

REQUEST FOR INFORMATION

ELECTRONIC HEALTH RECORD SYSTEM

(eHR)

March 2021

These guidelines are intended to provide general information only and are subject to revision. The rights and obligations of any party contracting with the County will be determined in accordance with the terms of the applicable contract and applicable law.

Table of Contents

1.0	INTRODUCTION	1
2.0	BACKGROUND	2
3.0	SOLUTION OVERVIEW AND REQUIREMENTS SUMMARY	2
4.0	INFORMATION REQUESTED	2
5.0	VENDOR RESPONSES	6
6.0	OTHER INFORMATION	7
	ATTACHMENT A	8

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1.1 INTRODUCTION

- 1.2** The County Department is seeking information from vendors which can provide the County with an operationally proven commercial off-the- shelf (COTS) cloud-based or on-premises Electronic Health Record (eHR) System (Solution). The Solution shall meet the overall program needs which includes scheduling, charting, documentation and reporting features as detailed in Paragraph 3.0 (Solution Overview and Requirements Summary).
- 1.3** The Solution will replace the current eHR system and have the ability to import historical data.
- 1.4** Vendors of interest are those who are capable of delivering a cloud-based or on-premises HIPAA-compliant turnkey Solution, with Active Directory Federation Services or Active Directory authentication, and include either two-factor or multi-factor authentication prompting users for a generated key provided on a smartphone or challenge response.
- 1.5** Vendors of interest are those who are US-based, willing to participate in a secure government cloud environment (if applicable) and provide operations, maintenance and support (OM&S) during the hours of 5:00 a.m. to 5:00 p.m. (Pacific Time) Sunday through Saturday as part of a maintenance services agreement. THIS IS A REQUEST FOR INFORMATION (RFI) ONLY; THIS
- 1.6** Vendors who wish to demonstrate their Solution must submit relevant product information, as outlined in Paragraphs 4.0 (Information Requested) and 5.0 (Vendor Responses) of this Request for Information (RFI).
- 1.7** Vendors who can identify potential solutions, and wish only to furnish information about a product or system that they have knowledge of, may do so formally in writing.
- 1.8** COUNTY DEPARTMENT will review the responses to this RFI, which may subsequently lead to further investigation, including vendor demonstrations. Information received in response to this RFI may be used in the preparation of a Request for Proposal, an Invitation for Bid or other County solicitation method.
- 1.9** The intent of this RFI is to learn as much as possible about current and future Solution technology trends.

2.1 BACKGROUND

- 2.2 The COUNTY DEPARTMENT comprises 30 staff including clinicians, which service the entire Sheriff's Department of 18,000 employees and their family members.
- 2.3 We currently have one server hosting the legacy system containing 10 GB of data, and growing at a rate of approximately 2 GB per year.
- 2.4 The Solution must be scalable to accommodate future growth of staff (up to 100 staff members).

3.0 SOLUTION OVERVIEW AND REQUIREMENTS SUMMARY

A Solution Requirements Checklist is provided as Attachment A (Requirements Checklist) to this RFI.

4.1 INFORMATION REQUESTED

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This RFI is a research document only. It seeks information from vendors that can provide an operationally-proven, commercial off-the-shelf (COTS) cloud-based or on-premises Solution.

The Solution shall be a turnkey Solution that includes all necessary applications, underlying third-party software, data migration services, customized programming services, configuration, integration, OM&S, and training. Vendors who may have an interest in providing a complete Solution are encouraged to complete Attachment A (Requirements Checklist) to this RFI, and submit relevant information about their product and services, as follows.

4.2 Description of Solution Functionality

Documentation should be provided that is descriptive of the functions supported by the Solution, with a focus on the following general functional areas identified in this document, which are not all-inclusive. Existing product literature and prepared marketing materials may also be included; however, this information is less useful than more detailed user and technical documentation.

