Spokane Regional Health District
1101 W. College Ave
Spokane, WA 99201

Addendum No. 1

Reference – Request for Proposal:	RFP-2024-450-566-1
Commodity:	Electronic Health Record
Date:	July 29, 2024
Proposal Due:	August 16, 2024

This Addendum #1 to the RFP addresses inquiries received prior to 12 p.m. Friday, July 26, 2024. SRHD received an additional number of inquiries after 12:00 p.m. on July 26, 2024. The responses to those inquiries will also be posted on the website of SRHD by 5:00 p.m. July 31, 2024.

1. Can companies from Outside USA can apply for this? (like, from India or Canada)
   Yes
2. Do companies need to come on-site for in-person meetings?
   Yes
3. Can responders perform the tasks (related to RFP) outside USA? (like, from India or Canada)
   Yes, if this inquiry is related to the actual services needed as set forth in the RFP.

4. Can responders submit the proposals via email?
   The RFP requires that the proposals be submitted by email by 5:00 p.m. PST to kgrytdal@srhd.org on August 16, 2024

5. Can SRHD provide the total number of users that will need access to the new EHR? Please provide a breakdown, by role, of who these staff are.

Administrative Assistant	7
ARNP	4
Associate Director	1
Billing Specialist	2
Clinical Assistant	4
Clinical Nurse 1	6
Clinical Nurse Manager	1
Contracts Credentialing Specialist	1
Deputy Registrar/Finance Assistant	7
Dispensary Assistant	1
Division Director	1
EHR Administrator	1

HIPAA and Records Coordinator	1	
Intake Coordinator	1	
IT Specialist 2	1	
Lead Dispensary Assistant	1	
Medical Assistant	2	
Medical Director	1	
Mental Health Counselor Associate	1	
Patient Services Representative	1	
Precision	2	
Program Manager 1	4	
Program Manager 2	1	
Program Manager 4	1	
SRHD IT	1	
Substance Use Disorder Professional	14	
System Admin	1	

6. Please provide the total number of prescribers that need electronic prescribing capabilities. Of these, how many will need to prescribe controlled substances?
   The total number of prescribing staff is five (5) and all five will be prescribing controlled substances.

7. Can SRHD provide the number of Telehealth users that will need access to the system?
   20

8. Please describe SRHD's primary vision/objectives for using a Patient Portal?
   The primary vision/objectives is the ability to send/receive documents for signature or review, and communication to and from patients for appointments, reminders, notices changes, updates, etc.

9. Has SRHD seen any demonstrated EHR products in the last year? Please share who they were?
   SRHD issued a prior EHR RFP which was recalled and during that process staff received demonstrations from KIPU, Patagonia, Therapy Brands and Netalytics.

10. What interfaces are required at Go-Live? Can any of the interfaces be developed during implementation?
    The following interfaces are needed at go live: LabCorp, Precision Diagnostic, PDMP system, BHDS, Raintree, Lighthouse, Emergency Department Interface Exchange, Accuvert, and Signature pads.

11. Please provide a list of laboratories, pharmacies, health information exchanges, or other departmental solutions SRHD will interchange data with?

    Precision Diagnostic Laboratories, BHDS Raintree, Lighthouse, Central Registry, SAW and Emergency Department Interface Exchange.

12. Will the current vendor assist with data migration?

    Data migration assistance from the current vendor will probably be limited.

13. Proposal Submission Requirement Section A & B: Page limits – based on the number of questions in the sections, will SRHD consider removing or increasing the page limits to allow for qualified responses? Would SRHD consider extending the Letter of Interest page limit?

    No, once the RFP has been issued there cannot be any revisions without recalling the RFP and putting it out again.

14. Would SRHD consider extending the response page limit for sections 1-8 to 20-30 pages?

    No, please see the answer above.

15. How firm are the dates in the schedule? Does SRHD need to have a contract signed by the end of October? Will SRHD consider pushing the dates of demonstrations and contract signing back?

    No, the dates are firm.

16. What other programs other than TS would the EHR serve? Are there any residential programs?

    No, no other programs would be using the EHR.

17. Given the page counts, does SRHD want us to repeat each of the questions in our response before answering them?

    Reference to the question would make for easier review, however, it is up the responder's preference.

18. Is SRHD seeking a compete "Price Proposal" or just answer to the pricing structure questions in Section 7?

    A price proposal should address the questions contained in Section 7.

19. Does SRHD use or require the use of a specific label printer, and if so, which make/model?

    Yes, we use label printers, Dymo LabelWriter 450 Turbo

20. Does SRHD expect to develop custom forms and reports in-house, or is vendor responsible for developing custom forms and reports?

    SRHD will develop custom forms, but need to know what forms are canned or at least already pre-developed within the EHR system.

21. What level of internal IT expertise does SRHD currently have (e.g., SQL, SSRS, API integration, etc.)?

    SRHD's IT team has experience with SQL, SSRS, and API Integration. The experience and expertise level with SQL as moderate. It is the expectation of the SRHD that the vendor will be managing the databases in collaboration with SRHD TS.

22. In Question 3 – Reporting: Can you please elaborate on the use case of this report so we can further understand this question? **Attach a formatted report that was created using your system that includes an organization logo.**

> *When SRHD TS print reports, it needs to have the agency logo as a header. SRHD would like to view an example of the reports with an agency logo (heading).*

23. Please confirm that the requested list of standard reports, the formatted report, the demographic face sheet, and the preliminary implementation project schedule will all not be counted towards the required page limit.

> *Yes, that is correct.*

24. The Washington Department of Enterprise Services is issuing an Electronic Health Records statewide Contract (#23023). Would this have any effect on this RFP or subsequent contracts?

> *No, this would not have any effect on our current RFP.*

25. There was a similar RFP last year for an EHR System, was the decision to postpone the RFP until this year, or was a vendor awarded?

> *The RFP was postponed.*

26. Does your agency manage contracted, community-based providers who provide services?

> *No*

   a. Will the contracted providers need access to the new EHR system? How many contracted providers?

> *Does Not Apply*