



**Solicitation Information
April 11, 2014**

RFP# 7548657

TITLE: Rhode Island Veterans Home - Automated Pharmacy Services

Submission Deadline: Tuesday, May 13, 2014 at 10:00 AM (Eastern Time)

PRE-BID/ PROPOSAL CONFERENCE: NO

MANDATORY:

If 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/ Proposal Conference. The representative must register at the Pre-Bid/ Proposal Conference and disclose the identity of the vendor whom he/she represents. A vendor's failure to attend and register at the mandatory Pre-Bid/ Proposal Conference shall result in disqualification of the vendor's bid proposals as non-responsive to the solicitation.

DATE:

LOCATION:

Questions concerning this solicitation must be received by the Division of Purchases at David.Francis@purchasing.ri.gov no later than **Tuesday, April 22, 2014 at 10:00 AM (ET)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP# 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: No

BOND REQUIRED: No

**David J. Francis
Interdepartmental Project Manager**

Applicants must register on-line at the State Purchasing Website at www.purchasing.ri.gov

Note to Applicants:

Offers received without the entire completed four-page RIVIP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE 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 Human Services (DHS), is soliciting proposals from qualified firms to provide a computerized pharmacy system solution to the pharmacy department of the Rhode Island Veterans Home in accordance with the terms of this Request for Proposal 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.

DHS offers a full continuum of services for families, adults, children, elders, individuals with disabilities and veterans. The Rhode Island Veterans Home is a division of DHS.

The Rhode Island Veterans Home provides quality nursing and residential care to Rhode Island war veterans. Some of the services provided include social, medical, nursing and rehabilitative services. Services are also available for the veteran's families.

The Veterans Home:

- Is licensed for 250 nursing beds and 36 domiciliary beds.
- Additional services include: dental, x-ray and pharmacy services and transportation to and from the Veterans Administration Hospital clinics in Providence.
- Rehabilitation Services include physical and occupational therapy.
- Social Services include individual and group therapy and specialized support groups.

The RIVH is committed to maintaining an in-house pharmacy service and to support this with a modern, capable pharmacy system solution.

Vendors must comply 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 www.purchasing.ri.us.

The initial contract period will begin approximately July 1, 2014 for one year. Contracts may be renewed for up to four additional 12-month periods based on vendor performance and the availability of funds.

This is a Request for Proposal, 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.
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.
8. All proposals should include the vendor's FEIN or Social Security number as evidenced by a W9, downloadable from the Division's website at www.purchasing.ri.gov.
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.
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.

SECTION 2: BACKGROUND

The RIVH pharmacy system provides critical functions which are needed for patient treatment and care. The current Pharmacy System was installed as part of a suite of modules provided by ADL Data Systems in 1995. Other modules implemented at that time included Registration, Accounts Receivable, and Billing. The entire suite was installed on an IBM RS/6000 AIX server. In late 2011, this legacy system was upgraded to the ADL Long Term Care (LTC) system with the following installed components:

- ADT (admission, discharge, transfer)
- Care Planning
- MDS (minimum data set)
- Financial.

ADL did not offer a Pharmacy module with its new LTC system since their target market of LTC facilities typically does not provide in-house pharmacy service. There currently is no installed CPOE (Computerized Physician Order Entry) functionality. However the RIVH will be moving forward to implement this capability and ideally would like to coordinate this with the introduction of the new pharmacy system.

Throughout the RIVH, there are approximately sixty PC's (with Windows XP and Windows 7) of which about 20 are currently using the legacy Pharmacy system. A project is under way to replace the majority of the sixty PC's with Thin Clients using MS Remote Desktop technology. However, it is anticipated that the pharmacy will retain their PC workstations and not be converted to Thin Clients. Total number of pharmacy users (pharmacists and technicians) is estimated at 10. In addition to the pharmacy workstations, approximately 20 additional non-pharmacy users will need access to the system.

Thin clients and PC workstations connect to the ADL Data Systems Optimum Series application and databases on servers remotely located in the Enterprise operations center in Warwick, RI. There are two network connections currently available: one T1 at 1.544 Mbps and a separate Cable connection at 10.0 Mbps.

There are approximately 50 new orders per day and approximately 4000 orders (new and refills) per month. The average number of medications per patient is estimated to be 10 to 12 per resident plus PRN orders.

Billing Notes

The residents may be in different financial status categories. One is Aid and Attendance (AA). This is financial need based and also based on whether an individual needs skilled nursing care. This is a VA categorization and eligibility is also determined by the VA. If a resident is categorized as AA, then all meds are 100% reimbursed by the VA. As of 1/31/13 there were 107 residents classified as AA.

