

**Request for Proposal
Eastern Kentucky University
Integrated Practice Management and Electronic Health Record
(RFP 16-10)**



**Issued: 11.20.2009
Due: 1.29.2010
521 Lancaster Avenue
Richmond, Kentucky 40475**



Eastern Kentucky University
Purchases & Stores-CPO 8A, 213 Jones Building
521 Lancaster Avenue
Richmond, KY 40475

RFP No. 16-10

REQUEST FOR PROPOSAL

ATTENTION: This is not an order. Read all instructions, terms, and conditions carefully.

SIGNATURE REQUIRED: This proposal cannot be considered valid unless signed and dated by an authorized agent of the Offeror. Type or print the signatory's name, title, address, phone number and fax number in the spaces provided. Offers signed by an agent are to be accompanied by evidence of his/her authority unless such evidence has been previously furnished to the issuing office.

PROPOSAL NO.:	RFP 16-10	RETURN ORIGINAL COPY OF PROPOSAL TO:
Issue Date:	11 20, 2009	EASTERN KENTUCKY UNIVERSITY
Purchasing Officer:	James Zabawa	PURCHASING DIVISION
Phone:	(859) 622-2246	ROOM 213 JONES BUILDING
Schedule Name:	Electronic Health Record & Integrated Practice Management System	RICHMOND, KENTUCKY 40475

IMPORTANT: PROPOSALS MUST BE RECEIVED BY: 1.29.10

1. It is the intention of the Request for Proposal (RFP) to enter into competitive negotiation as authorized by KRS 45A.085.
2. Proposals for competitive negotiation shall not be subject to public inspection until negotiations between the purchasing agency and all Offerors have been concluded and a contract awarded to the responsible Offeror submitting the proposal determined in writing to be the most advantageous to the University. Price and the evaluation factors set forth in the advertisement and solicitations for proposals will be considered.
3. An award of contract may be made upon the basis of the initial written proposals received without written or oral discussions.
4. Contracts resulting from this RFP must be governed by and in accordance with the laws of the Commonwealth of Kentucky.
5. The University reserves the right to request proposal amendments or modifications after the proposal receiving date.
6. **THE TERMS AND CONDITIONS OF THIS REQUEST FOR PROPOSAL INCLUDE ALL GENERAL CONDITIONS, AS SET FORTH BY EASTERN KENTUCKY UNIVERSITY PLUS ANY SPECIAL CONDITIONS ENUMERATED HEREIN.**

NOTICE

1. Any agreement or collusion among Offerors or prospective Offerors, which restrains, tends to restrain, or is reasonably calculated to restrain competition by agreement to proposal at a fixed price or to refrain from offering, or otherwise, is prohibited.
2. Any person who violates any provisions of KRS 45A.325 shall be guilty of a class D felony and shall be punished by a fine of not less than five thousand dollars nor more than ten thousand dollars, or be imprisoned not less than one year nor more than five years, or both such fine and imprisonment. Any firm, corporation, or association who violates any of the provisions of KRS 45A.325 shall, upon conviction, be fined not less than ten thousand dollars or more than twenty thousand dollars.

AUTHENTICATION OF RFP AND STATEMENT OF NON-COLLUSION AND NON-CONFLICT OF INTEREST

I hereby swear (or affirm) under the penalty for false swearing as provided by KRS 523.040:

1. That I am the Offeror (if the Offeror is an individual), a partner (if the Offeror is a partnership), or an Officer or employee of the bidding corporation having authority to sign on its behalf (if the Offeror is a corporation);
2. That the attached proposal has been arrived at by the Offeror independently and has been submitted without collusion with, and without any agreement, understanding or planned common course of action with, any other Contractor of materials, supplies, equipment or services described in the Request for Proposal, designed to limit independent offering or competition;
3. That the contents of the proposal have not been communicated by the Offeror or its employees or agents to any person not an employee or agent of the Offeror or its surety on any bond furnished with the proposal and will not be communicated to any such person prior to the official closing of the RFP;
4. That the Offeror is legally entitled to enter into contracts with the Eastern Kentucky University and is not in violation of any prohibited conflict of interest, including those prohibited by the provisions of KRS 45A.330 through KRS 45A.340 and KRS 164.390, and
5. That I have fully informed myself regarding the accuracy of the statement made above.

SWORN STATEMENT OF COMPLIANCE WITH CAMPAIGN FINANCE LAWS

In accordance with KRS 45A.110(2), the undersigned hereby swears under penalty of perjury that he/she has not knowingly violated any provision of the campaign finance laws of the Commonwealth of Kentucky and that the award of a contract to an Offeror will not violate any provision of the campaign finance laws of the Commonwealth of Kentucky.

OFFEROR REPORT OF PRIOR VIOLATIONS OF KRS CHAPTERS 136, 139, 141, 337, 338, 341 & 342

The Offeror by signing and submitting a proposal agrees as required by KRS 45A.485 to submit final determinations of any violations of the provisions of KRS Chapters 136, 139, 141, 337, 338, 341 and 342 that have occurred in the previous five (5) years prior to the award of a contract and agrees to remain in continuous compliance with the provisions of the statutes during the duration of any contract that may be established. Final determinations of violations of these statutes must be provided to the University by the successful Offeror prior to the award of a contract.

CERTIFICATION OF NON-SEGREGATED FACILITIES

The Offeror, by submitting a proposal, certifies that he/she is in compliance with the Code of Federal Regulations, 41 CFR 60-1.8 that prohibits the maintaining of segregated facilities.

SMOKE FREE ZONE POLICY

The Offeror, by signing and submitting a Proposal, agrees to comply with the University's Smoke Free Zone Policy.

