

Northwest Educational Service District 189

Request for Proposal (RFP)

Electronic Medical Records System

Date Issued: June 12, 2013

Due Date: **July 12, 2013**

PURPOSE: The Northwest Educational Service District 189 (NWESD 189) is requesting proposals from individuals and firms for an Electronic Medical Records system to support an expanding school-connected and community-based behavioral health program.

BACKGROUND: The NWESD 189 provides leadership and cooperative services to thirty-five (35) school districts in Island, San Juan, Skagit, Snohomish, and Whatcom counties in the northwest corner of Washington State. The NWESD 189 is organized into seven departments/divisions: (1) operations, (2) development, (3) fiscal, (4) special programs, (5) technology services, (6) teaching and learning, and (7) prevention.

Prevention services are coordinated by the Prevention Center and include student support services through the use of Prevention/Intervention Specialists embedded in a number of schools, a substance abuse treatment program, and a nascent school-based mental health program in Skagit County. By Fall 2013, the Prevention Center intends to expand the mental health program to all five counties in the region.

Prevention Center Programs are guided by the principles and values of System of Care. Specifically:

- The system of care should be child-centered and family focused, with the needs of the child and family dictating the types and mix of services provided.
- The system of care should be community based, with the locus of service as well as management and decision-making responsibility at the community level.
- The system of care should be culturally competent with agencies, programs, and services that are responsive to the cultural, racial and ethnic differences of the population they serve.

These values are operationalized in six core program practices: (1) services and supports are located with the need, (2) “nothing about us, without us,” (3) robust referral process, (4) recruiting, developing, and retaining high quality staff, (5) reliance on evidence-based practices, and (6) comprehensive evaluation program.

Successful proposal will provide evidence that the proposed solution supports the System of Care values and the six core program practices.

CURRENT AND DESIRED STATE: Currently the NWESD 189 uses a combination of paper and electronic files (PDF, MS Word, MS Excel, and MS Access) to store, retrieve, and analyze consumer records. By adopting an Electronic Medical Records System, the NWESD 189 hopes to improve:

- the tracking of children’s and youths’ behavioral health records
- the flow of information between and among
 - NWESD 189 and various funding agencies
 - program managers and clinicians
- the collection of data to track achievement, effectiveness, efficiency, and fidelity

SPECIFICATION: All proposals should be based on the following elements:

Required elements

- Ability to support the following clinical documentation (this list is *not* exclusive)
 - referral documentation
 - admission, discharge, planning documentation
 - treatment planning documentation
 - progress notes
 - service encounter recording
- Ability to capture consumer signatures (please describe compatibility with readily available hardware).
- Ability to add and edit data fields and create new forms.
- Ability to upload documents.
- Compatibility with North Sound Mental Health Administration’s (NSMHA) Data Dictionary found here: <http://nsmha.org/datadict/default.aspx>.
- Compatibility with Washington State Service Encounter Reporting Instructions (SERI)
- Ability to support DSM-V and ICD-10 codes.
- Ability to support separate data streams for multiple funding/reporting systems.
- Ability to run on a Window or Debian server, if the NWESD 189 hosts the software.
- Ability to create custom reporting.
- Ability to export raw data (please include available formats (e.g., SPSS, CSV, XML).

Preferred elements

- Hosted solution.
- Appointment scheduling.
- Billing function.
- Ability to upload and store images.
- Ability to upload and store audio recording.
- Ability to accept approvals directly from approval authorities including North Sound Mental Health Administration (NSMHA).

QUESTIONS: Questions about the bidding process, technical specification, selection, and so forth may be submitted in writing to Eric Chambers, Director of Evaluation, Planning, and Development at echambers@NWESD.org. Phone calls will not be accepted. Responses to all vendor questions will be provided by July 8, 2013 and posted to our website at <http://www.NWESD.org/>

Any attempt to communicate with any other employee or contractor of the NWESD 189 will be seen as a willful attempt to circumvent the competitive bidding process and may lead to the disqualification of your bid.

TIMELINE:

Final bids must be submitted by 11:59 p.m. **July 12, 2013** to

Eric Chambers, Director of Evaluation, Planning, and Development
Northwest Educational Service District 189
1601 R Avenue
Anacortes, WA 98221

One (1) copy of all required documents must be submitted. Email submissions will be accepted, but the proposal must be submitted as one PDF or MS Word file. No other formats will be accepted.

Proposal will be reviewed on or before **July 19, 2013**. Vendors for the top three scoring proposals will be invited to demonstrate their project to the program leadership team.

The NWESD 189 may require onsite testing to ensure compatibility with existing infrastructure.

