



July 5, 2016

Re: 17RFP552016B-BL, Electronic Health Record System for Correctional Health Services

Dear Proposers:

Attached is one (1) copy of Addendum 3, hereby made a part of the above-referenced Request for Proposal (RFP).

Except as provided herein, all terms and conditions in the RFP referenced above remain unchanged and in full force and effect.

Sincerely,

William E. Long, Jr.
Chief Assistant Purchasing Agent

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This Addendum forms a part of the contract documents and **modifies** the original RFP documents as noted below:

The EHR QUESTIONNAIRE, 6 2016.doc has been uploaded in Microsoft so that proposers can record their responses on this document. This document, once completed by the proposer, must be submitted with their proposal submission on a Jump Drive.

Question 1: Whether companies from Outside USA, like India or Canada can apply for this project?

RESPONSE: *Companies must be authorized/licensed to do business in the United States of America.*

Question 1: Whether we need to come over there for meetings?

RESPONSE: *Should you be awarded, attending meetings would be a part of the project requirements.*

Question 2: Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

RESPONSE: *Resolving on-site technical issues would or possibly require being on-site.*

Question 3: Can we submit the proposals via email?

RESPONSE: *No. Please see Section 1, Introduction, Item 1.10-Delivery Requirements.*

Question 4: We recently saw RFP 17RFP522016B-BL for the Fulton County Sheriff's Office regarding the acquisition of an Electronic Health Record System for correctional health services.

In order for us to determine which of our services would best fit the department's needs, we will need to know the number of number of full-time equivalent (FTE) physicians the department employs. If this could be released in an addendum as we discussed, that would be fantastic.

RESPONSE: *Full-Time Equivalent (FTE) Physicians*

POSITION	FTEs
Health Services Administrator	1.00
Administrative Assistant	2.00
Human Resources Coordinator	1.00
Medical Director	1.00
Mental Health Director	1.00
Mental Health Admin. Asst.	1.00

Staff Physician	2.00
Chief Psychiatrist	0.25
Staff Psychiatrist	2.20
Physician's Assistant/ NPs	16.25
Bachelors Level Social Worker/Mental Health Associates	4.00
Licensed Clinical Social Worker	9.00
Podiatrist	0.20
Dental Director	1.00
Dentist	1.40
Dental Assistant	2.80
Director of Nursing	1.00
Registered Nurse	22.00
Infectious Disease Nurse (RN)	1.00
Intake Coordinator (RN)	1.00
Licensed Practical Nurse	45.50
TB Nurse (LPN)	1.40
Medical Assistant	26.80
Nursing Supervisor	4.20
Medical Records Administrator	1.00
Medical Records Clerks	6.00
Lab Technician	1.00
Radiologist	0.40
Registered X-Ray Technician	1.00
Scheduler	2.00
Infectious Disease Specialist (MD)	0.50
Infectious Disease Coordinator	1.00
Chronic Care Coordinator	1.00
CQI Coordinator	1.00
Pharmacy Technician	2.40
TOTAL	166.30

Question 5: Can you please provide the dial-in number and user access credentials for the June 16 vendor conference?

RESPONSE: *Will be provided before the conference via an email.*

Question 6: Will meeting notes from the June 16 vendor conference be provided to all vendors that have expressed an interest in the opportunity? If so, when can we expect to receive the notes?

RESPONSE: *Meeting notes are not provided. However, vendors who submit questions in writing, prior to deadline for submitting questions, will have responses to questions submitted through an Addendum.*

Question 8: Can you please provide Exhibit 1, Functional Requirements checklist in the native word.doc format?

RESPONSE: *Exhibit 1 has been changed to Exhibit 2 and is attached to the solicitation document. This change does not affect the document in itself. The Word.doc is provided under Drawings on the Bid Board.*

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Question 9: Confirming that Page 3-6 which references **Exhibit 2** really refers to **Exhibit 1** which is the above referenced Functional Requirements checklist (Addendum 1 changes Exhibit 1 to Exhibit 2 – please clarify that there is only 1 Exhibit that needs to be completed for functional requirements and it is labeled “Exhibit 1” in the RFP.

RESPONSE: **See response to Question 8. There is only one Exhibit for the solicitation.**

Question 10: Page 61 of Addendum #1 indicates a Not To Exceed value for this procurement of \$110,864. Can you confirm that this is the County’s budget for this procurement?

RESPONSE: **Page 61 is a part of the SAMPLE CONTRACT that the successful proposer will be required to execute. No, \$110,864 is not the budget for this project. The sample contract comprises pages 30 through 64.**

Question 11: It appears that many of the items in Addendum #1 are highlighted in yellow and seem to relate to Fulton County Procurement staff. Can you please clarify?

