



Municipality of Anchorage

Dave Bronson, Mayor
Purchasing Department

March 15, 2022

REQUEST FOR PROPOSAL

RFP 2022P013

Electronic Health Records System

The Municipality of Anchorage is an equal opportunity employer.

Enclosed is pertinent information for use in preparing your proposal.

Pre-Proposal Conference: **1:00 P.M. Local Time, March 24, 2022**

Questions Due: **5:00 P.M. Local Time, March 30, 2022**

Proposals Due: **5:00 P.M. Local Time, April 12, 2022**

ONE SIGNED ORIGINAL, single sided, unbound, plus five (5) complete copies of your proposal must be submitted. In addition to the copies, a flash-drive containing a PDF copy of the complete proposal, including attachments must also be provided.

If applicable, the call-in phone number for Pre-Bid Conferences is 907-343-6089. Conference lines are opened 5 minutes prior to the Pre-Bid Conference times. To attend meetings in person; you may do so at 632 W. 6th Avenue, Suite 520, Anchorage, AK 99501. FOR AUXILIARY AIDS, SERVICES, OR SPECIAL MODIFICATIONS TO PARTICIPATE PLEASE CONTACT THE PURCHASING DEPARTMENT TO REQUEST REASONABLE ACCOMMODATIONS AT 907-343-4590; FAX 907-343-4595; OR wwpur@muni.org

For further information contact Purchasing at (907) 343-4590 or fax (907) 343-4595 or email wwpur@muni.org. All correspondence should include the **RFP** number and title.

The Municipality of Anchorage reserves the right to reject any and all proposals and to waive any informalities in procedures.

Sincerely,

Chris Hunter
Chris Hunter
Acting Deputy Director, Purchasing



Request for Proposals Electronic Health Records System

RFP 2022P013

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1. GENERAL INFORMATION

1.1. Purpose

The Anchorage Health Department (AHD) is seeking proposals from qualified firms to provide an Electronic Health Records (EHR) system to support its Community Health Nursing (CHN) program. The goal of this project is to replace the current Netsmart Technologies, Inc. INSIGHT on premise solution with a robust and upgradeable solution that meets the needs of the CHN program and meaningful use requirements. The EHR system must either be on premise, or in a cloud hosted environment that meets the Municipality of Anchorage's standards for cloud hosting (See Attachment F: Cloud Hosting Agreement). Solutions that propose a cloud for data storage must incorporate all necessary controls to safeguard the confidentiality, integrity, and availability of Protected Health Information (PHI). Any proposed cloud service provider's solution must reside in a FedRAMP certified hosted environment. Any third-party applications incorporated as part of the proposed solution must be fully disclosed in the Request for Proposal (RFP) response and must also reside in FedRAMP certified hosted environments.

1.2. Background

The Municipality of Anchorage (Municipality, Anchorage, or MOA) encompasses 1,958 square miles and extends from the northern point of Knik Arm southward to Portage Glacier. Among the communities situated within the Municipality's boundaries are Anchorage, Eagle River, Chugiak, Peter's Creek, Birchwood, Eklutna, Rainbow, Indian, Bird Creek, and Girdwood. Joint Base Elmendorf-Richardson, a military installation staffed by Air Force and Army personnel, is also situated in the Municipality.

Anchorage is Alaska's largest city with a population of over 290,000 and is one of the most racially and ethnically diverse cities in the United States. AHD is the only local health department in the State of Alaska and serves approximately 40% of Alaska's total population. As an economic, transportation, and medical hub, individuals from many communities outside of the Municipality come to Anchorage to receive high-quality, low or no-cost healthcare services. In addition to seeing patients in the field for outreach services, on average, AHD clinics serve 1,600 patients annually totaling more than 2,200 visits per year.

AHD clinics are community safety net facilities focused on providing services to target populations including, but not limited to, infants and children, teens, senior citizens, homeless persons, immigrants and refugees, medically under-served persons, minority racial and ethnic groups, low-income residents, the uninsured and under insured. In addition, priority populations for Sexually Transmitted Infection (STI) / Human Immunodeficiency Virus (HIV) prevention and control activities are determined in collaboration with the Anchorage STD/HIV Advisory Committee.

CHN focuses on the health of the community through education and preventative healthcare services. The CHN program is comprised of three primary subprograms: Disease Prevention and Control (DPC), Reproductive Health Clinic (RHC), and Health Information Management (HIM).