See: http://www.hr.eku.edu/Policy_and_Procedure/docs/Smoke-free_zone_policy.pdf

SUSTAINABILITY POLICY

The University is committed to reducing the adverse environmental impact of its purchasing decisions; it is committed to buying goods and services from contractors who share its environmental concern and commitment. The University encourages bidders to include in their responses economical and environmentally friendly products and service options that serve to minimize waste, reduce excess packing, recycle, reduce, reuse, prevent pollution, and/or offer resource efficiency. It's the University's goal to maximize environmental responsibility on its campuses.

COMPETITIVE NEGOTIATION DETERMINATION

In accordance with KRS 45A.085(1) the Purchasing Officer listed above has determined that the use of competitive sealed bidding is not practicable. This Request for Proposals shall indicate the relative importance of price and other evaluation criteria (KRS 45A.085(4)).

Company Name	Authorized Signature	Date
Address	Typed or Printed Name	
City, State, Zip	Title	
Phone Number	Fax Number	Federal I D Number

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1.0 DEFINITIONS

The term “Academic Year” when used herein is defined as the nine (9) calendar months beginning mid August of each year and ending mid May of the following year.

The terms “Addenda” or “Addendum” are defined as written or graphic instructions issued by Eastern Kentucky University prior to the receipt of Proposals that modify or interpret the Request for Proposal documents by addition, deletion, clarification, or correction.

The term “Competitive Negotiation” is defined as the method authorized in Kentucky Revised Statutes, Chapter 45A.085.

The terms “Contract” and “Resulting Contract” are used interchangeably and are defined as the official agreement and contract award resulting from the Successful Offeror’s response to this Request for Proposal.

The terms “Contractor” or “Successful Offeror” are defined as the individual or entity receiving a contract award.

The term “Fiscal Year” when used herein is defined as the twelve (12) calendar months beginning July 1 of each year and ending on June 30 of the following year. The Contractor’s year-to-date reports will coincide with the Fiscal Year of the University.

The terms “Offer” or “Proposal” are defined as the Offeror’s response to this Request for Proposal.

The term “Offeror” is defined as the individual or entity submitting a Proposal.

The term “Purchasing Agency” is defined as Eastern Kentucky University, Division of Purchases & Stores, Room 213 Jones Building, 521 Lancaster Ave., Richmond, KY 40475.

The term “Purchasing Official” is defined as Eastern Kentucky University’s designated contracting representative.

The term “Responsible Offeror” is defined as a person, company, or corporation with the capability in all respects to perform fully the contract requirements and with the integrity and reliability ensuring good faith performance.

The term “Solicitation” is defined as this Request for Proposal.

The term “University” is defined as Eastern Kentucky University.

2.0 GENERAL OVERVIEW

2.1 Intent and Scope

You are invited to submit a proposal to Eastern Kentucky university on behalf of the Bluegrass Community Health Center (BCHC) for an “Integrated Practice Management and Electronic Health Record System”. Your proposal must be developed and submitted in accordance the requirements and instructions outlined in this RFP.

Due to these federal and state designations, BCHC has strict and very specific federal and state operational and reporting requirements. Therefore, vendors of PMS/EHR systems responding to this RFP must, at the least, address the following:

- UDS Reports
- HRSA Quality Measures
- Chronic Disease Management
- Health Maintenance Across the Lifespan
- Current Certification by appropriate organization: CCHIT at this time.

2.2 Background Information

The Bluegrass Community Health Center, a sponsored program of Eastern Kentucky University, is dedicated to contributing to the lives of patients through the compassionate provision of comprehensive primary healthcare.

BCHC provides preventative and primary healthcare for pediatric, adult, and geriatric patients at Lexington clinics. Services include acute care, chronic disease management, adult and pediatric physicals, well-child exams, immunizations and counseling. Case management is available to facilitate patients’ connection with social services and specialist referrals, including diagnostic procedures, dental care and radiology. BCHC’s dedication to serving a diverse population encouraged the employment of many Spanish/English bilingual employees to supplement Language Line interpreting service.

The BCHC was originally established in 2001, with a federal 330 health center grant to serve local farm workers. In 2007, additional grant funding awards allowed an expansion to serve the greater community, including low income families, the homeless, the uninsured, and Medicaid and KCHIP recipients. Uninsured patients receive services based on a sliding fee scale. Most private insurance is also accepted.

From just over 900 patients in its first year, BCHC grew to serve over 6,000 patients in 2008 and projects further growth in the coming years.

As many of Kentucky's migrant and seasonal workers are Spanish speakers, the BCHC employees bilingual staff who speak English and Spanish and utilizes language line interpretation to ensure that all patients have access to clinic services. Additional services that embrace the farm worker community include extended clinic hours, outreach services, and culturally responsive programming

2.3 University Information

Eastern Kentucky University is a comprehensive university serving approximately 16,000 students on its 725-acre Richmond, Kentucky campus, its educational centers in Corbin, Danville, Lancaster and Manchester, and other sites in Kentucky.

Charles D. Whitlock serves as the 11th president of the University, focusing on three overarching points for the University: student success, regional stewardship and the Quality Enhancement Plan. Additional information about Eastern Kentucky University is available at <http://www.ir.eku.edu/web/FastFacts> and at www.eku.edu .