RESPONSE: **This the sample contract.**

Question 12: Can you give the number of **clinical providers** (FTE and Part-time) at each of the 4 locations? For this calculation, “Providers” means those Physicians, Nurse Practitioners, Physician Assistants, Audiologists, Optometrists, Therapists, Occupational Therapists, Physical Therapists, Music Therapist, Speech Therapists, Massage Therapists, Chiropractors, Anesthesiologists, Psychologists, Dentists, Hygienists, Licensed Social Workers, Midwife, Nutritionists, Dietitians, Counselors, Mental Health Practitioners, Neurophysiologists, Nurses that provide patient care, and Podiatrists employed by or under contract with Customer to provide services within the medical field.

The term Provider **does not** include Customer personnel employed by or under contract with Customer as office managers, secretaries, or other administrative staff, and (hereinafter referred to as “Customer Personnel”).

RESPONSE: **See response to Question 4.**

Question 13: Are you interested in an integrated Dental EMR?

RESPONSE: **No**

Question 14: Do you need an interface to an in-house pharmacy? If so, what is the vendor name of the in-house pharmacy?

RESPONSE: *An interface is needed to the pharmacy service Clinical Solutions-Christi Henry, Christi@clincalsolutions.com, 615-403-4422*

Question 15: Do you need an interface to an in-house pharmacy? If so, what is the vendor name of the in-house pharmacy?

RESPONSE: *Clinical Solutions- Christi@clincalsolutions.com , 615-403-4422*

Question 16: Do you need an interface to an Offender Management or Jail Management System? If so, what is the vendor name of the system?

RESPONSE: *Fulton County uses Tyler Technologies Odyssey Case Manager and an interface to this system will be required.*

Question 17: Do you prefer a vendor hosted or self-hosted solution?

RESPONSE: *Vendor should respond with the most efficient solution that meets all the requirements and specifications outlined in the RFP.*

Question 18: Can you discuss your interoperability requirements – interfaces to which labs, DI facilities, HIEs, etc. do you anticipate needing? Real-time, batch, uni-directional or bi-directional, HL7 or other?

RESPONSE: *In Real-time.*

Question 19: At the pre-bid meeting, I asked about the responsibility of the workstations and internal network at the facilities. These are normally handled by the Health Service Provider or the County themselves. The answer was that the EHR Software Provider would be responsible for the Workstations, Network, and whole “back bone” of the system? I am not sure that is the correct answer, thus per your suggestion, I am asking it again via written email. Who will be responsible for the end user workstations? And: who will be responsible for the network inside the facilities?

RESPONSE: *Fulton does not expect responding bidders to provide desktop workstations with the solution.*

The Fulton County IT Department will provide desktops, network connectivity, and the backbone needed by the Sheriff’s Department. What Fulton does expect the responding vendors to provide is all associated peripherals and items needed to provide the most efficient Health Records system imaginable. For example if the solution requires scanners, bar code readers, or other peripherals, we expect those to be costed out as part of the total solution.

Question 20: Thank you for the opportunity to meet with Fulton County to discuss the RFP process for the correctional EHR. The meeting was very informative. In discussing the outcomes of the question and answer

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session with my business partners, the following questions were presented: What is the target go live date for the EHR? Our EHR solution is a SaaS based model, which will require an internet connection. Are there any internet browser restrictions that apply at Fulton County?

RESPONSE: Vendor should respond with the most efficient solution that meets all the requirements and specifications outlined in the RFP. Vendor needs to provide the list of certified browser and version environments that support their proposed solution. Go-live date is expected to be 60-90 days from date of award

Question 21: I had a couple of questions prior to tomorrow's deadline. Will you be sending out minutes or an attendee list from the pre-proposal conference at all? Also, can you provide us with Exhibits 1 and 2 in Microsoft Word format, so that we may properly answer them?

RESPONSE: *No, no meeting minutes will be sent out or posted to the website. The pre-proposal attendee list is posted to the website. Exhibit 1 was changed to Exhibit 2; and cannot provide the Exhibit in Microsoft Word format.*

Question 22: What is the maximum (concurrent) number of users that will be on the system at any given time?
a. How many are full time?
b. How many are part time?

Just for clarification for licensing purposes, can the County provide the following staffing numbers at the facility(s)?

