just say six months or so. So your pricing then for
9 the service would start, obviously, immediately at that
10 point. And that's how you would provide your pricing.
11 So it may be a little different than what you've
12 typically seen in the past but, again, what we're
13 looking for is turn key pricing to get from the point
14 we're at today by facility to operating on the new EHR
15 SAF solution, and then the subscription pricing from
16 there moving forward by year.

17 So I think, again, it's pretty self
18 explanatory in the documents provided. But if you do
19 have questions, those are obviously important
20 questions. And please, by all means, I would encourage
21 you to email those in to our questions, and we'll

1 provide a written response that may provide a little
2 more detail than John and I just provided.

3 Otherwise, I do know a couple of things that
4 I have heard. I mean, this is, obviously, a budgeted
5 project. As I mentioned earlier today, it is a high
6 priority project for the Department. And, you know, we
7 want the responses by the end of May. I don't want to
8 calculate how long the timing will be for us to review
9 those responses and then, obviously, move to decision.
10 But, you know, that will be a process that will follow
11 our procurement rules, of course, and hopefully move
12 along as judiciously as possible.

13 But we are looking for, as the, again, RFP
14 mentioned, I don't want to be repetitive here, but just
15 to mention, obviously, there's rev cycle, there's
16 general EHR requirements, pharmacy module requirements,
17 and lab module requirements. So, again, the
18 requirements are pretty specific and pretty detailed.
19 And we are looking for a solution that can meet those
20 requirements. If there's components that you're unable
21 to meet directly, we would need to understand how you

1 would meet those requirements.

2 Otherwise, I think everything is pretty
3 straight forward. And are there anything else anybody
4 from Maryland Department of Health, Queen, or anybody
5 else that would want to add to what I just described?

6 MS. DAVIS: John, unlike -- I mean, I'm
7 sorry. Todd, unlike you, I do want to be repetitive
8 and stress to these vendors that the due date and
9 closing date are imperative, and that they must submit
10 their proposals to me, in the format listed in the RFP,
11 by the time and date, that is Friday, May 29, 2020, no
12 later than 2:00 p.m., that's local time. So that's
13 whatever my email timeframe says that I've received
14 your proposal, that will be the time noted for it.

15 I also want to repeat that questions and
16 responses will be sent out to participants. Those that
17 were received prior to this pre-proposal conference as
18 well as any questions that you send as a result of the
19 pre-proposal conference. And once they have been
20 finalized by the State, we will publish them on
21 eMaryland Marketplace, as well as on the

1 MDH procurement opportunity website. They will all --

2 MR. HECKMAN: Queen, one question. Do we
3 have a -- is there a deadline for -- what is the
4 deadline for when they can submit questions via the
5 email?

6 MS. DAVIS: The question deadline, as I -- I
7 think I mentioned that to them, but the question
8 deadline, and I'll repeat that again, is Tuesday,
9 April 29, 2020, at 4:00 p.m.

10 MR. HECKMAN: That's a Wednesday. But okay.

11 MS. DAVIS: Is that a Wednesday?

12 MR. HECKMAN: Yes.

13 MS. DAVIS: The 29th is?

14 MR. HECKMAN: Yes.

15 MS. DAVIS: Okay. Well, I apologize. But
16 that is an error on my part. Yeah. I have Tuesday,
17 April 29th on the addendum. So I will send out a
18 correction for that.

19 MR. HECKMAN: Okay. Yeah, if you could just
20 make it Wednesday.

21 MS. DAVIS: But whatever date the April 29,

1 yeah.

2 MR. HECKMAN: Okay. Perfect.

3 MS. DAVIS: Yeah. I will correct that.

4 MR. JORDAN: Hey, Todd, it's Herb.

5 MR. HECKMAN: Hello, Herb.

6 MR. JORDAN: Yeah. One thing I guess -- this
7 is Herb Jordan. I'm the CIO for Maryland Department of
8 Health. I just want to jump in (unaudible) what does
9 all this mean, COVID-19 mean for all this? And
10 clearly, this is a position the State has never been in
11 before. We've never been in this before. Todd
12 mentioned, this is a very important project. And in a
13 health care crisis (unintelligible) more important. So
14 we're going to have to use every means necessary to
15 keep it moving forward. We just need to move it
16 forward differently. I can't say anything more
17 specific than that, you know, based on how long the
18 emergency lasts, we may have to do some things
19 differently. Your teams could give thought to that as
20 well. We'll be figuring it out on our end as far as
21 how (inaudible) in spite of that. Thank you.

1 MR. HECKMAN: Wonderful. Thank you. And,
2 again, if you didn't hear that, Herb Jordan is the CIO
3 for the Maryland Department of Health. So as I alluded
4 to earlier, I mean, we're very appreciative of the
5 support we've gotten from all levels to keep this
6 moving forward in these somewhat difficult and
7 challenging times. And certainly a little different
8 than many of us are used to working. So thank you.

9 MR. MOLNAR: Hey, Todd, John Molnar here
10 again. If I could just say one thing. And I don't
11 mean to be Captain Obvious on this, but sometimes we're
12 surprised at what people miss. Please make sure you
13 realize that there are various worksheets in the
14 workbook, in the two attachments. So in the
15 requirements attachment they're broken down in the
16 various areas that Todd mentioned, general, electronic
17 health records, revenue cycles, pharmacy, forensic, and
18 laboratory. And then those align, those requirements
19 then, in attachment four, align to the financial
20 proposal per hospital, or at least the business unit as
21 well, in attachment "B."

