STATE OF TENNESSEE
DEPARTMENT OF CORRECTION

REQUEST FOR PROPOSALS # 32901-31261
AMENDMENT # 4
FOR ELECTRONIC HEALTH RECORDS SYSTEM

DATE: July 28, 2023

RFP # 32901-31261 IS AMENDED AS FOLLOWS:

1. **This RFP Schedule of Events updates and confirms scheduled RFP dates.** Any event, time, or date containing revised or new text is highlighted.

EVENT	TIME (central time zone)	DATE
1. RFP Issued		Jan. 3, 2023
2. Disability Accommodation Request Deadline	2:00 p.m.	Jan.6, 2023
3. Pre-response Conference	2:00 p.m.	Jan. 9, 2023
4. Notice of Intent to Respond Deadline	2:00 p.m.	Jan. 10, 2023
5. Written "Questions & Comments" Deadline	2:00 p.m.	January 24, 2023
6. State Response to Written "Questions & Comments"		February 15, 2023
7. Deadline for Clarifications/Additional Questions	2:00 p.m.	March 3, 2023
8. State Response to Clarifications/Additional Questions		March 27, 2023
9. Response Deadline	2:00 p.m.	May 31, 2023
10. State Completion of Technical Response Evaluations		July 17, 2023
11. State Schedules Respondent Oral Presentation(s)		July 21, 2023
12. Respondent Oral Presentation(s)		August 14-17, 2023
13. State Opening & Scoring of Cost Proposals	2:00 p.m.	August 22, 2023
14. Negotiations Conducted by Central Procurement Office		August 23-25, 2023
15. State Notice of Intent to Award Released and RFP Files Opened for Public Inspection	2:00 p.m.	August 30, 2023

16. End of Open File Period		September 6, 2023
17. State sends contract to Contractor for signature		September 11, 2023
18. Contractor Signature Deadline	2:00 p.m.	September 18, 2023
19. Performance Bond Deadline		September 19, 2023
20. Contract Start Date		October 1, 2023

2. **Delete RFP section 5.2.1.5. in its entirety and insert the following in its place** (any sentence or paragraph containing revised or new text is highlighted)**:**

5.2.1.5. The Solicitation Coordinator will invite the top three (3) ranked Respondents to make an Oral Presentation and Demonstration. The ranking will be determined after the Technical Response score is totaled and ranked (e.g., 1 – the best evaluated ranking, etc.).

5.2.1.5.1. The Oral Presentations and Demonstrations are mandatory for the top three (3) respondents. The Solicitation Coordinator will schedule Respondent Presentation and Demonstration during the period indicated by the RFP Section 2, Schedule of Events. The Solicitation Coordinator will make every effort to accommodate each Respondent's schedules. When the Respondent Presentations and Demonstrations schedule has been determined, the Solicitation Coordinator will contact Respondents with the relevant information as indicated by RFP Section 2, Schedule of Events.

5.2.1.5.2. Respondent Presentations and Demonstrations are only open to the invited Respondent, Proposal Evaluation Team members, the Solicitation Coordinator, and any technical consultants who are selected by the State to provide assistance to the Proposal Evaluation Team.

5.2.1.5.3. Oral Presentations and Demonstrations provide an opportunity for Respondents to explain and clarify their responses and for the State to test to better understand the practical application of the good or service as applicable. Respondents must not materially alter their responses and Presentations and Demonstrations will be limited to addressing the items detailed in RFP Attachment 6.2., Technical Response & Evaluation Guide. Respondent pricing shall not be discussed during Oral Presentations and Demonstrations. Evaluators may adjust Respondents' Technical Response scores based on Oral Presentations and Demonstrations.

5.2.1.5.4. The State will maintain an accurate record of each Respondent's Oral Presentations and Demonstrations session. The record of the Respondent's Oral Presentations and Demonstrations shall be available for review when the State opens the procurement files for public inspection 5.2.1.3. The Oral Presentation and Demonstration will consist of an oral presentation and a software demonstration. The sessions will be held on the same day, with four (4) hours allocated for the Proposer's oral presentation and four (4) hours allocated for the Proposer's software demonstration.

