



REQUEST FOR PROPOSAL (RFP) – BID# 7547367

**UPGRADE EXISTING NEXTGEN ELECTRONIC MEDICAL RECORDS SYSTEM
(EMR/EPM/EDR/KPM)**

SUBMISSION DEADLINE: Wednesday, January 15, 2014 at 11:00 AM (ET)

PRE-BID CONFERENCE: **NO**
 YES _____

Mandatory: **NO**
 YES: Any vendor who intends to submit a bid proposal in response to this solicitation must have its designated representative attend the mandatory pre-bid conference. The representative must register at the pre-bid conference and disclose the identity of the vendor whom he/she represents. Because attendance at the pre-bid conference is mandatory, a vendor’s failure to attend and register at the pre-bid conference shall result in disqualification of the vendor’s bid proposal as non-responsive to the solicitation.

Buyer Name: **GAIL WALSH**
Title: **CHIEF BUYER**

QUESTIONS concerning this solicitation must be received by the Division of Purchases at (gail.walsh@purchasing.ri.gov) no later than (Thursday, January 02, 2014, 5:00 PM (ET)). Questions should be submitted in a *Microsoft Word attachment*. Please reference the bid number (Bid #7547367) on all correspondence. Questions received, if any, will be posted on the Rhode Island Division of Purchases website as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: **NO**

BOND REQUIRED: **NO**

DISK BASED BID: **NO**

NOTE TO VENDORS:
Vendors must register on-line at the Rhode Island Division of Purchases website at www.purchasing.ri.gov. Offers received without the completed four-page Rhode Island Vendor Information Program (RIVIP) Generated Bidder Certification Cover Form attached may result in disqualification.

THIS IS NOT A BIDDER CERTIFICATION FORM

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SECTION 1 -- INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island Department of Corrections, is soliciting proposals from qualified firms to assist in upgrading the NextGen EMR/EPM/EDR application version to 5.7 and KBM version to 8.1, in accordance with the terms of this Request for Proposals (RFP) and the State's General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases Home Page by Internet at www.purchasing.ri.gov.

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

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

1. Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
2. 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 RFP will be rejected as being non-responsive.
3. All costs associated with developing or submitting a proposal in response to this RFP, or to provide oral or written clarification of its content shall be borne by the vendor. The State assumes no responsibility for these costs.
4. Proposals are considered to be 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.
5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
6. Proposals misdirected to other state locations, or which are otherwise not present in the Division at the time of opening for any cause will be determined to be late and will 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 Division of State Purchases.
7. It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered. Subcontracts are permitted, provided that their use is clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal.

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8. All proposals should include the vendor's FEIN or Social Security number as evidenced by a W-9, downloadable from the Division's website at www.purchasing.ri.gov. **Please include with original proposal only.**
9. The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.
10. Vendors are advised that all materials submitted to the State for consideration in response to this RFP will be considered to be Public Records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island, without exception, and will be released for inspection immediately upon request once an award has been made.
11. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.
12. Equal Employment Opportunity (G.L. 1956 § 28-5.1-1, et seq.) – § 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 to all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Opportunity Office at (401) 222-3090 or Raymond.lambert@hr.ri.gov.
13. In accordance with Title 7, Chapter 1.2 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 successful vendor(s).*
14. The vendor should be aware of the State's Minority Business Enterprise (MBE) requirements, which address the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information, contact the MBE Administrator at (401) 574-8253 or visit the website www.mbe.ri.gov or contact charles.newton@doa.ri.gov.
15. It is the responsibility of the vendor to ensure that all subcontractors meet all Federal and State laws and regulations including Health Insurance Portability & Accountability Act (HIPAA) requirements and that the appropriate business agreements are in place.
16. The successful offeror may be required to certify to the Rhode Island Department of Corrections that it is in compliance with applicable civil rights laws and regulations. These laws and regulations relate to issues concerning Equal Employment Opportunity (EEO), Limited English Proficiency (LEP), and other anti-discrimination laws. The successful offeror may also be required to prepare an Equal Employment Opportunity Plan. A certification of assurances form will be provided to you upon notification of tentative award. Further information regarding these

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assurances may be obtained upon request from RI Department of Corrections, Office of Financial Resources (phone: 401-462-2555 or by visiting the U.S. Department of Justice, Office of Justice Programs, Civil Rights website at: <http://www.ojp.usdoj.gov/about/ocr/eeop.htm>

SECTION 2 -- BACKGROUND AND PURPOSE

BACKGROUND:

Authority to Bill for Services:

Pursuant to Chapter 23 of the General Laws of the State of Rhode Island, the Department of Corrections is authorized to provide Health Care Services to inmates within its jurisdiction and the use of an EMR is an integral part of providing these services.