3.0 PRACTICE INFORMATION

1. Practice Primary Contact (For informational purposes only. All questions until the award of this contract will be directed to james.zabawa@eku.edu)

- Name: Dr. Susan Fister
- Title: Executive Director, Bluegrass Community Health Center
Professor, Department of Baccalaureate & Graduate Nursing, EKU
- Office/Location Address: 1306 Versailles Road, Lexington, KY 40504
- Phone Number: 859-259-0717 ext 110 (office),
- E-Mail address: susan.fister@eku.edu
- Practice's Internet Home Page: www.bchc.eku.edu

2. Overview of Practice

- Number of Providers (by Specialty): 6
- Number of Clinical Support Staff: 15
- Number of Administrative (Front Desk and Back Office): 10
- Number of Locations: 2
- Patient Visits per Year: 23,000
- New Patients Visits per Year: 2000
- Current Number of Existing Patients: 7000

Overview of Practice's Current IT Environment

- Number of IT Staff: Contracted
- Name of Practice Management System (include version): N/A
- Are all locations on a PC Network: Yes
- Is any part of your current network wireless: Yes

3. Other Information

- Transcription is done in-house or outsourced? If outsourced please indicate vendor. N/A
- Name all external lab systems that you receive lab results from:

Source	LIS	% of Results
Quest		100

- Name any other external systems that you receive information from that you would like incorporated into your EHR- Radiology (Lex Open MRI, KY Imaging), outsource our billing to MD Billing and they use Paradigm, e-prescribe

4. Infrastructure Requirements

Existing:

- The client of the EMR must be able to function on a Windows 2003 terminal server in a Windows 2003 Active Directory.
- The EMR must be an on-premises solution, hosted solutions are not viable at this location.
- For remote access, the EMR vendor must be able to use a Cisco IPSEC VPN client.

- A Microsoft SQL 2000 database server is available for this EMR to use, provided both TCC and the new EMR do not exceed the capabilities of the server.

For future efforts with our phone system, it would need the following in order to integrate:

Click to dial functionality

(In order of preference)

- Asterisk integration capability.
- Web based client with Firefox compatibility.
- TAPI dialer integration (must be able to use 3rd party TAPI dialer).

Screen POP (display inbound caller's information upon answer)

(In order of preference.

- Asterisk integration capability
- Web based search by callerid with automatic formatting of telephone number received.
- Ability to hook a dll and pass callerid information (EMR app will handle number formatting)

4.0 PROPOSAL REQUIREMENTS

4.1 Key Event Dates

RFP issued by University	11.20.2009
Notification by Offeror of intent to respond to RFP	12.15.2009
Deadline for written questions from Offeror	1.11.2010
Proposal due from Offeror	1.29.2010
Review of Proposals/Site Visits	February/ March (2010)
Contract award by University	3.31.2010
Implementation	6.01.2010

Note: The University will be closed December 21st thru January 3rd.

Note: All dates are estimated. Any change in dates will be announced to all parties.

4.2 Offeror Communication

To ensure that RFP documentation and any subsequent information (modifications, clarifications, addenda, etc.) is directed to the appropriate primary contact person with the Offeror, each Offeror who intends to participate in this RFP is required to provide immediately the following information to the Purchasing Official:

Name of primary contact
Mailing address of primary contact
Telephone number of primary contact
Fax number of primary contact
Email address of primary contact
Secondary contact person(s) including all information above

This information shall be transmitted electronically to:

James Zabawa, Associate Director
Division of Purchases & Stores
Eastern Kentucky University
Jones Building, Room 213
521 Lancaster Avenue
Richmond, KY 40475
Phone: (859) 622-2246
Fax: (859) 622-2047
Email: James.Zabawa@eku.edu

Note: All communication with the University regarding this RFP shall be directed only to the University Purchasing Official listed above.

4.3 Questions

All questions should be submitted in writing to James Zabawa, Purchasing Officer, no later than January 11, 2010. All questions are to be submitted electronically to: James.Zabawa@eku.edu

4.4 Pre-Proposal Conference

Not required

4.5 Offeror Presentations

Offerors may be requested to appear before the University evaluation committee to discuss and explain their proposal and to respond to questions from the Committee. The Committee reserves the right to request additional information.

Offerors are prohibited from electronically recording these meetings.

4.6 Preparation of Proposal

Offerors are expected to follow all specifications, terms, conditions, and instructions in this RFP.

Offerors will furnish all information required by this Solicitation. Offerors will sign and return the Authentication of Proposal and Statement of Non Collusion and Non Conflict of Interest form (page 2 of this RFP) and print or type the primary contact name, firm, address, telephone number and date. The person signing the Offer must initial erasures or other changes. An offer signed by an agent is to be accompanied by evidence of his or her authority unless such evidence has been previously furnished to the Purchasing Official. The signer shall further certify that the proposal is made without collusion with any other person, persons, company, or parties submitting a proposal, that it is in all respects fair and in good faith without collusion or fraud, and that the signer is authorized to bind the Offeror.

Proposals should be prepared simply and economically, providing a description of the Offeror's capabilities to satisfy the requirements of the Solicitation. Emphasis should be on completeness and clarity of content. Each copy of the Proposal should be bound in a single volume, where practical. All documentation submitted with the proposal should be bound in a single volume except as otherwise specified.

Any Proposal containing terms and conditions not in conformity with the statutes of the Commonwealth of Kentucky may be rejected.

Note: Eastern Kentucky University, as an agency of the Commonwealth of Kentucky, is prohibited from entering into contracts that require the University to indemnify the other party.

4.7 Proposed Deviations from the Request for Proposal

The stated requirements appearing elsewhere in this RFP shall become a part of the terms and conditions of any resulting contract. Any and all deviations must be specifically defined in accordance with the Transmittal Letter, Section 5.3. If accepted by the University, deviations shall become part of the contract, but such deviations must not be in conflict with the basic nature of this RFP.

Offerors may submit more than one alternative proposal, each of which must comply with proposal response guidelines and satisfy the requirements of this RFP. The Offeror's primary proposal must be complete and comply with all instructions. Alternative proposal(s) may be in abbreviated form following the proposal response guidelines, providing complete information for sections that differ in any way from sections contained in the Offeror's primary proposal. If alternative proposal(s) are submitted, the Offeror must explain reasons for the alternative(s) and comparative benefits. Each proposal submitted will be evaluated on its own merit.

4.8 Proposal Submission and Deadline

Offeror must provide one (1) original and four (4) printed copies of each proposal. The Proposal and copies must be delivered under sealed cover prior to 2:00 PM, January 29, 2010.