4.2.1 Describe in detail the Solution's functionality including:

- 4.2.1.1 HIPAA compliance across all access interfaces;
- 4.2.1.2 Primary business functions including scheduling, charting, documentation and reporting;

- 4.2.1.3 Fully integrated video conferencing or telehealth features complete with recording, archiving and storage;
- 4.2.1.4 Custom form builder and report builder;
- 4.2.1.5 Viewing of multiple schedules;
- 4.2.1.6 Document management allowing clients to access and electronically sign paperwork, capturing legally binding signatures;
- 4.2.1.7 Alert notification components;
- 4.2.1.8 Messaging features;
- 4.2.1.9 Automated appointment notifications; and
- 4.2.1.10 Dependencies/assumptions (technical and functional).

4.3 Description of Technical Architecture THIS IS A REQUEST FOR INFORMATION (RFI) ONLY; THIS

Respondents are asked to provide the following information about the software and environment which will support the Solution, including, but not limited to:

- 4.3.1 End user's hardware requirements;
- 4.3.2 End user's operating system/software environment;
- 4.3.3 Solution architecture;
- 4.3.4 Expected response time metrics, exclusive of COUNTY DEPARTMENT 's network, for the PC workstation, mobile devices, etc.;
- 4.3.5 Disaster recovery plan;
- 4.3.6 Installation process for the Solution;
- 4.3.7 Description of end user's access requirements;
- 4.3.8 Description of security and auditing features;
- 4.3.9 Solution scalability;
- 4.3.10 Reporting tools; and

4.3.11 Data and network security protocols.

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4.4 Description of Estimated Implementation Project Timeline

Respondents should provide an estimated implementation project timeline including, at a minimum, time durations for:

- 4.4.1 Project discovery phase;
- 4.4.2 Installation, development, configuration, and data migration;
- 4.4.3 Unit testing, integration testing, system testing, user acceptance testing, and performance testing;
- 4.4.4 Training;
- 4.4.5 Production cutover; and
- 4.4.6 Vendor and County responsibilities.

4.5 Description of Product Support and Maintenance

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Respondents are asked to provide information on the following:

- 4.5.1 Product Manuals and Software Description;
- 4.5.2 On-line documentation and/or help;
- 4.5.3 Training delivery methods;
- 4.5.4 Training manual(s) and delivery format;
- 4.5.5 Ongoing delivery of updated training materials (upgrades);
- 4.5.6 Upgrades: Frequency, delivery, and estimated downtime;
- 4.5.7 Help desk operations including staffing and hours of availability;
- 4.5.8 Twelve hours per day/seven days a week support procedures;
- 4.5.9 User feedback procedures; and
- 4.5.10 Sample Service Level Agreement (SLA).

4.6 Corporate Information and References

Respondents are requested to provide the following information:

- 4.6.1 Corporate or company name and headquarters' address;
- 4.6.2 Address/other contact information of nearest corporate or company office to downtown Los Angeles, California;
- 4.6.3 Number of years in business;
- 4.6.4 List at least five (5) agencies that have adopted the vendor's software/system. Include contact persons, addresses, telephone numbers/email addresses;
- 4.6.5 Size of customer base (number and size of agencies and the number of system users per agency);
- 4.6.6 High-level system documentation describing existing deployment of vendor's Solution at each customer site, if applicable.

4.7 Estimated Costs

Respondents are asked to provide cost estimates for the Solution. Any costs estimated for the purpose of this RFI are considered for budgeting purposes only and are non-binding to either the respondent or County of Los Angeles.

As this document is an RFI, costs can be estimated, but only in general terms, as it applies to a typical standard COTS Solution. As this is not a competitive solicitation, specific COUNTY DEPARTMENT environment information cannot be made available to the vendor. Consequently, a complete Solution cost estimate will need to be general, and take into consideration the following areas that may or may not be quantifiable:

- 4.7.1 Installation costs;
- 4.7.2 Configuration costs;
- 4.7.3 Data migration costs;
- 4.7.4 Customized application development costs;
- 4.7.5 COTS licensing model options and costs;
- 4.7.6 Training costs;

4.7.7 Ongoing operations, maintenance and support costs; and

4.7.8 Other miscellaneous costs not listed above.

Your response should include all estimated costs broken out by category.

