

OFFICE OF THE SULLIVAN COUNTY PURCHASING AGENT
3411 HIGHWAY 126 – SUITE 201
BLOUNTVILLE, TN 37617-0569

KRISTINIA DAVIS
PURCHASING AGENT

PHONE 423/323-6400

FAX 423/323-7249

Kris.davis@sullivancountytn.gov

ADDENDUM-2

TO

RFQ #SCSO54218(KD) CORRECTIONAL ELECTRONIC HEALTH RECORDS

This addendum is issued to answer various questions that have been submitted as of 11/14/17 regarding the RFP Correctional Electronic Health Records for our Sheriff's Office.

1. **Question:** Page 1- Estimated Completion time. Is this the time expected by the vendor to go live with the accepted solution? Is a response such as "90 business days following user acceptance of forms and designs" acceptable?

Answer: Yes

2. **Question:** Page 5 – Has budget been proposed to the Sullivan County Commission?

Answer: Yes

3. **Question:** Does the Jail have Wi-Fi capability in all areas that will have or need access to the software?

Answer: We are in the process of installing Wi-Fi access now.

4. **Question:** Will the County provide the user hardware to support the EHR? Laptops, tablets, bar code scanners, signature pads, scanners and printers?

Answer: No, vendor will be required to provide end-user equipment.

5. **Question:** Is the facility certified by the NCCHC or ACA accredited?

Answer: No

6. **Question:** Will clinicians require remote access to the software?

Answer: Yes

7. **Question:** Does IHS Pharmacy manage the medication formulary?
Is a two-way interface with IHS required?

Answer: Yes to both questions.

8. **Question:** How many encounter documents are currently utilized?
(H&P, Sick Call, Consent for Treatment, etc.)

Answer: 28

9. Page 22 – Desire Software Functionality 5b. Calculate the cost of services to be charged to the inmate based on the action provided by the medical staff.

Question: Does your facility currently charge inmates medical costs, and if so, how is it recorded? Any examples would be helpful.

Answer: We do charge our inmates for Sick Call, medication, etc. Currently, we do so by writing the inmate name, inmate JCA number, date of service, explanation of service, and the total cost on an “Encounter Form” and then faxing this form to the TBE which is our commissary provider. We would like to make this process simplified if possible to eliminate the need for the “Encounter Form”. All sick calls are charged and any medication given from a sick call is charged as well as a doctor or dentist visit. We would like to see the sick call automatically generate a form to be sent to commissary stating inmate name, date, JCA number, and total cost to be charged if possible.

10. Page 25 – Are the document management files stored and organized separately from the clinical database(s) such that backups and disaster recovery can be streamlined and implemented using common commercially available backup software?

Question: Can you be more specific?

Answer: Our agency uses Windows Virtual Servers with a Datto device backing up those servers. Will your application support those?

11. Page 28 – Does your MAR support off-shift dispensing? **Question:** Can you be more specific regarding “off-shift dispensing”?

Answer: Can you give a medication outside of the specified Med Pass? Let’s assume an inmate was at court and did not receive

their medication prior to leaving and has since returned to the facility. Can you go back in and give the missed medication?

12. Page 35 – Does your system offer the ability for authorized users to configure provider dictation templates? **Question:** Can you provide an example?

Answer: We would like to be able to change or specify templates. An example would be to add a drop down box under a specific exam screen if need be. For instance, if the plan of care requires additional information to be added to an inmate's assessment screen, we would add a drop-down box, ect., to that screen alerting the staff to answer that question not originally included on the screen.

13. If your software supports user definable fields and records, can those user defined records be fully integrated into the EHR system such that they appear to be seamless to the end user? **Question:** Can you be more specific or supply more detail?

Answer: Same as above. We are looking to be able to add information and fields to the system.

14. Page 17 – Does your software support importation of data using web services from jail management software? **Question:** Can you offer examples of “importation of data”?

Answer: Our Jail Management Software vendor is TriTech Visionair. Does your software support importing our booking data from TriTech Visionair?

15. Page 21 – Is every change in user and group settings recorded in an audit log? **Question:** How granular does your audit log need to dial down?

Answer: If a particular user makes a change to an item will it show on the audit log?

16. **Question** – Does Sullivan County currently bill third party insurance for services provided within the facility?

Answer: No

17. **Question:** - Does Sullivan County change co-pays for services provided to inmates within the facility?

Answer: Yes

18. **Question:** - If not, does Sullivan County plan to bill third party insurance companies or charge co-pays in the future?

Answer: No

19. **Question:** - If the county does not plan to bill third party insurance companies in the future, are these requirements required?

Answer: No

20. Page 42 – Does the vendor provide version upgrades on an as-needed basis? **Question:** Please clarify ‘as needed basis.’ New updates and versions are made available as they occur, and it is at the client’s discretion as to whether or not to update the system.