Specific Requirements:

The vendor chosen must possess extensive experience in IT, templates, and documents for the Electronic Medical Records (EMR) upgrade and management of the NextGen product. The contract is to perform an upgrade to NextGen EMR, EPM (Enterprise Practice Management), and EDR (electronic dental record) from version 5.5.28 to the latest version of 5.7 and the KBM (knowledge base module) from version 7.8 to the latest version of 8.1 utilizing the Rhode Island Department of Corrections hardware or recommending new hardware needed. The vendor will perform all necessary work to accomplish the final result – a working EMR on the new version. The vendor will provide either on-site or remote assistance in the steps to perform the upgrade. After the upgrade is completed, the selected vendor will provide a HelpDesk 24/7 for at least a week and then a HelpDesk during the hours of 7:00 am to 5:00 pm Monday through Friday for at least one additional month.

SECTION 3 -- SCOPE OF WORK

REQUIREMENTS:

General Scope of Work: Consulting services to assist in upgrading the NextGen EMR (electronic medical record), EPM (Enterprise Practice Management), and EDR (electronic dental record) from version 5.5.28 to the latest version of 5.7 and the KBM (knowledge base module) from version 7.8 to the latest version of 8.1. This will include consulting services for infrastructure configuration for servers, workstations to include fat and thin clients, interfaces through the use of Rosetta and/or Mirth, fax server, and other hardware components needed to support this upgrade.

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Specific Activities / Tasks:

- 1. NextGen application version upgrade from 5.5.28 to 5.7.x will include:**
 - a. Infrastructure configuration check
 - b. Update NextGen databases (production, test, demo, and development)
 - c. Assist with full client upgrade rollout and terminal server rollout
 - d. Provide phone support throughout process
 - e. Work with NextGen support to complete upgrade
 - f. Assure HIPAA compliance for security of PHI (personal health information)
 - g. Assist with documentation to qualify for federal funds through Meaningful Use Two (2).
- 2. NextGen KBM Upgrade from 7.8 to 8.1.6**
 - a. Provide a project plan to upgrade NG Test and NG Prod
 - b. Communication with project manager to complete configuration questions
 - c. NGTest KBM Upgrade – schedule with NextGen and assist with transition
 - d. BTU Workflow and Gap analysis in DEVL environment
 - e. Complete configuration of NextGen foundation and system templates
 - f. Update formulary / non-formulary functionality
 - g. Complete template testing
 - h. Provide for additional NextGen Template customization
 - i. Migration of NGTest configurations to NG Prod after NextGen completes the Production upgrade
 - j. Production KBM changes post KBM upgrade (provide in document to client)
 - k. NextGen document conversion and customization (to include RIDOC seal)
 - l. Provide final template for group vaccinations and behavioral health group encounters with correlating document
 - m. SQL data mapping from 7.8 to 8.1.x
 - n. Provide configuration documentation
 - o. Provide support to configure faxing through NextGen EMR
 - p. Train primary and secondary contact so they can become super user in the new system
 - q. Provide support (remote and/or on-site) for Go-Live

Deliverables: As noted above.

RIDOC Responsibilities:

- a.** A contact person responsible for dissemination of information as well as decision making authority as it relates to EMR/EPM/EDR and all components. The interdepartmental project manager/medical records shall be the contact person for this project.
- b.** Calls, emails, and other communication will be answered within one business day unless otherwise notified
- c.** RIDOC decisions will supersede the decisions of the contractor for templates, drop down menus, and all issues relating to the EMR/EPM/EDR upgrade and training
- d.** Transition to the Production Database will be done after sign-off by MIS/DoIT (Michelle Lanciaux or designee) and Project Manager (Pauline Marcussen or designee).

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Contractor Responsibilities:

- a. Final work product will include documentation of all steps taken in creating or editing all templates and documents used, configuration of hardware to include but not limited to servers, work stations, and printers, and all training manuals in PDF format
- b. All requests for travel **MUST** be prior approved by RIDOC Contract Manager before any accommodations are made for on-site work. The cost of travel will be the responsibility of the vendor.

Security Requirement: Employees of contractors who must gain entrance into correctional facilities are subject to police record checks; the Department of Corrections retains the right to refuse entrance to contractor employees with felony convictions. Access to correctional facilities also requires adherence to rigid security rules as far as property search, contact with inmates, etc.