- a. Number of Full Time Physicians
- b. Number of Part Time Physicians
- c. Number of Full Time Nurse Practitioners
- d. Number of Part Time Nurse Practitioners
- e. Number of Full Time Psychiatrists
- f. Number of Part Time Psychiatrists
- g. Number of Full Time Dentists
- h. Number of Part Time Dentists
- i. Any other staff? If so, please provide staffing numbers.

RESPONSE: *See response to Questions 4 and 12.*

Question 23: How many shifts are there?

RESPONSE: *Shift Coverage is as follows:
Three (3)-eight hour shifts and
Two (2)-twelve hour shifts
(Medication Nurses & Urgent clinic care providers)*

Question 24: Is the County interested in a client-hosted (hosted by the County) or a Cloud-Hosted (Vendor – Hosted) hosting model, or would the County like pricing for both options?

RESPONSE: **See Question 17 above.**

Question 25: Is the Jail NCCHC or ACA accredited?

RESPONSE: ***The jail is managed according to NCCHC standards.***

Question 26: What types of inmates does the County house (County, State, INS/ICE, Juvenile, etc.)?

RESPONSE: ***Adult male and female County inmates 17 years and older.***

Question 27: How are claims for outside services processed, if applicable?

RESPONSE: ***Currently, there are no claims processed. The County has a contract with the hospital authority.***

Question 27: How are sick calls currently managed? Would the County be interested in interfacing with a vendor's Patient Portal application with the kiosk vendor?

RESPONSE: ***Yes, at some point.***

Question 28: Is there an anticipated go-live date?

RESPONSE: ***The go-live date would be between 60 and 90 days after contract award or earlier, depending on awardees readiness at award.***

Question 29: Can you please provide every vendor/system with which GE Centricity is to interface with? Will you need to interface with the local HIE and/or Hospital? Please provide all necessary information:

- a. Laboratory - Bio-Reference Laboratories
- b. Jail Management System
- c. Pharmacy –
- d. Radiology –
- e. Hospital/HIE- Etc. (please list any others)

RESPONSE: ***Laboratory - Bio-Reference Laboratories 800-229-5227
Jail Management System – Odessey
Pharmacy – Clinical Solutions
Radiology – Global Diagnostics /Pacs Pro Sys. ph.770-602-4730
Hospital/HIE- We would like to have the option***

Question 30: Is your facility(s) equipped with Wi-Fi?

RESPONSE: ***Yes.***

Question 31: For networking speed purposes, please provide the following for all of the County facilities:

- Facility Name

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- Facility Address
- Number of FTE at the facility
- Number of concurrent users at the facility
- Current network speed

RESPONSE: *Fulton County Jail, Main Building and Marietta Annex, 901 Rice Street, Atlanta, GA 30318*

Alpharetta Annex, 2565 Old Milton Parkway, Alpharetta, Georgia 30004

Union City Annex, 6500 Watson Street, Union City, Georgia 30291

Question 32: Just to confirm, the County would like 1 original copy of the Contract Compliance Exhibits INCLUDED IN the original Technical Proposal itself and 1 copy in a separate envelope. Also, the County would like 1 original copy of the Financial Information INCLUDED IN the original Technical Proposal itself and 1 copy in a separate envelope. Is this correct? Please articulate the submittal requirements.

RESPONSE: *Your understanding is correct.*

Question 33: Section 7: Protection of Property form. Should this document be included with proposal or only at time of award of contract?

RESPONSE: *This form must be executed and submitted with the proposal.*

Question 34: 1.6 Specifications: What is the name of the Pharmacy System that requires an interface?

RESPONSE: *Clinical Solutions*

Question 35: 1.6 Specifications: What is the name of the Laboratory System that requires an interface?

RESPONSE: *Global Diagnostics*

Question 36: 1.6 Specifications: What is the name of the Radiology System that requires an interface?

RESPONSE: *Pacs Pro is the system's name. Global Diagnostics is the vendor.*

Question 37: 1.6 Specifications: What is the name of the Appointment System that requires an interface and what data to migrate? Bi-directional integration?

RESPONSE: *Disregard this item. There is no Appointment System.*

Question 38: 1.6 Specifications: What is the name of the Sick-Call Mental Health System that requires an interface? Bi-directional integration

RESPONSE: *Disregard this item. There is no Sick-Call Mental Health System.*

Question 39: 1.6 Specifications: What type of data is in the custom Access D8 and where would it need to go in the patient demographic or clinical chart?

RESPONSE: *Disregard this item.*

Question 40: Diagnostic and procedure codes and performance indexes will need to be tracked and reported. Please clarify what “performance indexes” need to be tracked and reported upon.

