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

Questions and Answers #1
ISSUE DATE: August 4, 2022

#	Section	Question	Answer
1	Section 2.2.1	How many facilities offer psychiatric Level one inpatient Care? How many beds?	Additional clarification is required from the vendor to answer the question. Offeror should revise and re-submit the question.
2	Section 2	Is there 24/7 medical monitoring?	Yes, all facilities have 24x7 medical monitoring.
3	Section 2	Is there a need for barcode scanning for medication administration?	Yes, there is a need for barcode scanning for medication administration.
4	Section 2	Do the facilities leverage complex order sets and protocols?	Yes, the facilities leverage complex order sets and protocols.
5	Section 2.2.2 and 2.2.7	Do you have an in-house pharmacy?	Most of the facilities have in-house pharmacies but some do not. Offerors should review Section 2.2.2 - Maryland Department of Health (MDH) Healthcare System in its entirely and Section 2.2.7 - Pharmacy Current Systems.
6	Section 2	Do the inpatient facilities leverage medication administration, or do they leverage medication observation?	Additional clarification is required from the vendor to answer the question. Offeror should revise and re-submit the question.
7	Section 2	Are you looking to replace your MDS long-term care system? Is the MDS component a necessary component of the new EHR?	Additional clarification is required from the vendor to answer the question. Offeror should revise and re-submit the question.
	Appendix 4 – Functional	Appendix 4 – Functional and Business Requirements is locked. Would the Department please publish	Yes. Appendix 4 – Functional and Business Requirements has been

8	and Business Requirements	an unprotected version of the workbook to the eMMA solicitation?	revised and uploaded. See Amendment 1 dated 8/4/22.
9	Appendix 4 – Functional and Business Requirements	Within Appendix 4, Section 7.0 Providers, column A, in the EHR-Requirements tab has been locked so it is restricting Contractors from responding.	Appendix 4 - Functional and Business Requirements has been revised and uploaded. See Amendment 1 dated 8/4/22.
10	General	One week for MDH to get all responses back to the vendors and then allow time for vendors to update/edit responses appropriately may not be enough time.	The last day for questions is September 2, 2022, EST Local Time. Vendors are advised to submit their questions early as to allow time for a response.
11	General	Is this a newer version of the RFP that was out in February 2022?	I am not aware of previous versions of the RFP. It is advised that Offerors review the current RFP for updated specifications, if any.
12	Section 2.1.3	Can an Offeror partner with a pharmacy system and are you looking for a dispensing functionality for the internal pharmacies?	Yes. Per 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.
13	Key Information Summary	The Due Date of the Questions from vendors and the actual Proposal Due Date. One week for MDH to get all responses back to the vendors and then allow time for vendors to update/edit responses appropriately may not be enough time.	Deadline for questions is 9/2/22, 2PM EST Local Time. Questions shall be submitted in writing via e-mail to the Procurement Officer no later than the date and time specified the Key Information Summary Sheet. The Procurement Officer, based on the availability of time to research and communicate an answer, shall decide whether an answer can be given before the Proposal due date. Offerors are advised to submit questions early. All due dates for questions, proposals, etc. may be found on the eMMA and MDH website.
14	Appendix 4 – Functional and Business Requirements	Appendix - tab – EHR Requirements, Section 7.0 Providers 7.1 -7.16 is locked, and cannot be selected. Can MDH provide an unlocked version of this document?	Yes. Appendix 4 – Functional and Business Requirements has been revised and uploaded. See Amendment 1 dated 8/4/22.