Deliver to:

James Zabawa, Associate Director
Division of Purchases & Stores
Eastern Kentucky University
Jones Building, Room 213
521 Lancaster Avenue
Richmond, KY 40475

Proposals shall be enclosed in sealed envelope(s) and must clearly show the closing date and time specified, the Solicitation number, and the name and address of the Offeror on the face of the envelope(s). Please indicate which envelope contains the original Proposal.

Note: Proposals received after the closing date and time will not be considered.

Note: In accordance with Kentucky Revised Statute 45A.085 and 200 KAR 5, there will be no public opening of Proposals. All Proposals will be kept confidential until such time that a contract is awarded. After a contract is awarded, all Proposals will become public record, as described herein.

4.9 Addenda

Any Addenda or instructions issued by the Purchasing Official prior to the proposal deadline shall become a part of this RFP. Such Addenda shall be acknowledged in the Proposal. No instructions or changes shall be binding unless documented by a proper and duly issued addendum.

4.10 Offeror Response and Proprietary Information

The RFP specifies the format, required information, and general content of Proposals submitted in response to this request. The University will not disclose any portion of any Proposal prior to contract award to anyone outside the Division of Purchases & Stores, the University's administrative staff, representatives of the State or Federal Government, if required, and the members of the University evaluation committee. After a contract is awarded in whole or in part, the University shall have the right to duplicate, use, or disclose all Proposal data submitted by Offerors in response to this RFP as a matter of public record.

Any submitted Proposal shall remain a valid proposal through April 30, 2010.

4.11 Restrictions on Communications with University Staff

From the issue date of this RFP until a contract award is made, Offerors are strictly forbidden to communicate about the subject of the RFP with any University administrator, faculty, staff, or member of the University's Board of Regents. Offerors may communicate only with the Purchasing Official named herein, or other persons authorized in writing by the Purchasing Official.

The University reserves the right to reject the Proposal from any Offeror violating this provision.

4.12 Cost of Preparing Proposal

Costs for developing the Proposals and any subsequent activities prior to contract award are solely the responsibility of the Offeror. Eastern Kentucky University will provide no reimbursement for such costs.

4.13 Disposition of Proposals

All Proposals become the property of Eastern Kentucky University. The successful Proposal will be incorporated by reference into the resulting contract.

4.14 Section Titles in the Request for Proposal

Titles of paragraphs used herein are for the purpose of facilitating ease of reference only and shall not be construed to infer a contractual construction of language.

4.15 Proposal Addenda and Rules for Withdrawal

Prior to the date specified for receipt of Proposals, a submitted Proposal may be withdrawn by the Offeror. The Offeror must submit a duly signed, written request for withdrawal to the Purchasing Official. Unless requested by the University, the University will not accept revisions or alterations to Proposals after the proposal due date.

4.16 Acceptance or Rejection of Proposals

The University will review all properly submitted Proposals. The University reserves the right, if in its best interests, to reject all Proposals, to reject any proposal that does not meet mandatory requirements, to request amendment to Proposal(s), or to cancel entirely the RFP.

Grounds for rejection of proposals include, but are not limited to 1) failure of a Proposal to conform to the essential requirements of the RFP; 2) A Proposal imposing conditions that would significantly modify the terms and conditions of the Solicitation or limit the Offeror's liability to the University under the Resulting Contract on the basis of such Solicitation; 3) failure of the Offeror to appropriately sign the RFP as a part of the Proposal, including the Authentication of Proposal, Statement of Non-collusion and Non-conflict of Interest statements; and 4) A Proposal received after the closing date and time specified in the RFP.

The University also reserves the right to waive minor technicalities or irregularities in Proposals providing such action is in the best interest of the University. Such waiver shall in no way modify the RFP requirements or excuse the Offeror from full compliance with the RFP specifications and other Resulting Contract requirements if the Offeror is awarded the Contract.

5.0 PROPOSAL FORMAT AND CONTENT

5.1 Proposal Information and Criteria

The following list specifies the items to be addressed in the Proposal. Please read the list carefully and address it completely and in the order presented to facilitate the University's review of the proposal. Proposals should be organized into the sections identified. The content of each section is further described below.

Signed Authentication of Proposal and Statement of Non-Collusion and Non-Conflict of Interest Form (See page 2).
Transmittal Letter
Executive Summary and Proposal Overview
Offeror Qualifications
Program Plan – Services Defined
References and Past Experience
Financial Proposal
Optional Services

5.2 Signed Authentication of Proposal and Statements of Non-Collusion and Non- Conflict of Interest Form

The Offeror will sign, print or type name, firm, address, telephone number, date, and return page 2 of this RFP. The signer on page 2 will be required to initial subsequent erasures or other changes. A Proposal signed by an agent must be accompanied by evidence of authority unless such evidence has been previously furnished to the Purchasing Official. The signatory shall further certify that the Proposal is made without collusion with any other person, persons, company or parties submitting a Proposal, that it is in all respects fair and in good faith without collusion or fraud, and that the signer is authorized to bind the Offeror.

5.3 Transmittal Letter

The Transmittal Letter accompanying the RFP shall be in the form of a standard business letter and shall be signed by an individual authorized to legally bind the Offeror. The transmittal letter shall include:

- 1) A statement referencing all Addenda to this RFP issued by the University and received by the Offeror. If no Addenda have been received, a statement to that effect should be included.
- 2) A statement that the Offeror's Proposal shall remain valid through April 30, 2010.
- 3) A statement that the Offeror will accept financial responsibility for all travel expenses incurred for oral presentations (if required) and candidate interviews.
- 4) A statement that summarizes any deviations or exceptions to the RFP requirements, including a detailed justification for the deviation or exception.

