



**Solicitation Information**  
1 Aug 08

**RFP # 7127880**

**TITLE: Electronic Medical Records System (EMR) – D.O.C.**

**Submission Deadline: 3 Sept 08 @ 2:00 PM (EDT)**

**PRE-BID PROPOSAL CONFERENCE: No**

Questions concerning this solicitation must be received by the Division of Purchases at [questions@purchasing.state.ri.us](mailto:questions@purchasing.state.ri.us) no later than **15 Aug 08 @ 12:00 Noon (EDT)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP / LOI # on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

**SURETY REQUIRED: Yes. \$5,000 at time of submission.**

**BOND REQUIRED: Yes. A performance bond in the amount of \$500,000 will be required of the successful vendor prior to the issuance of a purchase order.**

Jerome D. Moynihan, C.P.M., CPPO  
Administrator of Purchasing Systems

Vendors must register on-line at the State Purchasing Website at [www.purchasing.ri.gov](http://www.purchasing.ri.gov)

**Note to Vendors:**

**Offers received without the entire completed three-page RIVP Generated Bidder Certification Form attached may result in disqualification.**

**THIS PAGE IS NOT A BIDDER CERTIFICATION FORM**

## **SECTION 1 – INTRODUCTION**

The Rhode Island Department of Administration/Office of Purchases, on behalf of the Rhode Island Department of Corrections (RIDOC), is soliciting proposals from selected vendors to prepare and submit proposals for an Electronic Medical Records System (EMR) capable of fulfilling the present and future needs of the Health Care Services Unit of the RIDOC. The award will be for one (1) year with the potential for four (4) one-year extensions, subject to annual assessment and availability of funds, in accordance with the terms of this Request for Proposals and the State's General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases Home Page by Internet at: <http://www.purchasing.ri.gov>

The implementation date will tentatively be scheduled for **October 15, 2008** subject to approval of vendor and RIDOC.

No phone calls concerning specifics of this proposal will be accepted by RIDOC Rehabilitative Services, Healthcare Services or Medical Records Unit. They should be referred in writing to the Division of Purchases, under the terms & conditions noted on the cover page of this solicitation.

This is a Request for Proposals, not an Invitation for Bid. Responses will be evaluated based on the relative merits of the proposal, in addition to price. There will be no public opening and reading of responses received by the Office of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

This RFP contains a description of the environment in which the EMR must operate and the conditions of proposing. The RFP requests information on the vendor's background and experience, how the proposed system will meet requirements for new or improved automation, the technical specifications of the proposed system, and a system implementation plan. Proposals should be prepared to provide a straightforward response to the requirements included in the RFP, with the vendor having the responsibility of providing convincing evidence that the system will satisfy the RIDOC's requirements.

### **INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:**

- Potential offerors are advised to review all sections of this Request carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
- Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this Request will be rejected as being non-responsive.
- All costs associated with developing or submitting a proposal in response to this Request, or to provide oral or written clarification of its content shall be borne by the offeror. The State assumes no responsibility for these costs.

- Proposals are considered irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
- All pricing submitted will be considered firm and fixed unless otherwise indicated herein.
- Proposals misdirected to other State locations or which are otherwise not present in the Office of Purchases at the time of opening for any cause will be determined to be late and may not be considered. **For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Office of Purchases.**
- It is intended that an award pursuant to this Request will be made to a prime contractor, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered, but subcontracts are permitted, if their use is clearly indicated in the offeror's proposal, and the subcontractor(s) proposed to be used are identified in the proposal. It is the responsibility of the vendor to ensure that all subcontractors meet all Federal and State laws and regulations including HIPAA requirements and that the appropriate business agreements are in place.
- Offerors are advised that all materials submitted to the State for consideration in response to this Request for Proposals will be considered Public Records as defined in Title 38 Chapter 2 of the Rhode Island General Laws, without exception, and will be released for inspection immediately upon request once an award has been made.
- In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the state *until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State* (401-222-3040). This is a requirement only of the selected service provider.
- The State of Rhode Island has a goal of ten per cent (10%) participation by MBE's in all State procurements. For further information, visit the web site [www.mbe.ri.gov](http://www.mbe.ri.gov). To speak with an M.B.E. Officer, call (401) 574-8253.
- Interested parties are instructed to peruse the Division of Purchases web site on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP / LOI.
- If you wish to do business with the State of Rhode Island, you must register and utilize the E-Verify Program. Please refer to [www.dhs.gov/E-Verify](http://www.dhs.gov/E-Verify) or the Division of Purchases website at [www.purchasing.ri.gov](http://www.purchasing.ri.gov) for more information.