Service Oriented is also a VA category. If a resident is classified as Service Oriented, then the VA determines level of reimbursement which may range from 10% to 100%. As of 1/31/2013, there were 11 Service Oriented residents that could be reimbursed at 70% or greater.

VA is the only entity billed. No bills for reimbursement are currently sent to private insurers (i.e. Silverscript, Humana) or to CMS.

SECTION 3: SCOPE OF WORK AND REQUIREMENTS

3.1 General Scope of Work

Goal

The RIVH pharmacy provides critical functions which are needed for patient treatment and care.

The primary goal for RIVH is to implement a modern, upgraded non-retail pharmacy system solution that will be interfaced with the existing ADL OptimumSeries system. It must also provide a high degree of security, assuring that only authorized individuals have access to pharmacy functions. Above all, it must also improve overall pharmacy process automation, system performance, availability and reliability and minimize the risk of medication errors and improve patient care.

3.2 Specific Requirements

The Offeror must demonstrate their ability to provide the services and deliverables described in this section.

The RIVH seeks a remotely hosted solution. This will fulfill our goals to minimize internal infrastructure and personnel support resources, provide technical flexibility, assure updated software and current medical databases, provide off hours support and shorten the time-frame to implementation.

Any Offeror presenting a remote hosting option would be required to manage all remote hosting functions, support and activities. They would be required to act as a single point of contact, handling all issues regarding software and hardware support. They would be responsible for any third party contracts and would resolve all technical issues directly with any third party vendors, data centers, or services.

Further remotely hosted solutions must be available at least 99.9% of the time other than approved scheduled maintenance periods. The remote hosting site must be domestic (within the United States).

A description of the remote hosting networking requirements must be provided. This should include recommended and viable solutions to address the total loss of internet connections caused by storm or natural disaster. Such solutions might include communicating by modem, air-card or other means. In all cases, internet transmissions must be secure and encrypted and the Offeror must describe the method(s) used.

A description of the Offeror's backup process must be provided. This should describe the technology used, frequency, times and backup methodology. Recovery processes must also be described along with typical timeframes for restoration.

Rhode Island requires a Hotsite to provide data processing services to its users in the event its own site(s) or systems operating therein unexpectedly become non-operational for an extended length of time. The vendor must describe how connectivity would be provided to the States Hotsite and whether they would be responsible for this. They must participate in annual testing of the system. All fees associated with providing this support must be identified. Offerors must describe the Disaster Recovery plan for the remotely hosted pharmacy system in the event the remote site or systems become non-operational. The Vendor will be responsible for restoring systems and re-establishing connection within 24 hours of a disaster. The Vendor must provide a full description of their Disaster Recovery process including testing methodology. A disaster call list and problem escalation list with names and contacts and procedures must be provided. Any and all fees associated with this testing must be identified. Offerors must also make their Business Continuity plan available upon request.

This project will require the pharmacy vendor to provide HL7 interfaces that will allow sharing of data with the installed ADL Optimum Series system. As a minimum the Offeror must provide interfaces for ADT, Formulary, and Orders. Other HL7 interfaces can be optionally listed. All interfaces must be priced separately. Fees, setup and maintenance costs must be clearly identified. The vendor is responsible for working directly with ADL Data Systems to successfully install and test all HL7 interfaces.

Offerors must describe their proposed implementation or deployment plan (i.e., one-shot, phased, pilot). In addition, offerors must describe the proposed migration and data conversion process from the legacy pharmacy system and are responsible for migrating all essential data to their proposed solution. The vendor is further responsible for directly working with and coordinating with ADL Data Systems during these migration and conversion processes.

Vendors should be on-site for the go-live migration, conversion and deployment activities.

The new system must provide fully featured, customizable reporting and query capability preferably with a diverse portfolio of built-in reports.

Robust and user friendly billing functions are needed. These should support billing with the Veterans Administration, private billing, insurers, Medicare, and other 3rd party billing relationship. They must support pricing updates from McKesson as the pharmaceutical primary vendor for the Department of Veteran Affairs. Billing by ward, unit or facility is required. The system should allow for billing all financial categories including Aid and Attendance and Service Oriented. The new system must have provision for a fully integrated monthly billing and invoicing process to ensure accurate reporting and reimbursement.

There must be full integration to an easily updated medical reference database. It is expected that the vendor will be responsible for and provide periodic updates to the medical reference database. The costs for this service must be clearly identified.

The system must provide appropriate alerts on potential drug interactions, allergies, etc.

Security must be fully integrated within the system. Access must be authorized by role (administration, pharmacist, doctor, technician, et.al) with different permissions (read, write, view, change, etc.) assignable to each role. Database changes, additions and deletions must be logged for full audit control and research. All applicable regulatory, administrative and health privacy and security policies must be adhered to. The system must be HIPAA compliant.