5.4 Executive Summary and Proposal Overview

The Executive Summary and Proposal Overview shall condense and highlight the contents of the technical proposal in such a way as to provide the evaluation committee with a broad understanding of the entire Proposal.

5.5 Vendor Background and Information

1. Vendor Primary Contact
 - Name:
 - Title:
 - Office/Location Address:
 - Phone Number:
 - E-Mail address:
 - Organization's Internet Home Page:
2. Identify the location of the following:
 - Corporate Headquarters:
 - Field Support Offices:
 - Programming/Technical Support Personnel:
3. What percent of revenue did your company expend for research and development on your proposed products during the last three fiscal? What is budgeted for the current and next fiscal years?
4. List the number of employees (full time equivalents) in your organization by category:

Category	# Employees
Total Employees	
Executives and Managers	
Marketing/Sales	
Installation	
Research and Development	
Application Support	
Technical Support	
Customer Service	
Other	
Those with clinical background:	
– Physicians	
– RN's	
– Other Clinicians	

5. Has your company acquired or merged with any other organizations in the past three years? If so, please list each organization and the purpose behind such activity.
6. Please provide your most recently completed fiscal year's financial statements and annual report.
7. How long has your company been in the business of developing and marketing your products?
8. Please describe your alliances and partnerships.

Please complete, sign, and include Attachment A, Vendor Taxpayer Identification form with Proposal.

5.6 Program Information (Additionally, Attachment B)

System Support

1. What are your normal support hours (specify time zone)? Where is support staff located?
2. Which of the following support features are available?
 - Toll-free hotline
 - Remote monitoring
 - Remote diagnostics
 - Training tutorials

■ Web based support tracking

3. Do you offer 24X7 software and hardware support?
4. What is the response time for problems reported: 1) during regular business hours and 2) off-hours?
5. Describe your problem reporting software and tools. Are they available via the Internet? Can a list of outstanding problems and enhancements by client be viewed on-line and downloaded?
6. Please list the top 5 support questions you receive from your clients.
7. Describe your support process for evaluating and fixing “bugs” or problems in your software. How would you coordinate problem analysis and resolution with the Practice Management system vendor and other third party products?
8. Do you have user groups? If so, who sponsors the user group?
9. Do you have advisory groups? What is their membership?
10. Please provide a guideline for the type of internal support that will be required, for both the number of information systems personnel, by classification, and also non-information systems personnel (i.e., department-based). Please describe their roles and responsibilities.
.
11. What is the range and average for system downtime (scheduled and unscheduled) for you clients’ systems?

Implementation

1. Provide an overview of your implementation methodology and a sample project plan.
2. With your proposed solution are you able to implement components or modules of the application over time? Conversely can you implement the entire solution at once? What would your organization typically recommend?
3. In what timeframe after contract signing can your resources begin the project and the implementation start?
4. What is the typical implementation timeframe for the proposed products?

Documentation and Training

1. Describe the documentation (both system and training) provided as part of standard installation approach including:
 - Manager and user reference manuals (applications)
 - User operator/system administrator manuals
 - Hardware/OS manuals
 - Training manuals (initial and ongoing user self-training)
2. What documentation is provided with the system? Is the documentation available in hardcopy and on CD-ROM?
3. How often is your documentation updated? How often are updates made available to the user? How is documentation updated (memo, revised manuals, on-line, CD, etc.)?
4. Describe the types of training offered, i.e., end-user, systems administrator, installer, etc.
5. Describe your ongoing training programs.
6. Who provides the proposed product training?
7. Do you provide Physician specific training?
8. Describe the training approach for user personnel. Please describe if training is classroom style with an instructor, one-on-one, computer-based training, self-study, etc.
9. Describe the testing database available in your systems? Can new software be loaded and tested in the testing database before it is loaded into the live production system?

Technical Design and Operational Requirements

1. Please provide the options for the systems environment? Examples: Client-Server model hosted locally, ASP model hosted remotely, Web-Based Systems, or other options that may be available.
2. Please provide the pros and cons of all system environment options.
3. Please provide a Systems Environment Specification that outlines the server, networking, and communication requirements of your product for each option.
4. What year was your EHR system developed? Indicate whether the system was internally developed or acquired from another source.
5. Describe the operating system, hardware/server platform, and database, programming language that supports your proposed product.
6. Is the system built on a single database or nested databases? Explain.
7. Describe any anticipated future application enhancements or hardware or operating system changes in detail.
8. What User Interface standards does your products use (Windows, Browser-based)?

9. Describe any regularly held seminars or user group meetings available to users of your system. Are enhancements based on input from user group meetings? How are enhancement priorities determined?
10. How often do your clients receive new releases? How is the client supported during these releases? How much system downtime is typically required during these upgrades? How many levels of software releases are supported for the proposed product?
11. Please provide a copy of your Quality Assurance Guidelines for testing new software releases.
12. Do all online submitted entries update all locations where a data element is stored at the same time? Identify any exceptions where there may be a timing delay or there is a requirement for duplicate entry of data.
13. Describe the system backup process. Can backup be completed in a dynamic mode so that the system can be operational 24 hours per day? What backup schedule do you recommend? Describe the automated backup features that allow rapid and unattended system and data backup operations on a user-scheduled basis.
14. Can the system be configured to support improved fault tolerance and system recovery (e.g., mirrored disk drives/servers)?
15. Discuss data archiving and restoring from archive within all applications of the software. What are the capabilities in restoring from archive? What tools/media are used for archiving data?
16. Does your proposed solution have the ability to work with windows XP, Vista Business, and tablet editions of these operating systems?
17. If it is not addressed in the System Environment Specification, identify the minimum desktop, tablet, and PDA configuration requirements.
18. Please provide a recommended hardware configuration. The configuration should include adequate requirements for production, testing, and training environment databases.
19. Discuss the user remote access (i.e. dial-in vs. internet) capabilities of your systems solution, including view-only vs. full function.
20. Please list the names of any technology companies that your organization is partnered with, the nature of your relationship and the value that it brings to your proposed solution and ultimately to our organization.