DPC investigates communicable disease outbreaks including mumps, gonorrhea, tuberculosis, and HIV. DPC also provides adult and child immunizations, including COVID-19 vaccines. RHC offers testing and treatment of sexually transmitted infections; screening, exams, and options for birth control; screening, education, and referrals for interpersonal and intimate partner violence, substance misuse, pregnancy; and breast and cervical health screening. A key function of the RHC is providing access to health care services for vulnerable populations in Anchorage. HIM supports the work of both the DPC and RHC with medical records management, customer service, patient billing, and collections for the services provided.

1.3. Questions

Any questions regarding this Request for Proposals are to be submitted in writing to:

Municipality of Anchorage
Purchasing Department

wwpur@muni.org

For ease of identification please identify the RFP number in the subject line of any correspondence.

Purchasing Office hours of operation are: 8:00 a.m. to 5:00 p.m. local time Monday through Friday, excluding Municipal holidays. All questions must be received prior to the deadline indicated on the RFP cover letter.

1.4. Preparation Costs

The Municipality will not be responsible for proposal preparation costs, nor for costs including attorney fees associated with any (administrative, judicial, or otherwise) challenge to the determination of the highest ranked Proposer and/or award of contract and/or rejection of proposal. By submitting a proposal each Proposer agrees to be bound in this respect and waives all claims to such costs and fees.

2. RULES GOVERNING COMPETITION

2.1. Examination of Proposals

Proposers should carefully examine the entire RFP and any addenda thereto, and all related materials and data referenced in the RFP. Proposers should become fully aware of the nature of the work and the conditions likely to be encountered in performing the work.

2.2. Proposal Acceptance Period

Award of this proposal is anticipated to be announced within 90 calendar days, although all offers must be complete and irrevocable for 120 calendar days following the submission date.

2.3. Confidentiality

The content of all proposals will be kept confidential until the selection of the Contractor is publicly announced. At that time the selected proposal is open for review. After the award of the Contract, all proposals will then become public information.

2.4. Proposal Format

Proposals are to be prepared in such a way as to provide a straightforward, concise delineation of the Proposer's capabilities to satisfy the requirements of this RFP. Emphasis should be concentrated on

- 1) conformance to the RFP instructions;
- 2) responsiveness to the RFP requirements;
- 3) completeness and clarity of content.

2.5. Signature Requirements

All proposals must be signed by: an officer or other agent of a corporate vendor if authorized to sign contracts on its behalf; a member of a partnership; the owner of a privately-owned vendor; or other agent if properly authorized by a power of attorney or equivalent document. Signature on the "Letter of Transmittal" (See Section 4.3.4) will meet this requirement.

Failure to sign the Proposal is grounds for rejection. The name and title of the individual(s) signing the proposal must be clearly shown immediately below the signature.

2.6. Proposal Submission Requirements

- 2.6.1. **ONE ORIGINAL, single sided unbound, plus five (5) complete copies** of the proposal must be received by the Municipality prior to the date and time specified in the cover letter. Copies may be bound or enclosed in folders/binders.
- 2.6.2. IN ADDITION to the copies required by paragraph 2.6.1. above, provide a flash drive containing a PDF copy of the complete proposal, including attachments.
- 2.6.3. All copies of the proposals shall be submitted in a single sealed cover which shall be plainly marked as a Request for Proposal Response with the Number and Title prominently displayed on the outside of the package.
- 2.6.4. Proposals must be delivered or mailed to:

Physical Address

Municipality of Anchorage
Purchasing Department
632 W. Sixth Avenue, Suite 520
Anchorage, AK 99501

Mailing Address

Municipality of Anchorage
Purchasing Department
P.O. Box 196650
Anchorage, AK 99519-6650

2.7. News Releases

News releases by or on the behalf of any Proposer pertaining to the award resulting from the RFP shall not be made without prior written approval of the Municipal Purchasing Officer.

2.8. Disposition of Proposals

All materials submitted in response to this RFP will become the property of the Municipality of Anchorage. One copy of the submitted material shall be retained for the official files of the Purchasing Department and will become public record after award of the Contract.

2.9. Oral Change/Interpretation

No oral change or interpretation of any provision contained in this RFP is valid whether issued at a pre-proposal conference or otherwise. Written addenda will be issued when changes, clarifications, or amendments to proposal documents are deemed necessary by the Municipality.