- **Equal Employment Opportunity (RIGL 28-5.1)**

**§ 28-5.1-1 Declaration of policy.** – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies in all areas where the state dollar is spent, in employment, public service, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Employment Opportunity Office, at 222-3090.

## **SECTION 2 – OVERVIEW AND BACKGROUND**

**A. OVERVIEW** - This Request for Proposals (RFP) is an invitation to selected vendors to prepare and submit proposals for an Electronic Medical Records System (EMR) capable of fulfilling the present and future needs of the Health Care Services Unit of the Rhode Island Department of Corrections (RIDOC).

**B. BACKGROUND** - The Rhode Island Department of Corrections manages eight (8) correctional facilities, including two jails (one for male offenders and one for female offenders), all located on the John O. Pastore Complex in Cranston, Rhode Island. Facilities for men include High, Maximum, Medium (John J. Moran and Donald Price), Minimum, and the Intake Service Center. The men’s Minimum Security includes a Work Release Program. There are two facilities for women under a single administration: one for awaiting trial and medium security inmates (Gloria DiSandro McDonald building), the other for women classified to minimum security and work release (Dorothea Dix building).

The Health Care Services Unit of the RIDOC provides emergency and ambulatory health care services to approximately 4,000 inmates (male and female) on the campus. Medical staff consists of:

- 8 staff physicians
- 12 full-time contracted physicians
- 4 midlevel practitioners (Physician’s Assistants, Nurse Practitioners)
- 54 nurses
- 7 medical records clerks
- A dental staff, approximately 15 full time and consultants (including dentists, hygienists, and dental assistants)
- A mental health staff, approximately 30 full time and consultants (including psychiatrists, psychologists, and social workers)
- No more than 100 healthcare staff members as of 7/1/08

Medical services include, but not limited to, general medicine, internal medicine, cardiology, dermatology, obstetrics and gynecology, orthopedics, surgery, podiatry, ophthalmology, psychiatry, oral surgery, and otolaryngologist. In addition, there are approximately 375 medical trips per month where patients are seen in specialty clinics at one of the teaching hospitals in Providence. Additionally, some specialty clinics are held on-site. When acute/inpatient care services are required, patients are taken to one of the hospitals serving the state of Rhode Island.

## SECTION 3 – SCOPE OF WORK

### C. GENERAL DESCRIPTION

The RIDOC seeks a vendor to provide an ambulatory focused EMR capable of meeting the health care needs of a correctional institution. Detailed requirements are defined in the Functional Requirements spreadsheet (**Attachment #1**), which must be completed if interested in bidding on this RFP.

### D. EMR GOALS AND HIGH LEVEL INFORMATION REQUIREMENTS

The overall goals for the EMR are:

- Improve quality of care
- Justify quality of care
- Reduce or eliminate duplication of effort
- Reduce costs
- Reduce risk of malpractice claims
- Avoid delays in delivering care due to an inadequate medical furlough process and lost or missing inmate requests for care

The overall information management needs to be addressed by the EMR include:

- Clinical notes and documentation for physicians, nurses, and other caregivers
- Order entry/results reporting (lab, radiology, pharmacy, supplies, etc.)
- Computerized Pharmacy Order Entry (CPOE)
- Clinical rules and alerts
- Clinical decision support
- Reminders for patients, staff, etc.
- Scheduling on-site regular and specialty clinics
- Document imaging
- Discharge summary and plans
- Quality assurance tools
- Remote access
- Workflow tools to make sure the **right information** gets to the **right person** at the **right time**:
  - For information within the system
  - Special reports/tools for patient management (special needs of patients, patient in solitary, suicide watch, etc.)
  - Document management for capturing, converting to image, storing and sharing information that is in paper form

Requirements for health care units within correctional institutions and for information technology:

- Practice management whereby the Medical Program Director and Associate Director for HCS can prospectively evaluate practice habits by physician, by facility, by diagnosis-type, by treatment protocol, and cost, etc.
- Tracking of patients by chronic condition so future appointments can be scheduled and alerts can be generated to providers by facility

- Real-time order entry for medications and treatments
- Tools to document self-administered medications provided to inmates by the health unit
- Dental practice clinical support
- Mental and Behavioral Health Practice clinical support
- Scheduling to include Furlough Scheduling Management. Medical furlough is a very problematic process for scheduling an inmate for treatment outside the RIDOC campus. The process requires coordinating efforts with inmate, RIDOC medical staff, RIDOC security, transportation, and off-site medical provider to get treatment scheduled and conducted in a reasonable timeframe. This must also be balanced with obvious security requirements to keep dates, time, and location of visit highly confidential.
- Report writer to be used to analyze costs of providing care by patient, diagnosis/procedure (using ICD-9-CM, CPT, and DSM-IV), facility, provider, etc.
- Medical Claims processing (to include capture of diagnosis/procedures codes)
- Medical Co-payments (for services provided on and off-site)
- Interface with inmate tracking and potentially other applications
- Application shall not utilize an Oracle-based database.
- Equipment requirements, if cannot be housed in current environment, shall be outlined in detail with associated costs included in the proposal.

Current information systems environment and applications:

All RIDOC information systems and services, including those used by the Health Care Services Unit, are provided by the State Department of Administration (DOA) and operated/supported on the RIDOC campus. The DOA currently has approximately 13 Information Technology staff in the Corrections MIS Unit including:

- 1 Associate Director who functions as RIDOC CIO
- 1 Programmer Analyst Manager
- 5 Programmer/Analysts
- 6 Operations techs (day to day operations, help desk and network administration)

The current system environment includes:

- Windows 2000 servers (3)
- Windows XP Operating System
- SQL and Oracle
- PowerBuilder software development tools
- Support approximately 1300 work stations and 2200 users
- Operates 24 / 7
- SAN network for file storage Dell branded CX-700-EMC product and support comes from Dell.
- Data replication, redundancy, backup, etc. all built into systems

#### Software Applications Environment:

The clinical and medical records system currently used in health services are essentially manual with the exception of several basic and functionally limited systems:

- Pharmacy orders – using a product custom developed for RIDOC by CPS/E-Corr. It is a stand-alone system that enables physicians to enter medication orders that are electronically received and processed by the out-of-state pharmacy vendor. It is a very basic product installed several years ago with the understanding that it may be a temporary system replaced by an EMR
- Mental Health database is a very basic self-developed Access database system used primarily for tracking inmates with high suicide risk, and other mental health issues. RIDOC desires this functionality to be replaced by an EMR
- Substance Abuse database is used to track inmates who have been in the substance abuse program and is a part of the Inmate Tracking System (INFACTS). RIDOC desires the substance abuse functionality within INFACTS to be replaced by an EMR
- Medical Furloughs in an Access database for tracking all scheduled specialty/consultant visits off-site as well as on-site.
- HIV/AIDS database is an Access database with highly confidential HIV positive results for all active and former patients from 1983 through present
- Medical claims database in Access but does not include ICD-9-CM or CPT codes.

The INFACTS inmate tracking system is a self-developed system designed primarily to meet the core mission of the correctional institution, including keeping track of assigned location and other key information on all inmates. It does not have any health-specific capabilities. This system will remain in place for the foreseeable future. Part of its functionality is analogous to a registration system in an ambulatory clinic environment in that it is the “system of truth” regarding patient ID and demographic information. It is imperative that the EMR has a robust and real-time interface with the system. The INFACTS System is written in PowerBuilder 8.0 with Oracle 9i back-end.

Manual systems include:

- Patient medical records are currently entirely paper-based
  - Physician notes
  - Dental notes
  - Nursing notes
  - Orders (except pharmacy)
  - Results and results tracking
  - Medication Administration Record
  - Patient co-pay plan

- HIM related functions are also entirely manual
  - Chart filing and retrieval
  - Release of Information
  - Management reporting
  - Medical claims processing
  - Medical furloughs
  
- All clinical office support and reporting functions are also manual
  - Patient and provider scheduling
  - Task lists
  - Reminders
  - Clinical alerts (i.e., drug interactions, allergies, adherence to clinical protocols, etc.)