1 MR. HECKMAN: Thank you.

2 MR. MOLNAR: So please don't miss the
3 worksheets within the two attachments, because they are
4 important that you respond to both.

5 MR. HECKMAN: That's great. Thank you, John.
6 I do think it's helpful to reiterate all those things.
7 Again, we try to -- you know, myself as well as the
8 others have spent a large portion of career on the
9 vendor side of this, and on the implementation side of
10 this. So I read a lot of RFPs before. And, again, I
11 think most of the information, if not all, should be
12 there. Please take time to read through it. And if
13 you do have questions I'm sure there are some that we
14 didn't think of, and some that may be a little nuanced
15 or could be easily misunderstood.

16 So I would, again, encourage you and
17 emphasize that you have til Wednesday, April 29th for
18 those questions. I would ask get them out sooner
19 rather than later if you can. But, you know, we will
20 certainly respond to them via email.

21 MR. JORDAN: Hey, Todd, this is Herb again.

1 The other thing is, I think the reasons you keep
2 hearing John say what he said, and Queen say what she
3 said, not that you haven't done business in Maryland
4 before. And these deadlines and these dates and
5 filling out forms correctly, every procurement there's
6 always some vendor that gets, puts forth a good
7 proposal, but they don't make the cut because of
8 something they didn't do, that we have no control over
9 it in terms of whether (inaudible). So listen to
10 (inaudible), pay attention to the instructions because
11 when (inaudible) have you elucidated from competition,
12 to make sure you pay close attention and follow
13 instructions. It makes everybody easier, and those
14 instructions are (inaudible). It's all part of that RFP
15 document. It's very important (inaudible) go from the
16 first page to the last page, all the instructions, and
17 then questions if you have any questions after you've
18 done that. Follow instructions. This is Maryland.
19 And I've done business -- I've been in business on the
20 private sector most of my career. A lot of (inaudible)
21 I'm telling you because (inaudible). I'm telling you,

1 we take it seriously. Follow the instructions.

2 MS. DAVIS: Thank you for that, Herb.
3 Because a lot of vendors don't understand that
4 sometimes some mistakes, just if they have followed the
5 instructions of the RFP, can be very fatal, especially
6 the deadline on the submission. And so all the
7 instructions are very strict for the State of Maryland
8 and very important that all guidelines are followed.
9 So we appreciate you paying close attention to the
10 guidance, and the instructions in the RFP, and adhering
11 to them all.

12 MR. HECKMAN: And so, again, to reiterate
13 those today, Wednesday, April 29th is the deadline for
14 submission of questions. Friday, May 29th, 2:00 p.m.
15 Eastern Standard Time the submission of the proposals,
16 your responses to Queen.

17 MS. DAVIS: In the format for submitting --
18 well, that is correct. The format for submission is in
19 the RFP, and it gives you strict guidelines on how to
20 submit your proposal and the format that is required.
21 And if everybody is submitting the format and the

1 required forms that are listed in RFP, it makes it
2 easier for the evaluators to follow the proposal and be
3 able to find everything so they're not flipping back
4 and forth through pages, which would make the process
5 more tedious for them. So just follow the
6 instructions, and hopefully everyone that's on the line
7 will get us a good proposal, and so we'll have plenty
8 to do.

9 VOICE: Could you just clarify the deadline
10 submission. Is it Eastern Standard Time or Eastern
11 Daylight Savings Time? Because we're in Daylight
12 Savings Time now.

13 MS. DAVIS: It is local time. It is Eastern
14 -- it is our time, local time, whatever time is local
15 for Maryland.

16 MR. HECKMAN: So right now it's 3:30 p.m.

17 MS. DAVIS: Yes.

18 MR. HECKMAN: And we are on Daylight Savings
19 Time right now.

20 MS. DAVIS: And we are on Daylight Savings
21 Time. Right. Correct. That's all you have? John,

1 Herb, that's all you have?

2 MR. JORDAN: Great job. That was Mike
3 (unintelligible) on the last comment. He's the
4 structure (inaudible) Department. But I'm good. Good
5 job guys.

6 MS. DAVIS: All right. Well, thank you,
7 everyone, for participating. And we look forward to
8 hearing from you no later than the deadlines listed in
9 the addendum. And I will update and correct that day
10 for the questions from Tuesday to Wednesday. Thank you
11 very much.

12 VOICE: Ms. Queen, are we talking a roll call
13 of the participants on the call, or are we just going
14 to skip that?

15 MS. DAVIS: Well, I think that it will be
16 difficult to take a roll call. But maybe everyone that
17 participated could send an email to the questions and
18 answers so that the transcriber can have the names of
19 our participants.

20 MR. HECKMAN: Yeah, that would be great.
21 Thank you.

1 MS. DAVIS: So if everyone on the phone call
2 that participated in this could send an email to the
3 question and answers email address, I would appreciate
4 that. If you are more than one vendor with one
5 company, maybe one email would suffice for everyone
6 that was on the call with you.

7 VOICE: Okay. Thank you so much.

8 MS. DAVIS: You're welcome. Thank you all
9 for participating, and good luck. We'll talk to you
10 soon.

11 MR. HECKMAN: Thank you, Queen.

12 MS. DAVIS: You're welcome. Bye-bye.

13 (Whereupon, at 3:28 p.m., the meeting
14 was adjourned.)