2.10. Modification/Withdrawal of Proposals

A Proposer may withdraw a proposal at any time prior to the final submission date by sending written notification of its withdrawal, signed by an agent authorized to represent the agency. The Proposer may thereafter submit a new proposal prior to the final submission date; or submit written modification or addition to a proposal prior to the final submission date. Modifications offered in any other manner, oral or written will not be considered. A final proposal cannot be changed or withdrawn after the submission date, except for modifications requested by the Municipality after the date of receipt and following oral presentations.

2.11. Late Submissions

PROPOSALS NOT RECEIVED BY THE DATE AND TIME AND AT THE LOCATION SPECIFIED IN THE RFP COVER LETTER WILL NOT BE CONSIDERED AND WILL BE RETURNED UNOPENED.

2.12. Rejection of Proposals

The Municipality of Anchorage reserves the right to reject any or all proposals if determined to be in the best interest of the Municipality.

2.13. Equal Employment Opportunity Contract Compliance

Every municipal contract shall include language substantially the same as the following: “The contractor will not discriminate against any employee or applicant for employment because of race, color, religion, national origin, ancestry, age, sex, sexual orientation, gender identity, marital status, or physical or mental disability. The contractor will comply with all laws concerning the prohibition of discrimination including, but not limited to, Title 5 and Title 7 of the Anchorage Municipal Code.”

Every municipal contract shall state, in all solicitations or advertisements for employees to work under the contract, that all qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, ancestry, age, sex, sexual orientation, gender identity, marital status, or physical or mental disability.

2.14. Confidential/Proprietary Information

The content of proposals will be kept confidential until the selection of the Contractor is announced. At that time, the selected proposal is open for review to the competing proposers only (except for information properly identified as being proprietary). After the award of the contract, all submitted proposals shall become public information except for properly identified proprietary information. If a proposer wishes individual pages, which contain actual business, proprietary information to be held confidential, each page must be marked and an explanation furnished of its proprietary nature. In addition to marking individual pages, the Proposal's Cover must also be annotated with the words "THIS PROPOSAL CONTAINS PROPRIETARY INFORMATION". "Confidential and Proprietary" information is not meant to include any information which, at the time of disclosure, is generally known by the public and/or competitors. MOA's ability to treat information submitted as confidential is limited by Anchorage Municipal Code. Proposers concerned with the confidentiality of information submitted should familiarize themselves with the following Anchorage Municipal Code provisions:

AMC 3.90	Access to Public Records
AMC 3.90.010	Policy
AMC 3.90.020	Definitions
AMC 3.90.030	Information Available to the Public
AMC 3.90.040	Exemptions for Particular Records

3. SCOPE OF WORK

AHD is soliciting proposals from qualified vendors to replace AHD's existing Netsmart Technologies, Inc. on premise EHR. Replacement of the EHR entails:

- Analysis of the current system
- Design and setup of a new EHR system with improved functionality and performance
- Migration of all existing records from the current EHR system to the new system
- Customization of the new EHR to meet AHD requirements to improve service delivery and efficiency
- Go Live and Production Launch coordination and support
- Administrator and end-user training
- Ongoing training and support

3.1. Overall Goals and Objectives

Proposers are required to work closely with AHD designated points of contact to ensure that each phase of the project is well coordinated and implemented. Additionally, proposers will be required to coordinate with the Municipality of Anchorage Information Technology Department to access Municipal systems and EHR records. The proposed project is expected to:

- Deliver a complete EHR system that meets or exceeds the requirements of this RFP with the goal of improving AHD clinical service delivery and workflow efficiency.
 - Provide a complete assessment (including an assessment report) of the current EHR system to the AHD designated project team.
 - Provide a clear, detailed implementation/project management plan that defines tasks, deliverables, deliverable dates, and assigns costs to each phase of the project.
 - Detail the specification and deployment model for the EHR solution (whether on premise or cloud/hosted solution) identifying all hardware, software, and bandwidth requirements and costs for the proposed solution.
 - Develop, configure, test, and implement all associated interfaces identified in this RFP.
 - Migrate all data from the existing EHR to the new EHR system.
 - Test all system functionality and security prior to Go Live.
 - Provide detailed system training to administrators and users prior to Go Live.
 - Coordinate and support Go Live and troubleshoot any system issues that occur during this phase of the project.
 - Provide ongoing system updates, training, and customer support.
- 3.1.1. Analysis
- The Proposer will analyze the current EHR system (modules, data, and workflows) and provide a complete assessment (including an assessment report) of the current EHR to the AHD designated project team. The assessment report will include recommendations for workflow improvements.
- 3.1.2. Design
- The Proposer will customize their EHR solution to meet AHD business needs based on their analysis of AHD's current EHR system and the requested capabilities in Attachment B: Technical and Operational Specifications.
- 3.1.3. Data Migration
- The Proposer will migrate all records from AHD's current EHR system to the new EHR while ensuring the security and confidentiality of all records. Proposer will be required to coordinate with the AHD project team and the Municipality of Anchorage Information Technology Department when accessing these records.
- 3.1.4. Testing
- The Proposer will test system functionality as designed. This includes testing to ensure that the system functions as intended, is secure, meets all HIPAA and regulatory requirements for medical data security, that administrator functions work as designed and that the system can handle an appropriate volume of simultaneous users (25+) including remote users. Testing is also required to involve hands-on user testing. Proposer will work to resolve all system errors and malfunctions identified by the Proposer and the AHD project team.