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Attachment A
REQUIREMENTS CHECKLIST

	Desirable Features 1-25	Meets requirement	Customization required	Please describe functionality (include the number of forms/screens/transactions to accomplish requirement)
<p>Since RFI's are research-oriented, additional functionality that is available in the vendor's Solution, but not listed, should also be included in the response. (e.g. cloud services, mobile applications/device connectivity, etc.)</p>				
1	<p>The Solution shall be HIPAA compliant to ensure all protected health information (PHI), including names, addresses, and phone numbers remain private and secure across all access interfaces.</p>			<p style="text-align: center;">THIS IS A REQUEST FOR INFORMATION (RFI) ONLY; THIS</p>
2	<p>The Solution shall be an electronic health record system created for behavioral health.</p>			
3	<p>The Solution shall include fully integrated telehealth services.</p>			
4	<p>The Solution shall provide the ability to add, update, save, and recall client demographics and history.</p>			
5	<p>The Solution shall provide scheduling and appointment management, including a warning about double-booking.</p>			
6	<p>The Solution shall allow viewing of multiple</p>			

	Desirable Features 1-25	Meets requirement	Customization required	Please describe functionality (include the number of forms/screens/transactions to accomplish requirement)
	schedules at one time.			
7	The Solution shall have the ability to build custom electronic forms and create adhoc reports.			
8	The Solution shall collect, organize, analyze, and report on information about clinical services provided.			
9	The Solution shall include a customizable alert system to track compliance with the department timeline policy.			
10	The Solution shall include document management to automate patient information input, track case progress, and guide paperwork completion.			
11	The Solution shall allow clients to access and electronically sign paperwork, capturing legally binding signatures.			

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	Desirable Features 1-25	Meets requirement	Customization required	Please describe functionality (include the number of forms/screens/transactions to accomplish requirement)
12	The Solution shall offer clients the ability to access appointment history, view upcoming appointments, and attend telehealth sessions.			
13	The Solution shall allow clients to access educational materials posted by clinicians.			
14	The Solution shall have a messaging feature so staff can communicate securely with clients.			
15	The Solution shall provide the capability of attaching documents to client charts.			
16	The Solution shall be able to print notes/charts.			
17	The Solution shall offer the option of utilizing outcome measures or assessments (e.g. PHQ-9, GAD, BDI, C-SSRS) that can be scored and integrated into clinical charts.			

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	Desirable Features 1-25	Meets requirement	Customization required	Please describe functionality (include the number of forms/screens/transactions to accomplish requirement)
18	The Solution shall provide the ability to write a common note when session includes more than one person. Individualized comments shall be noted in the individual's chart only.			
19	The Solution shall include automated appointment notifications (email, phone, and text message options).			THIS IS A REQUEST FOR INFORMATION (RFI) ONLY; THIS
20	The Solution shall have integrated spell check for each entry field.			
21	The Solution shall allow the scheduling of multiple types of events on the calendar.			
22	The Solution shall allow clinicians to have more than one clinical form and/or attachment open at the same time.			
23	The Solution shall provide, plan and execute import of data and conversion from existing legacy system (10 GB of data).			

	Desirable Features 1-25	Meets requirement	Customization required	Please describe functionality (include the number of forms/screens/transactions to accomplish requirement)
24	The Solution shall be a US-based secure government cloud solution with Active Directory Federation Services or Active Directory authentication and FIPS compliant encryption, if applicable.			
25	The Solution shall have two-factor or multi-factor Authentication with challenge response. For systems only offering two-factor authentication, the secondary key should have either a temporary token generated on a smartphone, text message sent to phone or challenge response.			THIS IS A REQUEST FOR INFORMATION (RFI) ONLY; THIS

**** Please append additional functionalities for your Solution to this Attachment. ****