**Current systems listed and briefly described in Attachment #2**

Proposals must be received by the Division of Purchases **on or before XXXXX @ ???**. Responses received after this time, as registered by the official time clock in the reception area of the Office of Purchases, will not be considered.

Responses – an original plus four (4) copies **AND** two (2) copies of complete response to this solicitation is requested in electronic format – either CDROM, Disk, or Flashdrive – in Word-Microsoft Office© or PDF© file formats. The electronic file should be identical to the original hard copy submission. In any variance between the hard copy and the electronic file, the original hard copy takes precedence, should be mailed or hand delivered in a sealed envelope marked “RFP #7127880: Electronic Medical Record – Corrections” to:

**By Courier or Mail:**

R.I. Department of Administration  
 Division of Purchases, 2<sup>nd</sup> floor  
 One Capitol Hill  
 Providence, RI 02908-5855

NOTE: Proposals received after the above-referenced due date and time will not be considered.

Proposals misdirected to other State locations or which are otherwise not presented in the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed to the Division of Purchases will not be considered

**SECTION 4 - PROPOSAL SUBMISSION**

Interested offerors may e-mail their questions to the R.I. Division of Purchases by the time and date listed on page one of this solicitation.

In addition to the \$5,000 bid surety, Proposals should include the following:

1. A completed and signed R.I.V.I.P. generated bidder certification cover sheet (downloaded from the RI Division of Purchases Internet Home Page at [www.purchasing.ri.gov](http://www.purchasing.ri.gov))
2. A completed and signed W-9 Taxpayer Identification Number and Certification Form, which is downloadable from the Purchases website [www.purchasing.ri.gov](http://www.purchasing.ri.gov)
3. **Company Profile and General Information**

This section requests information about your company's background and experience. Please provide the necessary information in the format requested and identify each response with an index corresponding to the number of the subsection. The information provided will be used in the overall evaluation of responses to this RFP. In addition, the information will be used in further contact with your company and its clients.

- a. Company Contact – Identify the name, title, street address, city, state, zip code, and telephone number of your company's primary contact person for this project.
- b. Organization Chart – Provide an organizational chart identifying the upper management personnel in your organization. Include their titles, experience in the industry, and experience with your firm. Illustrate reporting relationships for major areas of your firm such as Sales and Marketing, Installation, Client Services, and Research and Development. Specify number of employees dedicated to your EMR product in each group.
- c. Field Offices – List your field office support locations for hardware, software, and installation and describe in detail how RIDOC will be supported.
- d. Corporate Identity – Identify any parent corporation and/or other subsidiaries if appropriate. Give a brief description of the Corporation's nature of business. Please describe any mergers or consolidations.
- e. Corporate Financial Status –As an addendum to your proposal, please attach the last eight quarters of financial audit statements as well as the projected earnings for next quarter)
- f. Research and Development – Specify the percent of total company revenues dedicated to research and development and FTE's your organization devotes annually to developing new products and enhancing your existing products.
- g. Legal and Working Relationships with Other Suppliers – Describe any legal and working relationships with suppliers of hardware and/or software incorporated in the proposed information systems.

- h. Litigation – Describe any litigation currently against your company within the last three years, including pending litigation
- i. User Groups – Identify and describe user groups or user group activities that have been established by clients or by your company. Indicate whether the user group is managed by you (the vendor) or independently by clients. Discuss the frequency of user group meetings and the influence of user group priorities on system development.

#### 4. **Product Profile**

- a. System History – Give a brief description of the evolution of your proposed product offerings. Include the date of the first installed site and major developments, which have occurred. Describe any previous ownership, if the system was purchased from or developed by another organization. Please list current releases for each application and indicate which release of each product is being proposed.
- b. Product Overview
  - List the specific products and modules you are proposing
  - Indicate whether each proposed product and module is fully operational and integrated; if not, disclose the stage of development (such as alpha test, beta test) and site/location of said testing.
  - Describe generally and briefly the major capabilities and features of the products you are proposing.
  - Differentiate the features and functions that make your product the best for correctional health facilities in general and the RIDOC in particular.
- c. System Release Methodology – Describe your release methodology as well as how enhancements (between releases) are handled. Discuss your methods for keeping current with changes needed due to government regulations, changing health care needs, etc.
- d. Future Plans – Describe your future development plans for both hardware and software and the impact on existing clients. Include information regarding the source and amount of funds for research and development.
- e. Government and Regulatory Changes – Describe the extent of your responsibility for monitoring federal, state, county, and other regulatory proposals and mandates in order to identify required changes to system code. Describe how RIDOC is notified of such changes.