3.1.5. Training

The Proposer will provide training to all appropriate AHD staff members. The proposer is required to have training resources available for current staff and system training resources for future staff.

3.1.6. Go Live / Production

The Proposer will support all aspects of system Go Live including troubleshooting errors and providing additional support resources during this phase of the implementation.

3.1.7. Ongoing Support

The Proposer will update the EHR system as needed once the system enters production. Updates may include security or functional updates. The Proposer will provide customer support to administrators and end users on an ongoing basis following Go Live of the new EHR system.

3.2. Timeframe for Performance

The Proposer is required to have the initial project complete no later than 7/1/22. This includes all phases up to and including the Go Live/Production phase.

4. PROPOSAL AND SUBMISSION REQUIREMENTS

To achieve a uniform review process and obtain the maximum degree of comparability, it is required that the proposals be organized in the manner specified below. Proposals shall not exceed twenty (20) pages in length (excluding letter of transmittal, resumes, title page(s), index/table of contents, required attachments, or dividers). One page shall be interpreted as one side of a single-spaced, letter size sheet (8-1/2" X 11"). Excess pages will be removed prior to evaluation, which could result in incomplete responses and lower scores.

4.1. Title Page

Show the RFP number and subject, the name of your firm, address, telephone number(s), name of contact person, contact information (phone number, email address), and date.

4.2. Table of Contents

List the proposal's sections with page numbers. Include the RFP Evaluation Criteria.

4.3. Letter of Transmittal (Limited to two (2) pages).

4.3.1. Briefly state your firm's understanding of the services to be performed and make a positive commitment to provide the services as specified.

4.3.2. List your company's contact for this RFP along with their phone number and email address.

4.3.3. Provide the name(s) of the person(s) who are authorized to make representations for your firm, their titles, address, and telephone numbers.

- 4.3.4. **The letter of transmittal must be signed by a corporate officer or other individual who has the authority to bind the firm.**

4.4. Evaluation Criteria

Each of the following items must appear in the proposal with a header matching the sections listed below.

4.4.1. Vendor/Product Profile

Complete Attachment A: Vendor/Product Profile.

4.4.2. Operational and Technical Specifications

Complete Attachment B: Technical/Operational Specifications.

4.4.3. Experience (limit 3 pages, excluding references)

Detail your organization's experience in the following areas:

- Implementing EHR systems (include 3 references, references do not count toward page limit)
- Implementing EHR systems in public health organizations
- Migrating data from existing EHR systems to your EHR product
- Migrating data from Netsmart Technologies, Inc. INSIGHT (on premise) systems

4.4.4. Project Management (limit 10 pages)

Provide a detailed project management plan that:

- Details all tasks for each phase of the project
- Identifies all project deliverables
- Provides a detailed schedule for the project including a timeline for all deliverables
- Identifies who in your organization is responsible for leading the project
- Identifies the size and composition of the project team
- Describes how your organization will meet the requirements of this RFP

4.4.5. Cost

Provide a fixed price cost proposal (Attachment C) that includes all initial project phases up to and including Go Live and ongoing support for the first year (year 1). All costs associated with this project including, but not limited to software, hardware, service, and licensing costs and fees must be included in the total cost provided by the Proposer. The Proposer will also provide the ongoing total cost of the system for years 2 (2023) through 5 (2026).

