



Larry Hogan, Governor · Boyd K. Rutherford, Lt. Governor · Dennis R. Schrader, Secretary

**REQUEST FOR PROPOSALS (RFP)
ELECTRONIC HEALTH RECORDS (EHR)
SOFTWARE AS A SERVICE (SAAS)
RFP NUMBER: OCMP-22-18251 EMMA#BPM030665**

**Questions and Answers #5
ISSUE DATE: September 7, 2022**

#	Section	Question	Answer
1	Attachment B	The EHR Pricing Excel has a “Forensics” line item on each tab. Can you describe what types of forensics data/information the vendor system should maintain?	The system should have the ability to scan, upload and label the various court documents common to forensic psychiatric services. These documents include but are not limited to the following: Civil/criminal commitment orders, hearing orders, writs, conditional releases, motions, pleadings, subpoenas, etc. This part of the EHR system should be modifiable to add new and unique forensic document labels that may occur from time to time.
2	Appendix 4 EHR Requirements Requirement 4.4 Treatment Plan Medical Necessity Review	Can the MDH please elaborate on this requirement; is this for evaluation that the client/patient is receiving care that is clinically appropriate to their diagnosis/diagnoses, that mental health treatment is required for a client/patient particularly in forensics, or is this related to billing and automation of medical necessity checking of claims (or something else)?	Requirement states "Treatment plans shall drive the capture of required documentation throughout the course of treatment." Treatment plan consist of multiple documentation needs based on plan outlined by the Treatment Team. This will support that the client/patient is receiving care that is clinically appropriate to their diagnosis/diagnoses. <i>Elaborate more on what the purpose of the EHR is in streamlining treatment plan and care delivery.</i>
3	Key Personnel – Lead for Organization Change Management	1) MDH has required a key personnel role of Lead for Organizational Change Management but has provided no scope associated to this work. What is the expectation of this individual's availability and allocation to the project? 2) If the MDH expects the Lead for Organizational Change Management role to be dedicated, can the Department please provide a scope of work associated to this individual - as there is not scope within the RFP for organizational change management,	1) Offeror should refer to Appendix 7 and Addendum 3 regarding Key Personnel roles and positions. Contractors should include resumes for Key Staff in Section E and F. The only format resumes are to be returned in is provided Appendix 6 - Reference Form. 2) Offeror should refer to Section 2.3.1 Contractor Responsibilities and Tasks- Overview which states "A. The Contractor shall provide implementation that will encompass activities such as deciding how to automate and standardize workflow; configuring the new EHR system; cleaning and converting data; engaging

		identifying expectations of the work to be performed related to this role. 3) If MDH anticipates needing OCM services during this process, will this be solicited for in a separate RFP or will there be a Change Order involving appropriate scope as a part of this contract?	and training the end-user community; deploying to facilities in a multi-stage rollout; and launching the steady-state support services." 3) Offeror should refer to Section 3.10.4 Key Personnel Roles Identified, Lead for Organization Change Management is an anticipated need. Offeror should review Section 2.10 EHR On-Demand Future Activities. This solicitation may include Work Orders.
4	2.3.1.C. Pg. 14	This states "The process will include creating digital images of records that are not in a structured digital format (e.g., paper records) and attaching them to the patient's record." Generally speaking, this work falls on the client side rather than the vendor in order to keep costs down for travel to where the hardcopy records are located and the time for backfile scanning. A) Can you please provide clarification on this requirement, whether it should be vendor or client responsibility. B) If it is expected to be vendor responsibility, please provide the volume/size, duration back in time, and quantity of records to be scanned?	Offeror should propose best solution that best meets needs of the proposed software. Offeror is encouraged to propose a solution that best meets the needs of MDH.
5	Section 2.2.2	What are the number of inpatient days across all facilities or what is each facility's occupancy rate for 2019, 2020, and 2021? We can probably assume an almost 100% occupancy rate	Offeror should refer to Section 2.2.2 for facility information. Please note that numbers listed under each facility are subject to changes throughout the solicitation and implementation of the EHR system.
6	NA	Could we receive further clarification regarding how the requirement for a separate database/instance is being defined?	Additional clarification is needed.
7	Section 2.2.5	Could we get some estimates regarding volumes that might be indicated in section 2.2.5 Key Functionality of the Current Systems? It is indicated that the existing systems, where deployed, support the following high-level processes and reporting which include, Census, including Admissions/Discharges/Transfers (ADT), Order entry (and computerized physician order entry at some facilities), Pharmacy, Clinician Documentation (including physicians, nurses, therapists, psychologists, and	Offeror should refer to Section 2.2.2 for facility information. Please note that numbers listed under each facility are subject to changes throughout the solicitation and implementation of the EHR system.