Answer: Updates are to be made available as they occur.

21. Pg. 38-39 – EHR vendor must provide a dedicated project manager that is our focal point of contact throughout the entire implementation and will guide and direct our staff through the steps of the implementation process. As part of the project plan, the project manager and the project lead trainer will perform a facility assessment which information will be shared and gathered by the project manager with our project team. The EHR vendor will provide a project plan with milestones and guidelines that we will collectively and interactively discuss and complete on a weekly basis. **Question:** Is it necessary for the lead trainer to be present for this or is the Project Manager adequate?

Answer: The Project Manager will be adequate.

22. **Question:** Is the county interested in a Cloud-Hosted (vendor-hosted) hosting model, an on-premises hosting model, or would the county like pricing for both options?

Answer: Pricing for both.

23. **Question:** Shall a Certificate of Insurance be included with the vendor’s RFP response, or will this be required prior to contracting?

Answer: Page 9 – Insurance: Prior to issuance of a purchase order award, Offeror must furnish a certificate of general liability insurance indicating Sullivan County as an additional insured.

24. **Question:** For networking speed purposes, please provide the following for all of the jail facilities:

- Facility Name: **Sullivan County Sheriff’s Office**
- Facility Address: **140 Blountville By-Pass, Blountville, TN 37617**
- Number of FTE at the facility: **(reference pg. 14 of the RFP)**

- Number of concurrent users at the facility: **20 or less**
- Current network speed: **100 up/100 down**

25. Pg. 5 – All responses received in compliance with the terms and conditions will be evaluated. Evaluation criteria will be based on company experience, implementation method, past performance, and service ability. Final selection will be based on the following selection criteria:

- Adherence to the criteria set forth in the specifications of the RFP
- Service – to include implementation process and technical support
- Final proposal pricing, monthly support fee
- Availability of product and references

Question: Is there a scoring matrix that will be used in the evaluation of proposal? How much weight is given on each of the evaluation criteria?

Answer: No, once the proposal submission deadline has passed the Purchasing Agent along with designated County staff will review all proposals to determine if the proposals are complete and in compliance and shall select the Offeror based on the evaluation criteria and selection criteria as specified in bid. The award shall be made to the proposer that is determined to be the most advantageous to Sullivan County. Sullivan County reserves the right to accept any proposal or reject any or all proposals as it deems appropriate and in the best interest of Sullivan County. Sullivan County is not bound to accept the least costly proposal, but reserves the right to accept the proposal which appears, in its judgment, to be best suited to the interests of Sullivan County.

26. Question: Which system interfaces are expected to exist between the EHR and various other county systems?

Answer: Reference pg. 16 of the RFP

27. Pg. 27 – Does your MAR support ‘pill box’ dispensing of medications? That is, the inmates must all come to a centralized location to receive their medications.” **Question:** Does the county use an automated medication dispensing cart? If so, who is the vendor?

Answer: No; but future plans for a new/remodeled facility are currently in process.

28. Pg. 31 – Can Medicare audit points be assigned to template phrases so the encounter documentation can be audited to ensure compliance with Medicare coding guidelines and level of Evaluation & Management (E/M) coding selection? **Question:** Is the county jail actually billing Medicaid, or anyone else for services for that matter?

Answer: No (This question may be eliminated from RFP)

29. Pg. 33 – EHR Software Capabilities (Patient/Insurance Billing)
Question: How are claims for services processed, if applicable?

Answer: Some services are billed through commissary; TBE

30. Pg. 39 Does the vendor train correctional officers who will use the software as well as the medical staff? **Question:** What will the CO's be doing in the system? Are they allowed to see PHI?

Answer: No – CO's do not have access to PHI (This question may be eliminated from RFP)

31. **Question:** Is there an electronic health records system, or some other technology system, currently being used to input clinical data at the jail? If so, will medical data have to be migrated from the current system? If there is a system being used is it HL7 capable?

Answer: No

32. **Question:** How many shifts are there?

Answer: There are a total of 4 shifts; 2-12 hour shifts per day

33. **Question:** How many staff members will need to be trained? What is the breakdown of the number of staff by role?

Answer: Reference page 14 in RFP

34. **Question:** How are sick calls currently managed?

Answer: Currently, sick calls are screened for acuity 7 days a week and unless urgent, seen Monday through Friday

35. **Question:** Approximately how many different medical forms are currently being utilized by the staff?

Answer: 36

36. **Question:** What percentage of inmates receive medications?

Answer: Refer to pg. 14 of RFP; 36% on medications

37. **Question:** How many med passes are there per day?

Answer: 2

38. **Question:** Shall the EHR system be ONC-ATCB Certified?

Answer: No

39. Pg. 15 – **Question:** Please elaborate on the functionality the county expects with 'Event Management.'

Answer: See desired software functionality on page 21-23 of RFP

END OF ADDENDUM #2