



**DEPARTMENT OF HEALTH**

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 #2  
ISSUE DATE: August 12, 2022**

#	Section	Question	Answer
1	Section 2.2.2	1. The RFP States “The Public Health Services Administration (PHS) oversees nine (9) major units (or bureaus) and twenty-four (24) local health departments that provide surveillance, prevention, treatment, and regulatory oversight services to all Marylanders. PHS operates two (2) Chronic Care Facilities (CCF), Deer’s Head Center and Western Maryland Center. These facilities provide comprehensive healthcare and rehabilitation services for the clinically complex patient and resident.” A) How many named users will access the EHR at the nine major units, the 24 local health departments, and the two chronic care facilities? B) How many full-time providers will access the EHR at these locations? C) How many part-time providers will access the EHR at these locations? D) How many lab interfaces (note the vendor’s name) are needed at these locations? E)In addition to the 11 sites noted in the RFP, how many additional locations will access the EHR within PHS?	A/B/C) Offeror should refer to Section 2.2.2 'Maryland Department of Health (MDH) Health System' for user access. Please note that the numbers listed under each facility are subject to change throughout the solicitation and implementation of the EHR system. D) Offeror should refer to Section 2.2.2 'Maryland Department of Health (MDH) Health System' for laboratory information per facility. Please note that the numbers listed under each facility are subject to change thorough the solicitation and implementation of the EHR system. E) Additional clarification is needed in order to answer.
2	Section 5.12.2.F.1	Please clarify what is required for 5.12.2.F.1 for Section 2 and Section 3 (page 72). Not every line item/section in Section 2 is an RFP requirement. For instance, section 2.2.1 and 2.2.2 are MDH Healthcare System are not	Per Section 5.12.2.F.I The Offeror shall address <b><u>EACH RFP requirements</u></b> (RFP Section 2 and Section 3) in its Technical Proposal with a cross reference to the requirement and describe how its proposed goods and services, including the goods and services of any proposed

		requirements but rather facility descriptions. What specific line items in Section 2 and Section 3 does MDH expect vendors to provide a response to?	subcontractor(s), will meet or exceed the requirement(s).
3	Section 5.12.2.F.1	Page 78 of the RFP requires vendors to submit its Economic Benefits Factor analysis. Section O.7.c requires vendors to provide a tax revenue forecast over the life of the contract. Who would be MDH's internal tax authority/department we could speak with to work on the inputs of that tax forecast?	Offerors should refer to Section O.7.c in its entirety. Examples of economic benefits .....c) Tax revenues to be generated FOR Maryland and its political subdivisions as a result of the Contract. Indicate tax category (sales taxes, payroll taxes, inventory taxes and estimated personal income taxes for new employees). Provide a forecast of the total tax revenues resulting from the Contract . Describe the benefit, its value <b>TO the MARYLAND ECONOMY</b> , and how it will result from, or because of the Contract award. This information is to be provided by the Offeror.
4	Sec. 3.10.1	The RFP states initially states there are no minimum requirements but in section 3.10.1 it states that offeror will have "At least five (5) years, the Offeror shall have been in the business of developing, selling, implementing, hosting and maintaining subscription-based SaaS Electronic EHR technology." In 3.10.2 it states, "Within the last five years, the Offeror's proposed SaaS EHR has been in full and complete production for at least one (1) year in two (2) or more behavioral healthcare provider organizations with at least 2,500 employees."	Per Section 1.1 Offeror Minimum Qualifications. There are no Offeror Minimum Qualifications for this procurement. However, Section 3.10.1 Offeror Experience/Qualifications - "...experience is expected and will be evaluated as part of the Technical Proposal". In addition, 3.10.2 Offerors Preferred Experience- States "Within the last five years, the Offeror has completed three (3) successful implementations of the proposed EHR SaaS in a distributed, multi-facility behavioral healthcare system for psychiatric and developmental disabilities with at least 2,500 employees". <u>Qualifications means knowledge, whereas experience proves that the organization has practiced working within the scope of work of RFP.</u>
16	Section 2.1.3	One approach to these requirements would be to provide any third-party subscription licenses to MDH via a reseller arrangement where the Prime contractor would assume responsibility for the payments and MDH would sign the subscription license directly with the OEM provider. Taking this approach would provide the State the flexibility to recompute future support services without adversely impacting the SaaS subscription agreement. Would MDH be open to bidders proposing this approach?	No MDH will not be open to bidders proposing this approach.