		other professionals) ,Laboratory ,Dialysis ,Long Term Care (LTC) Billing , and Credentialing. We would simply like more information regarding the volumes associated with the processes indicated above.	
8	Section 4.15	Are you allowing Offerors or subcontractors the ability to respond to a portion or half of the RFP instead of the entirety?	Partial submissions will not be accepted. Per Section 4.15 Multiple or alternate Proposals will not be accepted.
9	General	Have you considered or are you willing to enhance/optimize the existing legacy Hospital Management Information System through an Offeror?	Currently MDH is not considering enhance/optimize the existing legacy Hospital Management Information System through an Offeror. Offeror should refer to Section 2.2.4 Challenges of the Current System for information regarding challenges of current systems. Offeror should propose best solution that best meets needs of the proposed software.
10	General	Would you consider a dual partnership with an Offeror and “XXXX”?	As stated in Section 2.1.3 An Offeror, either directly or through its subcontractor(s), must be able to provide all goods and services and meet all the requirements requested in this solicitation. The successful Offeror (the Contractor) shall remain responsible for Contract performance regardless of subcontractor participation in the work. Per Section 2.1.6 The Department intends to make a single award as a result of this RFP. See RFP Section 4.18 Award Basis for more Contract award information.
11	General	Would you consider a dual partnership with an Offeror and “XXXXXX”?	As stated in Section 2.1.3 An Offeror, either directly or through its subcontractor(s), must be able to provide all goods and services and meet all the requirements requested in this solicitation. The successful Offeror (the Contractor) shall remain responsible for Contract performance regardless of subcontractor participation in the work. Per Section 2.1.6 The Department intends to make a single award as a result of this RFP. See RFP Section 4.18 Award Basis for more Contract award information.

12		<p>What percentage of your current system is on paper and is the goal to be fully paperless?</p>	<p>Offeror should refer to Section 2.2.2 Maryland Department of Health (MDH) Healthcare System for facility information. As stated in Section 2.1.1 'The Maryland Department of Health (MDH or the "Department") is issuing this Request for Proposals (RFP) in order to procure a multi-tenant, subscription-based Software as a Service (SaaS) solution for Electronic Health Records (EHR) and revenue-cycle management for eleven (11) healthcare facilities operated by MDH. MDH is</p>
13	General	<p>Would you like the new system to be customizable or are you looking for a specific level of standardization?</p>	<p>Offeror should propose best solution that best meets the needs of the proposed software.</p>
14	General	<p>Are you allowing a grace period for the potential new system to achieve full integration with all of your requirements and specifications?</p>	<p>Per Section 5.3.2 H.2. Offeror shall give a definitive section-by-section description of the proposed plan to meet the requirements of the RFP, i.e., a Work Plan. The Work Plan shall include the specific methodology, techniques, and number of staff, if applicable, to be used by the Offeror in providing the required goods and services as outlined in RFP Section 2, Contractor Requirements: Scope of Work. The description shall include an outline of the overall management concepts employed by the Offeror and a project management plan, including project control mechanisms and overall timelines. Project deadlines considered contract deliverables must be recognized in the Work Plan.</p>