Interfaces

1. Describe your overall approach to developing, testing, implementing, and upgrading system interfaces to the Practice Management System application.
2. Describe your overall approach to developing, testing, implementing, and upgrading system interfaces to other third party systems.
3. Does your system interface with e-prescribing?
4. Does your system interface with Quest Diagnostics-labs?

Report Generation and Tools

1. Does your system have an ad-hoc report writer utility with access to all databases and data elements (including user defined fields)?
 - If so, is this a third-party package?
 - Is the same report writer used for all applications? If not, indicate the differences.
 - Are all data elements available for report writing?
2. Can third-party report writer software be used to access information within your system?
3. Please describe your reporting capabilities. How much technical knowledge is required for a general user responsible for analytical reporting?
4. Can your clients do ad hoc reporting without vendor assistance? Can non-IT users utilize the ad hoc reporting tool? What type of special training is needed for your report writer tool?

Security

1. Discuss your approach to data/information security, especially with regards to Internet technologies. Is it consistent with the latest industry approaches for encryption and authentication?
2. Does the system support log-on capabilities by:
 - User ID/password
 - Smart card, proximity card, or token device
 - Other security controls/devices including biometrics (describe)
 - Secure remote access (describe methods – Citrix, dial-up, Internet – and extent of functionality – complete, view only)
3. Does the system have functionality to accommodate multiple users on a common workstation with easy log-off/log-on capabilities?
4. Does the system require the user to change his/her password at set intervals? Can Information Technology staff set intervals for password changes to an organization's specifications?
5. Describe how system access can be configured to limit user access to patient records and functionality based on their role in the organization (i.e., role-based access). For example, can access to patient financial, billing, and medical records information be restricted to only those clinical or administrative staff that have a need to know the information?
6. Does the system log all activity to provide a complete audit trail of the specific user, patient, function accessed, date/time and data change. Are record accesses and edits easily reportable by patient and employee?
7. Does the system have functions that will automatically “log off” users? How is this function controlled?
8. Does the application date/time mark encounters closed/completed and prevent further changes?

HIPAA

1. How does your organization ensure that the system is within current HIPAA compliance and what steps do you take to evolve as HIPAA legislature changes?
2. Please provide a detailed outline on how your system meets/exceeds the different areas of the HIPAA guidelines.

Additional

1. Please describe your rules or workflow engine capabilities within your EHR application.
2. Please describe customization options (format/content) of screens, forms, reports, etc.
3. Please describe features supporting remote and/or Internet access.
4. If your proposed solution involves a Scanning solution, describe the front end scanning software capabilities. Is this software written/maintained by your company or by a business partner?
5. Discuss handheld/wireless features of the system.

Contracts: Please include a sample contract.

5.7 References and Past Experience

1. What is the total number of client installations using your proposed system?
2. What is the number of client installations in practices similar in size, specialty, etc. using your proposed system?
3. Please provide references for at least **3** clients, similar in size and general profile to Bluegrass Community Health Clinic who are currently operational on the proposed system and using Practice Management System/EHR (preferably within the Southeast). Provide names of individuals who will have sufficient experience to speak knowledgeably concerning such issues as the implementation process, product functionality, vendor support, and documentation and training.
4. Provide specific examples of tangible benefits (Return on Investment) that can be documented by other users/clients of your proposed

5.8 Financial Proposal

1. Please provide a pricing proposal for software, implementation, interfaces and hardware as described in our profile.
2. How are your products priced (number of users, concurrent users, patient visits, providers, per PC, etc.)? Please explain.
3. Please provide a copy of your standard contract.
4. Please explain at what point the maintenance contract begins and any hardware/software warranty or installation/acceptance period ends.

5. Do the proposed acquisition and/or ongoing maintenance/support costs include:
- Future enhancements to acquired/licensed application modules?
 - Operating system and related environmental software?
 - Interface maintenance?
 - Architectural changes such as migration to emerging technologies and new methods of systems deployment?
 - If not, describe the conditions and terms under which enhancements/new releases are made available to existing customers.

5.9 Optional Services

Fully describe and explain any optional services that Offeror will provide that are not part of the mandatory services.

6.0 EVALUATION CRITERIA PROCESS

The University's evaluation of each proposal will be based upon the information provided in the Proposal, additional information requested by the University, information obtained from references and independent sources, and formal presentations, if requested. The University evaluation committee will evaluate proposals in accord with the requirements and criteria set forth in this Solicitation, including any Addenda issued. The University may award the Contract to the Successful Offeror submitting the Proposal determined to be the most advantageous to the University.

Primary Criteria include:

Offeror Qualifications
Program Information (Additionally Attachment B)
References and Past Experience
Financial Proposal

Secondary Criteria include:

Optional Services

Note: Proposals must contain responses to each of the criteria listed in Section 5.0 even if Offeror's response cannot satisfy those criteria. A Proposal may be rejected if in the sole judgment of the University it is deemed to be conditional or incomplete.

7.0 SPECIAL CONDITIONS AND CONTRACT TERMS

7.1 Effective Date

The award date of the Contract is anticipated to be by March 31, 2010.

7.2 Contract Term

The Contract resulting from this RFP and the Successful Offeror's Proposal shall remain in effect thru the successful implementation of the proposed system(s).

7.3 Competitive Negotiation

It is the intention of the Request for Proposal (RFP) to enter into competitive negotiation as authorized by KRS 45A.085 and 200 KAR 5:307.

Offeror(s) selected to participate in negotiations may be given an opportunity to submit a best and final offer to the University. All information received prior to the deadline for the best and final offer will be considered part of the Offeror's best and final offer.

