



**Solicitation Information
January 6, 2014**

Addendum #1

RFP # 7547367

TITLE: RFP – UPGRADE EXISTING NEXTGEN ELECTRONIC MEDICAL RECORDS SYSTEM (EMR/EPM/EDR/KBM)

Submission Deadline: January 15, 2014 @ 11:00 AM (Eastern Time)

ATTACHED ARE VENDOR QUESTIONS WITH STATE RESPONSES. NO FURTHER QUESTIONS WILL BE ANSWERED.

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[Upgrade EMR 7547367 for RI Department of Corrections](#)

Vendor A

- The RFP states 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 Correction hardware or recommending new hardware needed.

The most current versions of NextGen are application version 5.8 and KBM version 8.3. These are versions that clients are being upgraded to and are required for ICD10 and Meaningful Use Stage 2. The NextGen response must address upgrading to the 5.8 / 8.3 versions, not 5.7 / 8.1. Is that acceptable?

Response: The vendor shall provide the latest upgrade available for general release.

Vendor B

1. Page 5 – Specific Requirements – Does the DOC currently have a support contract with NextGen for level 1 and level 2 support? **Response:** Yes.
2. Page 6 – Specific Tasks – 1.b – What is the current server configuration at the DOC? One VM Host with multiple operating systems or several physical servers? **Response:** The EMR & EDR are configured as follows: DOC-EMR1 is VM, DOC-EMR2 is a physical server for thin clients, & DOC-EMR3db is the database server and is a physical server.
3. Page 6 – Specific Tasks – 1.c – Is the vendor expected to physical install the updated software on each computer, or would the vendor work in conjunction with the IT department? **Response:** No the vendor will not be responsible for installing the updated software on all PCs, but detailed instructions will be provided by the vendor so IT technicians can perform this task.
4. Page 6 – Specific Tasks – 1.g – What level of assistance does the DOC anticipate the vendor to provide pertaining to qualifying for Meaningful Use Stage 2 **Response:** If the DOC decides to move forward with MU2, it will do using the documentation provided by the vendor at the time of the upgrade.
5. For clarification, is the vendor expected to perform all aspects of the update without the collaboration from NextGen? Page 6 – Specific Tasks – 2.c suggests NextGen would be conducting the actual work. **Response:** Collaboration will take place between the vendor, NextGen and the RIDOC. NextGen provides customer support and access to the software and documentation through their web portal. Also, NextGen looks at basic configuration which will be done with the assistance of the vendor and RIDOC MIS Unit.
6. Page 7 – Contractor Responsibilities – Is the vendor expected to migrate existing templates and ensure their proper functionality following the upgrade, or is the vendor expected to create new forms and edit them as well? If the DOC is requesting the latter, how many forms (and their name/functionality) would be required to be modified or created? **Response:** The vendor is expected to test and migrate existing templates and work with RIDOC to edit templates as needed to work with the upgraded software.
7. Is there a time frame the DOC is looking to have the upgrade conducted within? **Response:** 60 days after the award of the bid.
8. Page 10 – Response Contents – Should the digital version (CD) of the cost proposal and the technical proposal be placed in separate folders on the disk? Should the Cost Proposal be password protected? **Response:** Yes, the cost and technical proposals should be saved in

separate folders on the CD/digital version of the response. The cost proposal does not need to be password protected.

9. Does the DOC have an anticipated notification of award date? **Response: Approximately one month from the opening of the bid.**
10. Does the DOC have an anticipated contract start date? **Response: March 31, 2014.**
11. Page 8 – Section 6 – Pertaining to the calculation of points for the cost proposal; can the DOC please verify the formula is correct? The formula is based on 30 possible points, while its correlating column lists 40 possible points. **Response: The cost proposal calculation is based on 40 points (typographical error in the narrative that states 30 points).**
12. Is the vendor expected to train all DOC staff on the upgrade? If so, how many facilities would need to be trained, and how many staff are at each facility per shift? **Response: No, the vendor is not expected to train all the DOC users. We will have “train the trainers” which will include two NCPs (NextGen Certified Professionals), and staff not to exceed eight for a total of not greater than ten people.**

Responses written on 1/6/2014