- f. Confidentiality – Describe how your product supports Federal and State of Rhode Island confidentiality laws as they pertain to medical, HIV, substance abuse, and/or mental health, as well as outline your ability to support RIDOC’s efforts to comply with HIPAA privacy and security rules.
- g. Separate Costs: Describe your Accounts Receivable/practice management component and costs associated with this product;
- h. Separate Costs: Describe your medical claims processing (claims sent to RI Dept of Corrections for care of patients as inpatients, or for diagnostic procedures, and clinic visits) and associated costs with this product.
- i. Separate costs: Describe your document imaging product and costs associated with it.

5. **Client References**

Provide a list of all current correctional facilities currently using the system(s) you are proposing. For each client show:

- a. Contact information including contact person name and title, telephone number, and e-mail address.
- b. Which product and major applications/module they have in productive operating use
- c. What version/release they are using
- d. Date of contract
- e. Date they became fully operational with the system
- f. A brief description of customer including size and ownership control

6. **Proposed Hardware Configuration and Technical Features**

Use this section to describe the hardware configuration and operating system you are proposing. The RIDOC will look favorably upon vendors using technology consistent with their current IT platform, which uses Windows 2003 servers, Windows XP Operating system, SQL Enterprise Server, and Symantec Antivirus software. Other technologies will be considered if fully justified by the vendor and if proper training is included.

- a. RIDOC intends that the hardware be configured to support a reasonable amount of growth and acceptable response time. Please describe your growth and response time standards. Since RIDOC will be utilizing their hardware the following must be included in vendor pricing SQL Server Enterprise (lastest version), Windows 2003 Enterprise Server, Symantec AntiVirus and a license for our new backup system.
- b. List the specific type of hardware components required to support the proposed applications. Specify whether any of the hardware is proprietary, and any volumes and retention assumptions used to configure the hardware. Describe the testing of hardware and integrated software components and responsibilities to the vendor and RIDOC. Include a timeline and deadline for this portion of the project.
- c. Describe what type of user devices (thick or thin client, portable devices, printers/scanner, etc.) you recommend and why.
- d. Describe your recommended process for system backup and batch processing, specifically addressing the following:
  - Timing and duration of scheduled downtime for periodic batch processing, file organization, backup, etc. (specify daily, weekly, and monthly downtime)
  - Are on-line functions available to the user during batch processing? If so, describe the nature and extent of functions available during this period
- f. Describe any provisions for disaster recovery planning you recommend for your clients
- g. Describe the system communication requirements and standard protocols

**7. Operating System and Application Environment**

- a. Itemize, by name, the operating systems used. Describe any software (utilities, database managers, operating systems, etc.) used and indicate if they are proprietary
- b. Itemize database management systems used. Describe data handling capabilities if systems are proprietary
- c. Describe what programming languages are used
- d. List any third-party (commercial) software required for full operation of system
- e. List and explain all policies pertaining to source code ownership, usage, and modification
- f. **We will not accept any product which solely uses an ORACLE database.**

## 8. Interface Requirements

An interface to the INFACTS Inmate Tracking system is required. Please describe the following:

- a. RIDOC has a strong preference for interfacing to be accomplished using open system technology and HL7 standards. The interface should be **bi-directional and real time**. Please describe how you propose to achieve the interface
- b. INFACTS will be the primary source of all non-medical inmate demographic information. Patient location (i.e., cell, temporary assignment, etc.), or patient identification will originate in INFACTS and be passed to the EMR as needed
  - Describe what information your EMR will require from INFACTS
  - Describe how information in the EMR and INFACTS will be kept synchronized to avoid having conflicting or ambiguous information in either system (example – suicide risk from EMR back to INFACTS or vice versa)
- c. What experience do you have interfacing with Inmate Tracking systems? Identify specific clients and products