7.4 No Contingent Fees

No person or selling agency shall be employed or retained or given anything of monetary value to solicit or secure the resulting contract, except bona fide employees of the Offeror or bona fide established commercial or selling agencies maintained by the Offeror for the purpose of securing business. For breach or violation of this provision, the University shall have the right to reject the proposal, annul a resulting contract without liability, or, at its discretion, deduct from the contract price or otherwise recover the full amount of such commission, percentage, brokerage, contingent fee or other benefit.

7.5 Contract Changes

No modification or change of any provision in the Contract shall be made, unless such modification is mutually agreed to in writing by the Contractor and the duly authorized University Representative and incorporated as a written amendment to the Contract. Memoranda of understanding and correspondence shall not be interpreted as amendments to the Contract.

7.6 Entire Agreement

The RFP shall be incorporated into any Contract. The Contract, including the RFP and those portions of the Offeror's response accepted by the University, shall become the entire agreement between the parties.

7.7 Governing Law

Contractor shall conform to and observe all laws, ordinances, rules and regulations of the United States of America, the Commonwealth of Kentucky, and all other local governments, public authorities, boards or offices relating to the services provided. This Agreement shall be governed by Kentucky law and any claim relating to this Contract brought by Contractor shall only be brought in the Franklin Circuit Court.

7.8 Termination of Contract

7.8.1 Termination Provisions

The Contract shall be subject to the following termination provisions without prejudice to any other right or remedy. The Contract may be terminated by the University for 1) default by the successful Offeror, 2) for Offeror's insolvency or unavailability of funds, or 3) for convenience.

In case of termination of the Contract, it shall be incumbent on the Contractor to continue operations until relieved by a successor Contractor.

7.8.2 Termination for Default

A default in performance by Contractor for which a Contract may be terminated may include, but shall not be limited to, failure to perform the Contract according to its terms, conditions, and specifications, and failure to diligently perform the work under the Contract.

The University shall not be liable for any further payment to Contractor under a Contract terminated for default after the date of notice to Contractor of such default as determined by the Purchasing Official, except for work performed at the request of the University until a successor Contractor is named.

7.8.3 Termination for Contractor Insolvency or Unavailability of Funds

In the event of insolvency, unavailability of funds, or the filing of a petition of bankruptcy by or against the Contractor, the University shall have the right to terminate the Contract upon the same terms and conditions as a termination for default.

7.8.4 Termination for Convenience

If it is determined to be in the University's best interest to do so, the Contract may be terminated, upon ninety (90) days notice, at the convenience of the University.

7.8.5 Procedure for Termination

Upon delivery by certified mail to Contractor of a Notice of Termination specifying the nature of the termination, the extent to which performance of work under the Contract is terminated, and the date upon which such termination becomes effective, the Contractor shall stop work under the Contract on the date and to the extent specified in the Notice of Termination, except where Contractor is notified to continue work until Contractor can be relieved by a successor Contractor.

7.9 Employment Practices

7.9.1 Non Discrimination

Contractor shall not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, age, veteran's status, or disability. Contractor must take affirmative action to ensure that employees, as well as applicants for employment, are treated without discrimination because of their race, color, religion, sex, national origin, age, veteran's status, or disability. Such action shall include, but is not limited to, recruitment, hiring, placement, promotion, transfer, training and apprenticeship, compensation, layoff, termination, and physical facilities. Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this clause.

7.9.2 Executive Order 11246

Contractor shall, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive considerations for employment without regard to race, color, religion, sex, national origin, and age, veteran's status or disability. Contractor shall comply with the nondiscrimination clause contained in Federal Executive Order 11246, relative to Equal Employment Opportunity for all persons with regard to race, color, religion, sex, national origin, and the implementation of rules and regulations prescribed by the Secretary of Labor and with Title 41 Code of Federal Regulations, Chapter 60. Contractor shall comply with all related Commonwealth of Kentucky laws and regulations.

7.9.3 Title 20

Contractor shall comply with the regulations issued by the Secretary of Labor of the United States in Title 20, Code of Federal Regulations, Part 741, pursuant to the provisions of Executive Order 1178 and the Federal Rehabilitation Act of 1973.

7.9.4 Other Acts

Contractor shall comply with the Civil Rights Act of 1964, any amendments thereto, and the rules and regulations there under; Section 504 of Title V of the Vocational Rehabilitation Act of 1973 as amended; and the Kentucky Civil Rights Act.

Contractor shall comply with the Americans with Disabilities Act of 1990.

7.9.5 Future Acts, Laws, and Regulations

Contractor shall comply with any future federal acts, laws, and regulations, and Kentucky state acts, laws, and regulations as they relate to employment programs when such acts, laws, and regulations become effective.

7.10 Conflict of Interest

No official or employee of Eastern Kentucky University and no other public official of the Commonwealth of Kentucky or the federal government who exercises any functions or responsibilities in the review or approval of the undertaking or carrying out of the Contract shall, prior to completion of the Contract, voluntarily acquire any personal interest, direct or indirect, in this Contract or proposed Contract.

Contractor covenants that it presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of its services hereunder. Contractor further covenants that in the performance of the Contract no person having any such known interests shall be employed.

7.11 Severability

If any provision or provisions of the RFP, responses to the RFP, any Contract or personal service contract, or similar document executed as a result of this RFP shall be deemed invalid or unenforceable in whole or in part, these documents shall be deemed amended to thereof in order to render it valid and enforceable.

7.12 Contract Administrator

All notices, requests and other communications that a party to any Contract, personal services contract, or similar document executed as a result of this RFP is required or elects to deliver shall be in writing and shall be delivered personally, by facsimile (provided such delivery is confirmed), by email clearly identifying the source of notice, or by recognized overnight courier service to the other party at the address set forth below, or to such other address as such party may hereafter designate by notice given pursuant to this section.