5.2.1.5.5 The individuals presenting at both sessions must be those identified as key personnel and/or senior management. It is important to the State that the

individuals responsible for performance of the SOLUTION contract are the ones that present at the Oral Presentation and Demonstration. The purpose of these presentations is to allow the State to better understand the proposed solution / approach, as well as other aspects of the proposal. As such, State participants may ask questions throughout the presentation.

5.2.1.5.6   The Proposer must provide all necessary audio-visual materials for the Oral Presentation and Demonstration.

5.2.1.5.7   ~~The State will provide the following equipment:~~
- ~~Laptop computer connected to a high-speed Internet connection~~
- ~~Projection screen and projector~~
- ~~Flipchart with flipchart paper and pens~~

~~The Proposer may use its own computer to connect to a video projector to present a PowerPoint or demonstrate its software.~~

~~In the event that the Proposer requires an Internet connection for the Oral Presentation and Demonstration, the State prefers that the Proposer use a State-provided laptop. However, if the Proposer must use its own laptop for the Internet connection, the following is required for the Proposer's laptop to be connected to the State network.~~

~~The laptop must contain only the software necessary to conduct the demonstration. Examples of software that must not be loaded on the laptop include broadcasting/streaming software, peer to peer/copy circumvention software, email, or instant messaging. Once the State inspects the laptop and approves it for connection to the State network (see the following paragraph), the Proposer must sign a form stating that no additional software will be installed on the laptop before or during the demonstration period without the State's permission.~~

~~Regardless of whether the Proposer chooses to use State- or Vendor-provided laptop(s) for the demonstration, the Proposer must meet with the State at a mutually agreeable time before the start of the Proposer's demonstration, at the State's demonstration site, to test the equipment in the room.~~

~~Note that there will not be a printer available for the demonstration. If part of the demonstration process is to demonstrate a report, the vendor may generate the report for on-screen viewing.~~

5.2.1.5.7   The State has provided a script at RFP Attachment 6.9 for Proposers to follow during the Oral Presentation and Software Demonstration. ~~Twenty (20) copies~~Digital copies of the oral presentation ~~in hard copy~~ should be ~~presented~~ provided to the State Proposal Evaluation Team on the day of the presentation. Oral presentations may be video taped by the State.

5.2.1.5.8   After the Oral Presentation and Demonstrations are completed, the scores for this section will be gathered, recorded, and combined with the previously sealed Qualification and Experience and Technical Approach scores to produce an average Technical Proposal score..

3. **Delete RFP Attachment 6.9 in its entirety and insert the following in its place** (any sentence or paragraph containing revised or new text is highlighted)**:**

RFP ATTACHMENT 6.9.

EHR Solution
Contractor Orals and Demonstration Script

All elements of the Proposer's demonstration must represent functionality found in the Contractor's baseline offering, as proposed in response to this RFP. Modifications made to the baseline system for the purpose of demonstration will not be considered.

SOLUTION SOFTWARE AND SERVICES

6.9.1   CONTRACTOR DEMONSTRATION AGENDA

Morning Session

8:00 a.m.

1. Introduction of SOLUTION Key Personnel and their Project Roles
2. Describe Qualifications and Experience
3. Describe the Management Approach
4. Describe the Technical Approach
5. Describe the Project Schedule / Timeline

12:00 p.m.   6. Conclusion of Oral Presentation

Afternoon Session

1:00 p.m.

1. Introduction of Contractor Key Staff conducting the Software Demonstration
2. Demonstrate and / or Describe General System Features
3. Demonstrate and / or Describe Intake Functionality
4. Demonstrate and / or Describe Administration Features
5.   Demonstrate and / or Describe Interface Functionality
6.   Demonstrate and / or Describe other Features / Functionality

5:00 p.m.   7. Conclusion of Software Demonstration session / Wrap-up

6.9.2 MANDATORY PRESENTATION CRITERIA

1. Proposing Contractor may bring no more than eight (8) staff members to the Presentation.

2.1. Included in the Contractor staff members attending the Presentation should be the Key Personnel who are being nominated to develop and implement the SOLUTION for the State of Tennessee.

