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Cordova Community Medical Center (CCMC) is a 13-bed Critical Access Hospital that operates an outpatient primary care clinic, a community behavioral health program as well as a 10-bed long term care unit. CCMC is dedicated to providing healthcare to the Cordova community. Owned by the City of Cordova and governed by 5 members of the community elected to the CCMC Authority Board of Directors.

#### **Introduction:**

The Cordova Community Medical Center desires to hire a firm to replace existing EMR described below:

#### **I. Project:**

1. Replace the current EMR systems, which, after extensive analysis, has proven to be ineffective and costly.
2. Provide integrated systems that enable CCMC to perform its duties in an efficient and effective manner.
3. Allow CCMC to meet essential HIPAA compliance and qualify for quality incentive programs.

#### **Background:**

##### **Current Services**

- 13-bed Critical Access hospital (Inpatient, Outpatient, and ER)
- Rehabilitation Services (Occupational and Physical Therapy)
- Emergency Room
- Primary Care Clinic
- Community Based Behavioral Health
- 10 Bed Long term Care (using Point Click Care and not a part of this project)
- Laboratory
- Radiology

CCMC Data:

<b>Beds</b>	
Number of Licensed (or staffed) Beds	13
<b>Volumes</b>	
Annual Number of Inpatient Day Equivalents	950
Average Length of Stay	2.5
Annual Visit Volume (for the practice)	350
Annual Radiology Studies	1000
Annual Lab Volumes	1000
Annual Prescription Dispenses	15000
Births Per Year (BPY)	0
<b>Users</b>	
Number of Providers (Headcount)	7
Non-Provider EHR Users (Headcount of non-providers)	70
Number of Total EHR Users (Providers + Staff)	77
Number of Total Employed staff	68

### Scope of Proposal

A. The scope of the proposed project includes but may not be limited to:

1. The provision of an electronic health record that is fully integrated cloud-based or on-site hosted software solution (provide pricing/functionality for both if available), appropriately sized and configured to accomplish goals of CCMC and requested functionality.
2. Recommendation and configuration of necessary hardware in support of the proposed cloud/on-site based solution.
3. The provision of necessary implementation/consulting services and software for archiving and converting data from the legacy systems into the new EHR systems. A significant effort on the vendor side will be required to provide this archival access and data conversion. Data to be converted will include financial records, demographics, insurance information, and any ancillary tables that

support the clinical encounters. Please also include a quote to import existing patient data including problem lists, scanned consult notes and provider notes.

4. The provision of necessary implementation/consulting services to assist with design, build, and testing of the proposed solution, including training of the staff and assimilation of the staff with the new system.

## Instructions for Responding

To meet the deadline for the initial approval, all responses to this RFP must be received electronically by the time designated in this RFP.

## General Conditions

Cordova Community Medical Center (CCMC) is not obligated to any course of action as the result of this RFP. Issuance of this RFP does not constitute a commitment by CCMC to award any contract.

The CCMC is not responsible for any costs incurred by any vendor or their partners in the RFP response preparation or presentation.

Information submitted in response to this RFP will become the property of CCMC.

All responses will be kept private from other vendors.

CCMC reserves the right to modify this RFP at any time and reserves the right to reject any and all responses to this RFP, in whole or in part, at any time.

## Qualifications and Submittal Format

Each proposal should contain the following information for review and consideration. Cordova Community Medical Center may reject proposals that are substantially incomplete or lack key information and reserves the right to reject any and/or all proposals.

**Section 1** – Executive Summary (provide a concise summary of the products and services proposed)

**Section 2** – Vendor Profile

**Section 3** – References

**Section 4** – Organization and staffing

**Section 5** – Proposed cost and contract terms

**Section 6** – Proposed solution

**Section 7**– Implementation Plan (provide a high level plan with estimated timeline)

To best ensure consistency and to facilitate the fair evaluation we recommend proposals follow the following format:

***Response Section 1: Executive Summary***

A. This section should provide a brief summary of the Proposer's understanding of the Scope of Work presented in this RFP and emphasize any unique aspects or strengths of the Proposal.

***Response Section 2: Vendor Qualifications, Experience***

- A. Please provide complete information on the company, including address, phone, fax, primary contact, and email address.
- B. Please describe end-user engagement for critical access hospitals.
- C. Please provide information on the current number of organizations, providers, patients served, types of facilities, and geographic scope of operations.
- D. Please provide a history of the organizations years and related services and products/solutions. What distinguishes your company's capabilities from other firms in your industry?
- E. How do you support interoperability with other EHRs and HIEs?
- F. How do you measure implementation success and satisfaction? Please provide any new EHR implementations over the past three years.
- G. Please provide a number of organizations that have transitioned to another EHR away from the proposed solution. Please let us know why?
- H. Does your firm have a non-profit, local government, rural health clinic, or critical access hospital pricing model?
- I. Has your company been acquired, merged, or is it planning to acquire or merge with other organizations?
- J. Please provide information on lawsuits or judgments within the last 7 years

***Response Section 3: References***

Please provide at least one critical access hospital (two are preferred) as references who use the solution and have recently implemented it. The following information should be supplied along with vendors response:

- Organization name
- Organization address
- Number of sites/facilities/size Providers
- Organization Type – FQHC, RHC, CAH, etc.
- Go-Live dates
- Reference contact info

#### ***Response Section 4: Organization and Staffing***

A. This section should present the Proposer's proposed organization structure and staffing chart showing specific job classifications, the number of employees, and full-time equivalent employees by position and reporting relationships. Resume for key personnel should be provided in sufficient detail to be able to determine the nature and depth of each individual's relevant experience.