REQUEST FOR PROPOSAL REQUIREMENTS: COVER SHEET. All firms and individuals must provide the following information on their cover sheet:

- firm's or individual's name
- firm's or individual's mailing address
- federal tax number
- a list of key project staff

STATEMENT OF QUALIFICATION REQUIREMENT: GENERAL. All firms and individuals are required to provide the following information in the body of their proposal:

- A one-page summary of firm or individual, specifically highlighting qualifications related to providing electronic medical records software.
- Your firm's or individual's statement of nondiscrimination.
- Your firm's status, if applicable, as a minority-run firm.
- A statement of assurance indicating that neither you nor your firm are currently in debt to the federal or state government, or are otherwise out of compliance with any federal

regulations that could jeopardize your ability to enter into a contract with the NWESD 189 using state or federal funds.

- A statement of assurance indicating that you, your firm, or your firm's Principals are not presently debarred, suspended, proposed for debarment, or declared ineligible, or voluntarily excluded for the award of contracts by any federal governmental agency or department. "Principals" for the purposes of this certification, mean officers; directors; owners; partners; and, persons having primary management or supervisory responsibilities within a business entity (e.g., general manager; plant manager; head of subsidiary, division, or business segment; and similar positions). If none, state so.
- A declaration of any previous or current relationship with the NWESD 189 or its officers which might suggest a conflict of interest. Please note that a previous or current relationship with the NWESD 189 or its officers *will not* automatically disqualify you or your firm. If none, state so.
- A list of each resolved (settled, arbitrated, litigated) claim for professional negligence or breach of professional services agreement or for indemnity (because of such alleged negligence or breach of contract) during the last five (5) years. If none, state so.
- A list of each unresolved claim for professional negligence or breach of professional services agreement or for indemnity (because of such alleged negligence or breach of contract) during the last five (5) years. If none, state so.
- A list of at least five (5) customers who currently use the proposed solution; if none then a list of at least three (3) references familiar with your products or services. A combination of customers and references is acceptable. We *prefer* customers and/or references to be located in Washington State.

STATEMENT OF QUALIFICATIONS REQUIREMENT: DETAILED PRICING.

- Include any start-up cost, including a detailed list of all products, services, and supports included in this cost.
- Provide the cost-basis for customization, if available.
- If you are proposing a hosted solution, provide annual hosting fees.
- Include per user pricing for sixteen (16) initial users.
- Include per user pricing for additional users on a per user basis.
- Include a training proposal and associated costs.

STATEMENT OF QUALIFICATIONS REQUIREMENT: REQUIRED AND PREFERRED ELEMENTS.

- Address how your product meets all of the required elements described above.
- Describe how, if at all, your product meets the preferred elements described above.

STATEMENT OF QUALIFICATIONS REQUIREMENT: REPORTING.

- Describe the reporting function of your proposed solution including a list and, if necessary, descriptors or examples of all reports.

- Indicate the ability, if any, of your proposed solution to generate and automatically send reports via email and SFTP upload.

STATEMENT OF QUALIFICATIONS REQUIREMENT: ADDITIONAL QUESTIONS. All firms and individuals are required to respond to the following:

- Indicate the number of concurrent users.
- Describe the categories of users/roles (e.g. administrator, user).
- Describe the process to add additional users.
- Describe compatibility with various operating systems, including third-party assurances if available, and any known issues.
- Describe compatibility with various mobile devices, including third-party assurances if available, and any known issues.
- Provide assurance, if any, that your proposed solution is compliant with the Health Insurance Portability and Accountability Act (HIPAA) and provide third-party verification if available.
- Describe the scalability of your proposed solution.
- Provide the update/version history of your proposed solution.
- Describe the ability/process/protocols for data backup.
- Describe your process for mitigating liability for any breach of security.

SELECTION OF FIRMS AND INDIVIDUALS: The NWESD 189 will evaluate each RFP submitted. Firms and individuals must clearly demonstrate in the RFP that they have sufficient qualifications and expertise for the type of work requested. Selection of a firm will be based solely on the judgment of the NWESD 189 in obtaining firms and individuals that will serve the best interest of the NWESD 189.

CONTRACTS AND INDEPENDENT CONTRACT AGREEMENTS: If the firm or individual is provisionally accepted by the NWESD 189 to perform work and/or supply a product, the NWESD 189 will attempt in good faith to negotiate a contract or Independent Contractor Agreement for the specific work/product, including the scope of work, compensation, schedule, and other applicable matters.

ADDITIONAL CONSIDERATIONS:

- The NWESD 189 is not liable for any costs associated with the preparation of a response to this RFP.
- The firm's or individual's submittal in response to this RFP does not create any right to or expectation of a contract with the NWESD 189.
- The NWESD 189 reserves the right to add to, delete, modify, or expand this RFP.