## 9. User Flexibility Tools

- a. Describe the tools and technology you have that permit RIDOC to easily tailor the system to meet their needs without the need for any specific technical expertise (i.e., tailoring can be done by end users) or software programming. Types of tailoring to describe include the ability to:
  - Add data elements to the data base
  - Create new screens and pathways
  - Edit or modify content, appearance, and flow of current screens and pathways
  - Tailoring to the individual needs or preferences of physicians or other users (i.e., permit a customized “physician view” based on physician, department, or specialty)
- a. Describe in detail the capabilities of report writers and ad hoc inquiry tools included in your proposed offering. If multiple tools are used, describe each
  - General description of the tool
  - Is the tool proprietary or from a third party vendor?

- Specific applications or modules the tool is compatible with (or not compatible with)
- Describe whether it is intended for non-technically oriented/trained users (physicians, nurses, HIM staff, and other end users) or if specialized skills and technical background are needed

10. **Functional Requirements Checklist**

A detailed checklist of functional requirements is provided in a Microsoft Excel spreadsheet (**Attachment #1**).

This checklist is based upon the tool used by the Certification Commission for Healthcare Information Technology (CCHIT) in their process for certifying ambulatory EMR vendors. The specific version used is the “Proposed FUNCTIONALITY for 2007 Certification of Ambulatory EMRs” that was available on the CCHIT web site in December 2006.

Instructions for completing checklist:

The RIDOC added some specific criteria that reflect the specific needs of the RIDOC and/or correctional facilities.

Please use the following codes for responding to the availability of each item:

- A = Available in general release and installed in one or more clients; included in proposal
- A-x = Available, but not proposed
- N = Not currently available, no plans to release within one year
- P = Not currently available, plan to release within one year (give target date)
- C = Custom modification available (describe)

You are also encouraged to add notes or comments in the appropriate column on the spreadsheet to further clarify your response.

Please enter your response on the Excel spreadsheet and return it in electronic format as part of your response to this RFP. Please DO NOT attempt to change or enter anything other than in the designated columns for your response and comments

11. **Implementation**

- a. Describe your overall approach to implementation and how you help assure the product will be implemented in a manner that best meets the needs and requirements of the RIDOC
- b. What is the recommended timeframe for implementing the system?

- Based on current commitments, how soon after contract signing would you be able to begin?
  - Do you recommend implementing the entire system at once, or organizing it into discrete phases? A final implementation decision will be made in conjunction with RIDOC.
  - How long (in weeks or months) do you recommend allowing for the implementation (by phase if phasing is recommended)?
- c. Provide an implementation plan for the proposed system. Recommend realistic and conservative plans, which include planning, analysis, design, development, implementation, and production support aspects to minimize implementation risks to the RIDOC.
  - d. Provide the recommended staffing requirements of both the vendor and RIDOC for implementing the system. This should include a description of the type of staff and an estimated time commitment for each position.
  - e. Describe the training and education that will be provided to RIDOC. Describe goals, timing, type, and length of courses to be provided. Identify RIDOC participants by title and required time commitment. Provide detailed costs associated with on-site training (at RIDOC) and off-site training.
  - f. Provide an estimate of internal staffing, skill level, and level of training required to operate system (programmer, project manager, and user levels).
  - g. Provide a description of any “Computer-Based Training” (CBT) software and hardware you offer. Include associated costs in the Detailed System Costs section.
  - h. Describe the process and timing for acceptance testing and the relative responsibilities of RIDOC and the vendor.
  - i. Describe “go-live” support that RIDOC can expect from the vendor when the system goes into production.
  - j. Describe the documentation that will be provided for the proposed system, application development tools, report writer(s), operations, and database management. Provide sample documentation.

12. **Ongoing System Support**

- a. Describe your software warranty; describe the duration (in years) of end-user licenses; define a “user” for licensing purposes.

- b. Describe options for on-going software support and maintenance including full terms and conditions. Describe your Help Desk/Call Center policies including but not limited to hours of operation, level of troubleshooting by call type, and off-hours support.
- c. Describe the policy concerning support of product releases. Discuss installation requirements of RIDOC to maintain the warranty.
- d. Describe the frequency of and processes required to install application and/or operating system/releases/updates and fixes to the products.
- e. Describe vendor's error correction policies and procedures for problems of a minor and critical nature.
- f. Discuss software problem resolution policies and procedures when third-party software may be involved.
- g. Describe software releases/levels that are supported and number of back levels.