4.4.6. Customer Support (limit 3 pages)

Proposer will detail how they plan to provide customer support and training. This should include a detailed explanation of:

- Support methods
- Support availability
- Training methods

- Training availability
- Duration of support

5. EVALUATION CRITERIA AND PROCESS

5.1. Evaluation Criteria Weighting

The criteria to consider during evaluations, and the associated point values, are as follows:

Category	Points
1. Technical and Operational Specifications	20
2. Experience	25
3. Project Management	20
4. Cost	25
5. Customer Support	10
Total Points Available	100

5.2. Qualitative Evaluation Criterion

Firms will be ranked using the following qualitative rating factors for each RFP criterion:

1.0	Outstanding
0.8	Excellent
0.6	Good
0.4	Fair
0.2	Poor
-0-	Unsatisfactory

The rating factor for each criteria category will be multiplied against the points available to determine the total points for that category.

EXAMPLE: If an evaluator decides that the response provided for a criterion that has a maximum of 30 points was “Good,” they will assign a “qualitative rating factor” of 0.6 to that criterion. The qualitative rating factor is then multiplied by the maximum points available (30) for a resultant 18 points.

5.3. Quantitative Evaluation Criterion

If Cost is an evaluation criterion, then the following shall be used:

The award of the “cost” points will be determined by the calculation shown below. The lowest cost proposal will receive the maximum number of points awarded for the “cost” criteria:

$$\frac{\text{Lowest cost proposal} \times \text{Maximum \# points for category}}{\text{Cost of proposal being scored}}$$

Example:

Assume a maximum of 25 points for the Cost criterion.

Proposal A: \$50,000

Proposal B: \$60,000

Proposal A has the lowest cost at \$50,000 per year, thereby receiving 25 points.

Proposal B has a cost of \$60,000 per year, so the points awarded are 20.8:

$$\frac{\$50,000 \times 25 \text{ (points available)}}{\$60,000} = 20.8$$

5.4. Evaluation Process

A committee of individuals representing the Municipality of Anchorage will perform an evaluation of the proposal(s). The committee will rank the proposal(s) as submitted. The Municipality of Anchorage reserves the right to award a contract solely on the written proposal.

The Municipality also reserves the right to request oral interviews with the highest ranked firms (short list). The purpose of the interviews with the highest ranked firms is to allow expansion on the written responses. If interviews are conducted, a maximum of three (3) firms will be short-listed. A second score sheet will be used to score those firms interviewed. The final selection will be based on a combination of written proposals and interviews. The same categories and point ranges will be used during the second evaluation as for the first. The highest ranked Proposer after the second scoring, if performed, may be invited to enter into final negotiations with the Municipality for the purposes of contract award.

6. SELECTION PROCESS

The Proposer with the highest total evaluation points may be invited to enter into contract negotiations with the Municipality of Anchorage. If an agreement cannot be reached, the second highest Proposer may be contacted for negotiations. This process may continue until successful negotiations are achieved. However, the Municipality reserves the right to terminate negotiations with any Proposer should it be in the Municipality's best interest. The Municipality of Anchorage reserves the right to reject any and all proposals submitted.

7. SAMPLE CONTRACT

All Proposers must carefully read and review the attached Sample Contract (Attachment D). The final Contract with the Municipality of Anchorage will be substantially similar to it. Proposers must also read and review the attached HIPAA Business Associate Agreement (Attachment E), Municipality of

Anchorage IT Policy and Procedure 28-9 Business Use and Access Control (Attachment F), and Municipality of Anchorage Cloud and/or Offsite Hosting Terms and Conditions (Attachment G). The final contract with the Municipality will incorporate attachments E, F and G as applicable.

If a Proposer wished to make changes to the Sample Contract, the proposed changes must be submitted with the proposal. All desired changes must be submitted in a separate document, and must be clear, legible, and conspicuous. The Proposer must also provide the rationale for all proposed changes. No changes will be considered until after the highest scored proposal(s) has been determined.

IF NO CHANGES ARE SUBMITTED WITH THE PROPOSAL, IT IS UNDERSTOOD THAT THE TERMS AND CONDITIONS OF THE SAMPLE CONTRACT HAVE BEEN ACCEPTED.

8. ATTACHMENTS

- Attachment A: Vendor/Product Profile
- Attachment B: Technical and Operational Specifications
- Attachment C: Cost Worksheet
- Attachment D: Sample Contract
- Attachment E: HIPAA Business Associate Agreement
- Attachment F: Municipality of Anchorage IT Policy and Procedure 28-9 Business Use and Access Control
- Attachment G: Municipality of Anchorage Cloud and/or Offsite Hosting Terms and Conditions