RESPONSE: *The following performance measures will be used to determine the adequacy of the vendor’s performance.*

- a) *Percent of Intake medical nurse screenings conducted within 24 hours of arrival booking at the Jail.*
- b) *Percent of Physical examinations conducted within 72 hours of arrival to the classification unit booking at the Jail (accounting for early releases).*
- c) *Requests for health care describing clinical symptoms are scheduled for a clinic visit within 48 hours or 72 hours on the weekend.*
- d) *Percent of Inmates who have critical medications ordered who receive the first dose within 24 hours of the medication order unless the medication is a non-formulary drug.*
- e) *Percent of patients with requests containing symptoms who have a nursing sick call assessment within 48 hours of receipt of the health service request.*
- f) *Percent of patients who arrive with verified medications who receive the first dose within 24 hours of arrival.*
- g) *For patients with chronic diseases, the percent of patients in a sample whose disease is in fair or poor control and for whom no appropriate strategy to improve disease control is documented.*
- h) *The number of patients who return from a scheduled offsite service for whom there is not a documented follow-up visit with a primary care clinician within five days.*
- i) *The number of patients with unscheduled offsite services without a documented follow up with a primary care provider within three business days.*
- j) *The number of people placed on suicide observation more than once within 30 days for whom the clinical follow up was problematic.*
- k) *The number of patients who request to be seen for mental health services and are not seen for greater than 72 hours.*

l) The percent of medication administration records which contain a blank space contrary to policy within a given month.

Question 41: For documents that need to be signed, is a signature stamp acceptable?

RESPONSE: ***Yes. A password protected signature stamp.***

Question 42: Does Fulton County scan inmate badges/wristbands for identification or medication dispensing purposes?

RESPONSE: ***No***

Question 43: What is the implementation time frame that the County wishes?

RESPONSE: ***Within the first 90 days of the start of the contract.***

Question 44: The system includes automatic translation of codes to data. What is meant by 'automatic translation of codes to data?' Which codes are being referred to?

RESPONSE: ***Referring to I-CD9 &10 and DSM%***

Question 45: The system includes support and updates for the above vocabularies. What vocabularies for the above codes are being referred to?

RESPONSE: ***Discription of the diseases. Recognition of acronyms, eg. HTN – hypertension or TIA-Transient Ischemic Attack.***

Question 46: Are reports run on-demand in production during the course of the day OR is there a separate reporting instance that is recommended. What is meant by "Or is there a separate reporting instance that is recommended?"

RESPONSE: ***Standard scheduled reports and the "or" refers to reports that can be run on demand.***

Question 47: Is Fulton County seeking an on-proprietary (County owned) or proprietary (Vendor owned) HER system? Example given, Vendor contract ends, County will like to continue using the system.

RESPONSE: ***See Question 17 above.***

Question 48: General Question: Who will be providing the end user workstations? If Vendor, how many?

RESPONSE: ***See response to question 19 above***

Question 49: General Question: How many concurrent users will be utilizing the EHR application?

RESPONSE: ***Dayshift: 50 Evening shift: 40 Night shift: 25***

Question 50: General Question: Where wireless connectivity and/or network is lacking, who will be responsible for providing (County or Vendor)?

RESPONSE: **Fulton County will be responsible.**

Question 51: General Question: Can you please clarify the number of RFP responses needed and whether jump drives are acceptable in place of CD media?

RESPONSE: ***Section 3: Proposal Requirements, Item 3.1.2 – Number of Copies.***

- Technical Proposal, one (1) original and five (5) copies on CD media in PDF format.
- Contract Compliance Exhibits, one (1) original with the Technical Proposal marked “Original” and one (1) copy in a separate sealed envelope.
- Financial Information, one (1) original with the Technical Proposal marked “Original” and one (1) copy in a separate sealed envelope.
- Cost Proposal, one (1) original and one (1) copy in a separate sealed envelope.

Jump Drives/USB Devices would be sufficient for submitting the copies on.

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Acknowledgement of Addendum No. 3, 17RFP552016B-BL, Electronic Health Record System for Correctional Health Services

The undersigned Proposer acknowledges receipt of this Addendum by returning one (1) copy of this form with the proposal submittal package to the Department of Purchasing & Contract Compliance, Fulton County Public Safety Building, 130 Peachtree Street, S.W., Suite 1168, Atlanta, Georgia 30303 by the RFP due date and time **Thursday, July 14, 2016 at 11:00 A.M.**

This is to acknowledge receipt of Addendum No. 3, _____ day of _____, 2016.

Legal Name of Bidder

Signature of Authorized Representative

Title

Email Address