B. This section should also identify any of the required services that the Proposer intends to subcontract, if any, providing for each (i) the reasons for subcontracting, (ii) the proposed subcontractor's responsibilities, and (iii) information identifying the proposed subcontractor's name, location, relevant personnel, and experience.

#### ***Response Section 5: Project Cost and Contract Terms***

A. Total Cost of the EHR including:

- 1) One-time software cost
- 2) One-time hardware costs
- 3) Up-front payment requirements, if any
- 4) One-time implementation costs
- 5) On-going support and maintenance costs
- 6) List of all supported interfaces and their cost if billed separately

B). Contract terms: billing schedules, payment terms, termination, etc.

#### ***Response Section 6: Proposed Solution Set***

Most of the proposed responses to the requirements found in this RFP should be included under this section. The proposer must provide in detail the version, features, and capabilities for each of the systems proposed.

Present your method of how various features are implemented within the proposed solution including details on:

- 1) Clinical Questions
- 2) Security and Technology Questions
- 3) Training Questions
- 4) Support Questions
- 5) HIM Questions
- 6) Billing and GL Questions
- 7) Scheduling Questions

Architecture – provide a detailed technical overview of the proposed hardware and software platform. Include architecture diagrams, process flow diagrams, network diagrams, and recommended and minimum server and client configurations. Include architecture or interfacing diagrams for:

- 1) Cloud and on-premise hosted servers
- 2) Integration via interfaces with third-party software
- 3) Describe all third-party software used with the core software and its functionality and data flow
- 4) Reporting – provide a detailed reporting architecture, including whether or not there is a reporting database or data warehouse

***Response Section 7: Overall Implementation Plan and timelines:***

Include a description of activities, such as the project methodology and timeline for project completion, etc., including but not limited to:

- a. Preparation & Site-Assessment
- b. Planning & Design
- c. Data Migration Plan. Include a description of data migration plan that includes the following:
  - ii. Process
  - iii. Data Elements Migrated
  - iv. Data Elements NOT migrated
  - v. Methods of access to archival data from within new EHR
  - vi. Recommendation of Data Archive Provider
  - vii. Experience archiving and migrating data from Evident
  - vi. Migration of clinical data including problem list, chart notes and scanned outside records.
- d. Configuration
- e. Testing
- f. Prepare to Go-Live
- g. Post-go-live Support & Optimization
- h. CCMC Involvement/Collaboration
  - i. Show the expected associated timeframes and level of Involvement of CCMC staff.
  - ii. List the CCMC staff requirements, including the expected level of expertise and list the parallel number of staff that will be members of your team, including titles; focus on continuity and stability of the project.
  - iii. Do you require staff to be certified to provide support?
  - iv. What level of expertise/Job Roles are required outside of any specific training for the software moving forward after go-live?

v. List other functional, technical, infrastructure expectations.

***Response Section 8: Demonstration plan***

Please provide a plan and proposed dates for demonstrations for virtual or onsite.

**Evaluation Criteria**

<b><u>Criteria:</u></b>	<b><u>Weight</u></b>
Vendor References	10%
Ease of use of proposed solution	15%
Ability of proposed solution	10%
HIE and interconnectivity of local healthcare partners	15%
Data Migration and Archive Access	10 %
Cost of solution and licensing	5%
Cost of implementation	5%
Track record of successful implementation and satisfied customers	10%
History of Critical Access Hospitals transition away to other EHR	10%
Timeline	10%

## Submission of Proposals

To be accepted, all proposals are to be submitted, email with subject "Response to CCMC RFP".

### Schedule of Events:

Post Advertisement	November 21, 2022
Receive Proposals	December 21, 2022
Selection Panel Meets	December 27, 2022
Date of award or contract notification	December 30, 2022

## Response

Response to CCMC EMR RFP should be sent electronically to

Hannah Sanders at [hsanders@cdvcmc.com](mailto:hsanders@cdvcmc.com) with subject line CCMC EMR RFP

Questions concerning the RFP should be emailed to [hsanders@cdvcmc.com](mailto:hsanders@cdvcmc.com)

Cordova Community Medical Center intends to award the EMR replacement and conversion project to the most qualified firm based on the evaluation criteria listed above. Should Cordova Community Medical Center and the first firm selected fail to negotiate mutually acceptable fees for service, the hospital shall abandon negotiations with the first firm and initiate negotiations with other firms in rank order, however the hospital reserves the right to reject any or all proposals if deemed to be in the best interest of the Cordova Community Medical Center.