13. **Cost Presentation**

Please note the importance of bidding full and complete costs. Respondents must clearly identify **all costs** that will be incurred by the RIDOC. **The State of Rhode Island will consider the cost presented as the bidders Best and Final Offer.**

Vendors must use the Vendor Cost Summary (in Excel format) form shown below. The form (*Attachment #3*) is also included in the Excel file containing the RFP functional requirements. Present costs at both a detailed (line item) and summary level. Feel free to use supplementary spreadsheets if necessary, but take care to assure there are no inconsistencies with the data or totals presented in the forms we are providing.

Include, at a minimum, the **one time and annual recurring cost** for the following items:

- Software licensed directly to you (itemize by module)
- Third party software licenses (operating systems, database software, report generators, etc.)
- Third party subscription software (coding tools, knowledge bases, etc.)
- Software implementation related costs
  - Software installation
  - Software implementation
  - Training (on-site and off-site)
  - File/data conversions (itemize)
  - Estimated out of pocket expenses

- Customizations
- Other (itemize)
- Interfaces – bidirectional
  - a. INFACFS (inmate tracking and demographic data)
  - b. Pharmacy orders (CPS/eCorr)
  - c. Laboratory results
  - d. Radiology results
  - e. HIV database
  - f. Mental health database
  - g. MMIS/Medical claims processing (cost out separately)
  - h. Billing and Accounts Receivable (cost out separately)
  - i. Digital imaging (cost out separately)

**14. Additional Cost Information**

- a. Note that all prices for software should include installation and should be F.O.B. Cranston, RI. In addition, supporting schedules for selected cost components should be used where appropriate.
- b. Indicate the term of license (perpetual, etc.). If you do not offer a perpetual license, describe provisions for extensions and renewals and all costs associated with the extension and/or renewal.
- c. Describe your relationship with software vendor(s) proposed: purchased through your company, directly from the software company, or either way (client can choose).
- d. When quoting maintenance pricing for software, include pricing schedules for several different options, if available, and state term of maintenance. Please describe price protection provided on software maintenance.

**SECTION 4 – EVALUATION AND SELECTION**

The State will commission a Technical Review Committee, which will evaluate and score all proposals using the following criteria:

<b>Criteria</b>	<b>Possible Points</b>
Vendor reputation, viability, and perceived ability to support RIDOC’s overall needs and demonstration of a superior level of service and support to clients, especially to those similar in size and organizational structure and functional requirements.	10 Points
Ability to meet the information, reporting, and functional and interface requirements described in the RFP	10 Points
Ability to meet the interface needs of RIDOC by demonstrating how well the applications fit together, eliminate redundancy, and provide ready access to information	10 Points
Willingness, ability, and resources to work with RIDOC in a mutually agreeable	

implementation plan	10 Points
Demonstration of required expertise in both the health care and correctional institution environment as evidenced by a number of successful installations	10 Points
Evidence of corporate commitment to continued system's development in the applications relevant to this RFP consistent with industry's regulatory changes (Federal and State), correctional institution industry changes, and EMR systems in general	10 Points
Minority Business Enterprise Consideration (Offeror is a registered Minority Business Enterprise, or proposal includes workable plan for use of MBE in subcontracts)	05 Points
<b>Total Possible Technical Points</b>	<b>65 Points</b>
Cost	35 Points
<b>Total Possible Points</b>	<b>100 Points</b>

Notwithstanding the above, the State reserves the right to award on the basis of cost alone, accept or reject any or all bids, and to act in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration of award.

A Selection Committee will evaluate submitted proposals on the basis of the above criteria items. Consultant Teams may be invited to appear before the Committee for in-person presentations. The Committee will then make a qualifications based recommendation for final selection to the Rhode Island State Division of Purchases A/E/SC Selection Committee. That committee will forward a recommendation (s) to the Director of Administration who will make the final award decision.

***A bid surety, in the amount of \$5,000, is required at time of submission and should be contained within the proposal marked "original".***

***A performance bond in the amount of \$500,000.00 will be required of the successful vendor prior to the issuance of a purchase order.***

/pmm2/27/08