SECTION 4 -- TECHNICAL PROPOSAL

Narrative & format: *The separate technical proposal should address specifically each of the required elements:*

1. **Staff Qualifications** –Provide staff resumes / core values and describe qualifications and experience of key staff who will be involved in this project, including their experience in the field of IT, templates, and documents for an EMR upgrade.
2. **Capability, Capacity, and Qualifications of the Offeror** –Provide a detailed description of the Vendor’s experience. A list of relevant client references must be provided, to include client names, addresses, phone numbers, dates of service and type(s) of service(s) provided.
3. **Work Plan** –Describe in detail, the framework within which requested services will be performed. The following elements must be included: staffing, time, whether on-site or remotely.
4. **Approach/Methodology** –Define the methodology and procedures to be used.

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5.

SECTION 5 -- COST PROPOSAL

Detailed Budget and Budget Narrative: Provide a proposal for fees charged reflecting the hourly rate, or other fee structure, proposed to complete all of the requirements of this project. Explain the basis and rationale of your fee structure. Alternative fee schedule proposals will be considered; however, you must provide an understandable fee structure and explain the benefits of the alternative approach.

SECTION 6 -- EVALUATION AND SELECTION

Proposals will be reviewed and scored by a Technical Review Committee comprised of staff from state agencies.

The Department of Corrections reserves the exclusive right to select the individual(s) or firm (vendor) that it deems to be in its best interest to accomplish the project as specified herein; and conversely, reserves the right not to fund any proposal(s).

Proposals will be reviewed and scored based upon the following criteria:

Criteria	Possible Points
Staff Qualifications	15 Points
Capability, Capacity, and Qualifications of the Offeror	15 Points
Quality of the Work plan	15 Points
Suitability of Approach/Methodology	15 Points
Total Possible Technical Points	60 Points
Cost [calculated as (lowest responsive cost proposal) divided by (this cost proposal) times 30 points]	40 Points
Total Possible Points	100 Points

Points will be assigned based on the offeror's clear demonstration of his/her abilities to complete the work, apply appropriate methods to complete the work, create innovative solutions and quality of past performance in similar projects.

Applicants may be required to submit additional written information or be asked to make an oral presentation before the Technical Review Committee to clarify statements made in their proposal.

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SECTION 7 -- PROPOSAL SUBMISSION

Questions concerning this solicitation may be e-mailed to the Division of Purchases at gail.walsh@purchasing.ri.gov no later than the date and time indicated on page one of this solicitation. Please reference **RFP #7547367** on all correspondence. Questions should be submitted in a Microsoft Word attachment. Answers to 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. If technical assistance is required to download, call the Help Desk at (401) 222-3766 or lynda.moore@doit.ri.gov.

Offerors are encouraged to submit written questions to the Division of Purchases. **No other contact with State parties will be permitted.** Interested offerors may submit proposals to provide the services covered by this Request on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases will not be considered.

Responses {**an original (1) plus four (4) copies**} should be mailed or hand-delivered in a sealed envelope marked "**RFP#7547367**" to:

RI Dept. of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02908-5855

NOTE: Proposals received after the previously referenced due date and time will not be considered. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed or emailed to the Division of Purchases will not be considered. The official time clock is in the reception area of the Division of Purchases.

RESPONSE CONTENTS

Responses should include the following:

1. A completed and signed four-page 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
2. A completed and signed ***W-9*** downloaded from the RI Division of Purchases Internet home page at: www.purchasing.ri.gov **Please attached to original proposal only.**
3. A ***letter of transmittal*** signed by the owner, officer, or authorized agent of the firm or organization, acknowledging and accepting the terms and conditions of this Request, and tendering an offer to the State.
4. A separate ***Technical Proposal*** describing the qualifications and background of the applicant and experience with and for similar projects, and all information described earlier in this

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solicitation. The Technical Proposal is limited to six (6) pages (this excludes any appendices). As appropriate, resumes of key staff who will provide services covered by this request.

5. **A separate, signed and sealed *Cost Proposal*** reflecting the hourly rate, or other fee structure, proposed to complete all of the requirements of this project.
6. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in ***electronic format (CDRom, diskette, or flash drive)***. Microsoft Word / Excel or PDF format is preferable. Only 1 electronic copy is requested and it should be placed in the proposal marked "original".

CONCLUDING STATEMENTS

Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all proposals, and to award 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 for award.