6.9.2.1 MANDATORY PRESENTATION EQUIPMENT REQUIREMENTS

The State will provide the following equipment:

6.9.2.1.1   Laptop computer connected to a high-speed Internet connection

6.9.2.1.2   Projection screen

6.9.2.1.3   Flipchart with flipchart paper and pens

Proposer will provide its own video projection equipment. The Proposer may use its own computer to connect to a video projector to present a PowerPoint or demonstrate its software.

In the event that the Proposer requires an Internet connection for the Oral Presentation and Demonstration, the State prefers that the Proposer use a State-provided laptop. In this case, the Proposer should contact the State at least one (1) week in advance of the first day of the demo to confirm that the Proposer will use a State-supplied laptop.

However, if the Proposer must use its own laptop for the Internet connection, the following is required for the Proposer's laptop to be connected to the State network:

The laptop must contain only the software necessary to conduct the demonstration. Examples of software that must **not** be loaded on the laptop include broadcasting/streaming software, peer to peer/copy circumvention software, email, or instant messaging. Once the State inspects the laptop and approves it for connection to the State network (see the following paragraph), the Proposer must sign a form stating that no additional software will be installed on the laptop before or during the demonstration period without the State's permission.

Regardless of whether the Proposer chooses to use State- or Contractor-provided laptop(s) for the demonstration, the Proposer must meet with the State at a mutually agreeable time before the start of the Proposer's demonstration, at the State's demonstration site, to test the equipment in the room.

Note that there will not be a printer available for the demonstration. If part of the demonstration process is to demonstrate a report, the Contractor may generate the report for on-screen viewing.

6.9.3   PRESENTATION TOPICS

The following is the order in which the Contractor should present its oral presentation and software demonstration.

6.9.3.1. PART I – ORAL PRESENTATION

Please note that the audience / evaluators for the Oral Presentation will be State personnel who will be managing the SOLUTION project and key State Department of Corrections Health Services functional area staff (Medical, Behavioral, Dental, Pharmacy, Administrative). These are personnel who will be interfacing primarily with the Contractor's Project Management staff on a daily basis, as well as the duty experts with regards to the State's Information Technology standards and requirements.

6.9.3.1.a. Introduction of SOLUTION Key Personnel and their Project Roles

1. The assigned Project Manager shall introduce the Contractor's Key Personnel.

2. Provide an overview of Key Personnel qualifications and experience with SOLUTION projects or projects of the size and complexity of a SOLUTION project.

6.9.3.1.b. Describe Qualifications and Experience

3. Describe the Contractor's credentials for performing a SOLUTION development and implementation.

4. Describe the Contractor's process and procedures that ensure high-quality performance.

5. Describe the Contractor's quality recognition and certifications awarded (prime only).

6. Provide references for on-going projects and / or projects completed within the past 5 years of similar size and complexity.

6.9.3.1.c. Describe the Implementation Approach

7. Provide an overview of proposed staffing for the project, including the proposed organizational chart, key roles and responsibilities, including the staffing model for implementation.

8. Discuss your project management methodology

9. Discuss your understanding of critical success factors for implementing a high quality SOLUTION

10. Describe the Data Conversion approach

11. Discuss your approach to Go-Live and Rollout Management

12. Discuss your approach to Quality Management

13. Discuss your approach to Configuration Management

14. Describe your approach to Change / Communications Management

15. Describe your Knowledge Transfer / Training Approach

6.9.3.1.d. Describe the Technical Approach

16. Describe your proposed technical approach.

17. Given the State's technical environment described in the RFP, as well as the State's desire to minimize the proposed system's total cost of ownership, provide a brief overview of how the proposed system would be deployed in the most cost-effective, efficient manner and be fully compliant with the State's Architectural Standards.

18. Review the Deployment and Network Diagrams with special emphasis on identifying non-State Standard products and the hardware, software and communications protocols that will comprise the SOLUTION.

19. Describe your approach to meeting State Enterprise Security Standards to include at a minimum the following:
    a. Confidentiality, Integrity and Availability of Application and Data
    b. Application Audit Capability
    c. Intrusion Detection / Prevention
    d. Placement of Firewalls
    e. Other Measures to Provide Defense in Depth

6.9.3.1.e. Describe the Project Schedule / Timeline

20. Provide an overview of the proposed work plan.

6.9.3.1.f. Conclusion (this is a non-scored item)

21. Summarize your proposal.

22. Describe why this team represents the best value for developing and implementing SOLUTION for the State of Tennessee.