15	Section 2.6 Training and Appendix 4– Functional and Business Requirements	Section 2.6 refers to the "Training Requirements" tab of Appendix 4 - Functional and Business Requirements. No "Training Tab" exists in that file.	Offerors should review Sections 2.3 Contractor Responsibilities and Tasks - 2.6 - Training, Appendix 4 – Functional and Business Requirements, and 5.12.2.F - Offeror Technical Response to RFP Requirements and Proposed Work Plan, in addition to other documentation and requirements for to this RFP. Reference to "Training Tab" is removed by Addendum 1 dated 8/4/22.
16	Appendix 4 – Functional and Business Requirements	The narrative cells are also locked and don't size to the full response.	Appendix 4 – Functional and Business Requirements has been revised and uploaded. See Amendment 1 dated 8/4/22.
17	Appendix 4 – Functional and Business Requirements	Would the Department please publish an unprotected version of the workbook (Appendix 4) to the eMMA solicitation? Within the same Appendix, section 7.0 Providers, column A, in the EHR-Requirements tab has been locked so it is restricting Contractors from responding.	Yes. Appendix 4 – Functional and Business Requirements has been revised. See Amendment 1 dated 8/4/22.
18	General	Was this RFP issued last year as well (in 2020)? If so, then can you please explain some of the background?	It is advised that Offerors review the current RFP for updated specifications, if any.
19	Section 3.5.2	Data Extract/Import is required as part of this Proposal. Will the State provide Data Base size and file format specifications so we can include this pricing in our proposal?	This should be a part of implementation; Offerors should provide data base size and file format specifications. We are looking for the Offerors to provide a solution. Offeror may refer to Sections 2.3 Contractor Responsibilities and Tasks and 3.5.2 - Data Export/Import.
20	General	Clarification on Q&A- will answers be provided sooner, or on a rolling basis if we get questions in prior to the final due date?	Questions and answers will be provided on a rolling basis and uploaded to eMMA and the MDH websites.
21	General	Has the MDH observed demonstrations of any EHR software applications? If so, can the names of those applications be stated?	Yes, however demonstrations were observed by personnel that are no longer with MDH.
22	eMMA	can you clarify the purpose of the "Technical Questionnaire" Excel file?	There are no "Technical Questionnaires". Offerors should review and refer to the documentation attached and/or uploaded onto eMMA and/or MDH website for RFP requirements.

23	Section 2.3	How many documents will need to be scanned as part of the data conversion process?	This should be a part of implementation; the Offeror should provide data base size and file format specifications. We are looking for the Offeror to provide a solution. Offeror may refer to Sections 2.3 Contractor Responsibilities and Tasks and 3.5.2 - data Export/Import.
24	Section 2.1.3	Would we be allowed to create partnerships with pharmacy systems and present as a unified solution to MDH? We are an EHR company but don't have pharmacy	Per section 2.1.3 of the RFP, 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.
25	Section 4.12.3	Clarification on 4.12.3 The statements and interpretations contained in responses to any questions, whether responded to verbally or in writing, are not binding on the Department unless it issues an amendment in writing. Can a bidder request an amendment is issued if they feel the answers are necessary to be binding?	If determined by MDH and as stated in Section 4.12.1 - 4.12.3 The statements and interpretations contained in responses to any questions, whether responded to verbally or in writing, are not binding on the MDH unless an amendment is issued in writing by the Procurement Officer.
26	General	Does the Department anticipate that Oral Presentations will be held after evaluation of Technical Proposals? And if so, is there a timeframe for Oral presentations?	Per Section 4.19 Oral Presentation, Offerors may be required to make oral presentations to State representatives. Oral presentations would be considered a part of an Offerors Technical Proposal. The timeframe for Oral Presentations (if required) are unknown at this time.
27	General	Regarding the overall timeline, is there an anticipated/expected award date?	The timeframe for award is unknown at this time.
28	Section 2.2.7	How many pharmacies does the state operate? How many prescribers will be sending prescriptions to MDH internal pharmacies? How many prescribers will be sending prescriptions to outside pharmacies?	Please refer to Sections 2.2.7 and 2.2.8 of the RFP. For amount of prescribers, please refer to Section 2.2.2. Please note that the numbers listed under each facility are subject to change throughout the solicitation and implementation of the EHR system.

29	Appendix 4 – Functional and Business Requirements	Appendix 4 - Lab Requirements states a lab module is not required but if the Offeror has an integrated lab module the following requirements must be met. It appears only Western Maryland and Deer's Head have internal lab systems. Is the intent to replace those lab systems or deploy an internal lab to all facilities	Additional clarification is required from the vendor to answer the question.
30	General	Will all of these questions be provided to the vendors as part of an official response?	Yes. Following the Conference, the attendance record and summary of the Conference will be distributed via the same mechanism described for amendments and questions (see Section 4.2.1 eMMA). All questions and answers will be posted onto eMMA and MDH website.
31	General	Are there any special security and compliance requirements or healthcare data sharing requirements specific to MDH ?	Offerors should refer to Section 3.7 'Security Requirements' for security and compliance requirements or healthcare data sharing requirements.
32	General	What is the deadline date for vendor questions submission?	Deadline for questions is 9/2/22, 2PM EST Local Time. Questions shall be submitted in writing via e-mail to the Procurement Officer no later than the date and time specified the Key Information Summary Sheet. The Procurement Officer, based on the availability of time to research and communicate an answer, shall decide whether an answer can be given before the Proposal due date. Offerors are advised to submit questions early. All due dates for questions, proposals, etc. may be found on the eMMA and MDH website.
33	Section 3.3.6	Will travel expenses the reimbursed?	Per Section 3.3.6 travel will not be reimbursed as part of this RFP.