The system must support label printing for Rx's and other documents and forms. TallMan printing is required on Rx labels.

All software and recommended equipment must be compatible with a Windows 7 Professional Active Directory environment. All required or recommended equipment and peripherals (such as label and document printers) must be specified and described.

The system must provide computerized inventory and automatic ordering capability to maintain accurate inventory and to control costs.

There should be full notification of all potential drug interactions and allergies. Specifically, the system should provide an efficient process for handling Adverse Drug Reaction reporting, notification and management. Allergy alerts should be automatic and prominent.

Automated refill functionality must be provided.

The Drug Inventory database must have a means of clearly identifying formulary and non-formulary drugs

The vendors should describe any system capabilities for supporting telephone order processing. Ideally this should track and verify the prescribing physician, the attending provider and authorizing physician. It should provide system notification/alert if the telephone order has not been authorized within 24 hours.

Although RIVH is not looking to implement eMAR along with the new pharmacy system, it will be moving to do so in the near future. However, currently MAR/TAR records are maintained manually. Therefore, the vendor should describe how the pharmacy system processes, manages and delivers Medication Administration Records (MARs) in both automated and manual environments. This should include a description of how interim changes and discontinuances would be processed. Similarly a full description of the renewal process and script discontinuance processing should be provided.

The vendor should also describe any functionality or capability that the proposed solution might have to accept, track and maintain non-medication treatment orders such as dietary, restraints, and treatments.

The proposed solution should also be capable of interfacing with automated medication dispensing devices (such as Pyxis and Talyst) and support Bar Coding technology. The RIVH pharmacy may not immediately be implementing these features but wants the flexibility to add them in the future.

Training on the proposed solution must be provided. This training must assure that users are fully capable of performing all operational functions and that designated administrators are capable of configuring and managing all administrative functions. Vendors must describe

specific training offerings and services, including on-site sessions, and provide pricing for each option.

Complete system, user and administrative documentation must be provided with a mutually agreeable number of copies.

Since we are seeking a remotely hosted solution, a description must be provided that details the contract termination process and specifically how RIVH pharmacy data would be transitioned back to the state.

Candidates must be able to deliver 24/7 support 365 days per year. They should describe their system support processes and protocols including response time, procedures for escalating issues, contact numbers and other relevant specifications.

SECTION 4: TECHNICAL PROPOSAL

4.1.1 Understanding of the Project

The Offeror will demonstrate their understanding of the requirements of the project and scope of work. The Offeror should include sufficient detail to convey a thorough understanding of the tasks and deliverables and what DHS is trying to achieve by this RFP.

4.1.2 Qualifications and Experience

The Offeror will demonstrate their overall qualifications, experience and expertise to successfully implement this project to include a brief history of the company, organizational chart and past performance in implementing projects of a similar nature and scope delivered in a timely manner within the budget projected.

The Offeror must specify the LTC software systems to which they have successfully interfaced.

The Offeror will demonstrate their ability to fulfill the Scope of Work and the meet all the Specific Requirements listed in Section 3.

The Offeror must provide staff resumes and describe qualifications and experience of key staff who will be involved in this project, including their relevant experience in the meeting the goals of this request.

If the Offeror intends to utilize any subcontractors as part of its proposal, it should also include the same materials for that entity's staff that will be assigned to this project.

The Offeror must provide references from three (3) LTC facilities that are using the proposed solution(s). This is to include client names, addresses, phone numbers, dates of service and type(s) of service(s) provided. In addition, the number of customers currently using the proposed solution must also be provided.

4.1.3 Proposed Project Methodology and Management Plan

The Offeror must describe in detail the methodology they will use to meet the requirements and deliverables as detailed in the Scope of Work. This section will include a project/management plan that identifies the work, tasks and time frames necessary to

implement this project. Also included must be specific training and conversion support plans.

SECTION 5: COST PROPOSAL

In addition to the Technical Proposal the Offeror must also submit a separately sealed Cost Proposal that reflects all of its proposed costs to the State for delivering the proposed solution. Use the worksheet in **Appendix A** to identify appropriate line items and cost components.

SECTION 6: EVALUATION AND SELECTION

6.1 Evaluation Criteria for Technical Proposal

Proposals will be reviewed by a Technical Review Committee comprised of staff from state agencies. To advance to the Cost Evaluation phase, the Technical Proposal must receive a minimum of 49 (70%) out of a maximum of 70 technical points. Any technical proposals scoring less than 49 points will not have the cost component opened and evaluated. The proposal will be dropped from further consideration.

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.

Proposals scoring 49 technical points or higher will be evaluated for cost and assigned up to a maximum of 30 points in cost category, bringing the potential maximum score to 100 points.

The Department of Human Services 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).