6.9.4. PART II – SOFTWARE DEMONSTRATION

6.9.4.1. Patient Data Management
   a) Capture and retrieve demographic, and treatment specific data
   b) Unified record separated by discipline
   c) Master Patient Index (MPI) patient identification
   d) Methods for Searching Patients (e.g., by name, date of birth, or TDOC ID)
   e) Chart Location - a means of storing multiple physical chart numbers/volumes for each patient

6.9.4.2. Administer EMR (Electronic Medical Record)
   a) Clinical documentation, images, and forms scanned into the system associated with a patient record
   b) Tools for state-wide patient tracking

       c)   Program-specific case management tool

6.9.4.3. Create Encounters - Generate an encounter by type of encounter both scheduled and unscheduled, both group and individual encounter
- Chronic Care Management (Specialty Care: Dental, OB, Optical, etc.)
- Behavioral Health (Mental Health (Screening, Evaluation, Suicide Alerts), Detox Management)

6.9.4.4. Lab Results – Record results for labs conducted on site (e.g., Blood Glucose, PTT, UA, Fecal Occult Blood, etc.) and interface with contract Lab

6.9.4.5. Quality Assurance (QA)/Compliance
- a) Reports by provider, clinic, region, or another parameter
- b) Record flagging for QA review
- c) Random selection of patient records based on user criteria

6.9.4.6. Reporting – user ad hoc reporting capabilities

6.9.4.7. User Management
- a. Provisioning and de-provisioning of Users
- b. Types of roles (e.g., Nurse, Physician, NP, Psychiatrist, Psychologist, etc.) and how permissions are administered and managed
- c. Multi-site permissions for roaming user
- d. Ability for "on-call" personnel to update ANY patient and force additional signors

6.9.4.8. One sign-on for access to ALL modules

6.9.4.9. Audit Trail Activity and how it is managed including Auditing of FULL Database functionality

6.9.4.10. General Functionality
- a. Ability to override required Data fields with Override Exception permissions
- b. Ability to prompt for required fields
- c. Ability to flag or mark patient records for Confidentiality (including demographics, Services, Medications, Results, State Custody, Medical or Mental Health hold) to include visible on-screen Confidential message
- d. Ability to remove flag or marked records per user permissions
- e. Ability to create or Change Encounter/Forms templates and other customized templates per authorized access and maintaining a log of the changes (CR forms).
- f. Ability to finalize encounter with electronic signature
- g. Statewide Patient Tracking with the ability to customize patient tracking parameters
- h. Patient treatments tracking

6.9.4.11. Case Management with restrictions to overwrite case notes

6.9.4.12. Document Management including Consent Forms

6.9.4.13. On-line Help Functions

6.9.4.14. Pharmacy
- a) Ability to adapt a process where providers issue medications directly to patients vs. through a pharmacy/pharmacist
- b) Maintain and manage inventory for medications issued at point-of- care
- c) Provision of prescriptions to be filled 'externally,' via:
  - Printed prescription for provider to sign and patient to take to commercial pharmacy
  - E-Prescriptions
- d) Bar code scanning of medications
  - Into the patient's record of medications
- e) Decrementing inventory

6.9.4.15. Demonstrate how the system will manage the Privacy and Security of patient records belonging to different jurisdictions

6.9.4.16. Demonstrate how the system manages request for Patient disclosures

6.9.4.17. Demonstrate how the system will link existing paper charts to patient records

6.9.4.18.   Demonstrate how the system correctly associates each patient to the MPI

6.9.4.19.   Demonstrate how the system manages duplicate records incorporating merging and unmerging techniques.

6.9.4.20.   Demonstrate archiving abilities of Clinical data

6.9.4.21.   Demonstrate how the system will provide data capturing for the times connectivity is unavailable to provide automatic updates to the system when connectivity is restored

4.   RFP Amendment Effective Date. The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.