Applicants may be required to submit additional written information or be asked to make an oral presentation or product demonstration before the technical review committee to clarify statements made in their proposal.

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

Criteria	Possible Points
<p>Offeror’s Understanding of the Project</p> <ul style="list-style-type: none"> • Demonstrates a thorough understanding of the purpose of this RFP, inclusive of Scope of Work and deliverables and demonstrates the ability to meet it. 	5 Points
<p>Offeror’s Qualifications and Experience</p> <ul style="list-style-type: none"> • Demonstrates the ability to meet the scope of work and to meet all requirements detailed in Section 3.2 • Provides remotely hosted solution • Must specify the LTC systems to which they have successfully integrated their pharmacy product • Must specify medication dispensing equipment to which they have successfully integrated their pharmacy product. • Must provide three (3) business references and the number of customers currently using the proposed solution • Demonstrates that personnel assigned to the project have education, experience, and expertise to successfully manage and complete the project and meet the deliverables and scope of work. • Documents experience and history with projects similar in nature and scope with successful completion and implementation on-schedule and within budget 	40 Points
<p>Offeror’s Methodology and Management Plan</p> <p>Delivers a Project Plan and describes a methodology that can fulfill the requirements and goals of the RFP in a timely manner. Risk and change management are clearly defined.</p> <p>Organization of the Project Team is clear. Accountability and lines of communication are clearly defined</p> <p>Provides robust testing and training plans and services.</p> <p>Provides implementation and conversion plans and support .</p>	25Points
Total Possible Technical Points	70 Points
Cost calculated as lowest responsive cost proposal divided by (this cost proposal) times 30 points	30 Points
Total Possible Points	100 Points

6.2 Evaluation for Cost Proposal

The Cost Proposal, which will be submitted at the same time as its Technical Proposal, will be separately sealed from the Technical Proposal and will be evaluated separately. The Evaluation Committee will assess each submitted Cost Proposal accordingly- the Low bidder will receive one hundred percent (100%) of the available points for cost. All other bidders will be awarded cost points based upon the following formula:

$$(\text{low bid} / \text{vendors bid}) * \text{available points}$$

For example: If the low bidder (Vendor A) bids \$65,000 and Vendor B bids \$100,000 for monthly cost and service fee and the total points available are Thirty (30), vendor B's cost points are calculated as follows:

$$\$65,000 / \$100,000 * 30 = 19.5$$

Therefore, Vendor A would receive 30 Points and Vendor B would receive 19.5 Points.

SECTION 7: PROPOSAL SUBMISSION

Questions concerning this solicitation may be e-mailed to the Division of Purchases at David.Francis@purchasing.ri.gov no later than the date and time indicated on page one of this solicitation. Please reference **RFP # 7548657** 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) 574-9709.

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 plus four (4) copies**) should be mailed or hand-delivered in a sealed envelope marked "**RFP# 7548657 Rhode Island Veterans Home - Automated Pharmacy Services**" to:

RI Dept. of Administration
Division of Purchases, 2nd 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 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 shall include the following:

1. One completed and signed four-page R.I.V.I.P generated bidder certification cover sheet (included in the original copy only) downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
2. One completed and signed W-9 downloaded (included in the original copy only) from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
3. **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 solicitation.
4. **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 using Appendix A: Cost Worksheet.

5. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in **electronic format (CD-Rom, disc, 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.

During the evaluation process, the State reserves the right, where it deems to serve the state's best interests, to request additional information or clarification from any proposer. At the State's request, Offerors submitting proposals may be requested to make oral presentations as part of the evaluation process.

The State reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether that proposal is ultimately selected. Submission of a proposal indicates acceptance by the Offeror, individual, or entity of the conditions contained in this Request For Proposals, unless clearly and specifically noted in the proposal submitted and specifically confirmed by expressed exemption in the contract or Memorandum of Understanding executed by the State and the Offeror selected.

The State has the option, in its sole discretion, to reduce the scope of work for any task or subtask provided for under this RFP. In such event, the offeror understands and agrees that it may not seek any proposed sums from the State as damages or compensation for the State's reduction in the scope of work relating to any program or any department within the Department of Human Services. In addition, the State, for any reason, may issue a stop order directing the Offeror ultimately awarded this project to suspend work or operations under this RFP. Resumption of any further work as part of this RFP is then within the sole discretion of the State.

**Appendix A:
Cost Worksheet- Year One (12 Months)**

Item	Cost	Extended	Monthly Maint.
Software			
Hosting			
Client Access (30 users)			
HL7 Interface - ADT			
HL7 Interface - Formulary			
HL7 Interface - Orders			
Medical Reference Database Updates			
Data Migration from Legacy System			
Training			
Installation/Setup			
Project Management			
Other			
Total Project Cost			