Upon award of Contract, the sole point of contact for administration of the Contract will be:

James Zabawa, Associate Director
Division of Purchases & Stores
Eastern Kentucky University
213 Jones Building, CPO 8A
521 Lancaster Avenue
Richmond, KY 40475
(859) 622-2246
(859) 622-2047 (fax)
James.Zabawa@eku.edu

Copy to:
University Counsel
Eastern Kentucky University
205 Coates Building, CPO 40A
521 Lancaster Avenue
Richmond, KY 40475
(859) 622-6693
(859) 622-8030

7.13 Prime Contractor Responsibility

Any Contract resulting from the RFP shall specify that the Contractor is solely responsible for fulfillment of the Contract with the University.

7.14 Assignment and Subcontracting

The Contract is not assignable by the Contractor, either in whole or in part. No portion of work shall be subcontracted without prior written consent of Eastern Kentucky University.

7.15 Permits, Licenses, Taxes, and Registration

Contractor shall secure all necessary permits, licenses, and registrations and abide by all applicable laws, regulations, and ordinances of the United States, the Commonwealth of Kentucky, and any political subdivision(s) in which work under this Contract is performed.

Contractor shall pay any sales, use, local, and personal property taxes arising from this Contract. Any taxes on the services delivered pursuant hereto shall be borne by the Contractor.

7.16 Attorneys' Fees

In the event that either party deems it necessary to take legal action to enforce any provision of a Contract, the University and Contractor agree to pay their own respective expenses of such action, including attorney's fees and costs at all stages of litigation as set by the court or hearing officer.

7.17 Patents, Copyrights, and Trademark

The Contractor shall protect the University from any and all damages or liability arising from alleged infringements of patents, copyrights or trademarks.

7.18 Hold Harmless

Contractor agrees to indemnify, defend, and hold harmless Eastern Kentucky University, its officers, agents, and employees from any claims for losses for service rendered by Contractor, person, or firm performing or supplying services in connection with performance of the Contract; any claims or losses to any person or firm injured or damaged by the erroneous or negligent acts of Contractor, its officers or employees in the performance of the Contract, any claims or losses resulting to any person or firm injured or damaged by Contractor, its officers or employees by the publication, translation, reproduction, delivery, performance, use, or disposition of any data processed under the Contract in a manner not authorized by the Contract, or by federal or Commonwealth of Kentucky regulations, laws, and statutes, and any failure of Contractor, its officers or employees to observe Commonwealth of Kentucky regulations, laws, and statutes, including but not limited to labor laws, minimum wage laws, and other applicable regulations, laws, and statutes.

7.19 Insurance

Contractor shall procure and maintain, at its expense, the following minimum insurance coverage insuring all services, work activities, and contractual obligations undertaken in this Contract. These insurance policies must be with insurers acceptable to Eastern Kentucky University.

COVERAGES

Workers' Compensation

Employer's Liability

Commercial General Liability, including operations/ completed operations, products, and contractual liability (including defense and investigation costs) including this contract.

Business Automobile Liability, covering owned, leased, or non-owned autos

Professional Errors & Omissions

LIMITS

Statutory Requirements (Kentucky)

\$1,000,000/\$1,000,000/\$1,000,000

**\$1,000,000 each occurrence
(BI & PD combined) \$2,000,000 Products and Completed Operations Aggregate**

**\$1,000,000 each occurrence
(BI & PD combined)**

\$1,000,000 Limit

Contractor agrees to furnish Certificates of Insurance for each insurance policy to the Purchasing Official. Eastern Kentucky University, its regents, and employees must be added as Additional Insureds on the General Liability and Professional Errors and Omissions Liability policies with regard to the scope of this Contract. Any deductibles or self-insured retentions in the insurance policies must be paid by and are the sole responsibility of the Contractor. Coverage is to be primary and non-contributory with other coverage, if any, purchased by the University. All required insurance policies must include a Waiver of Subrogation in favor of Eastern Kentucky University, its regents, and employees.

7.20 Performance Bond

The Successful Contractor shall furnish Eastern Kentucky University a performance bond in the amount of 100% of the amount proposed (5.8 .1). This bond shall be held for one year from the award of contract. The bond must be furnished immediately before the Contractor's receipt of Contract. The performance bond must be signed by a surety company authorized to do business in the Commonwealth of Kentucky.

7.21 Events Beyond Control

Anything herein to the contrary notwithstanding, the University shall not be liable or responsible for any failure to furnish the services set forth in this RFP and the Contract, occasioned by strike or other work stoppage, federal, state or local government action, breakdown or failure of apparatus, equipment or machinery employed in supplying services, any temporary stoppage for the repair, improvement, or enlargement thereof, or any act or condition beyond its reasonable control.

7.22 Method of Award

It is the intent of the University to award a Contract to the qualified Successful Offeror whose offer, conforming to the conditions and requirements of the RFP, is determined to be the most advantageous to the University, cost and other factors considered. The method of determining the best offer is detailed in Section 6.0.

Notwithstanding the above, this RFP does not commit the University to contract for any requirements detailed in this document. The University reserves the right to reject any or all offers and to waive formalities and minor irregularities in the Proposal(s) received.

Attachment A – Taxpayer Identification Form**TAXPAYER IDENTIFICATION NUMBER REQUEST**

In compliance with Federal Regulations and tax reporting requirements, Eastern Kentucky University requires a Federal Tax Identification Number or Social Security Number for all vendors or persons doing business with the University. Please provide all requested information and return this form to ensure prompt payment of invoices. If submitting Form W-9, PLEASE return this completed form also.

For your convenience, you may return the information one of the following ways:

FAX: Vendor File @ 859-622-2047

**Mail: Purchasing Division
Eastern Kentucky University
521 Lancaster Avenue
213 Jones Bldg, CPO 8A
Richmond, Kentucky 40475
Phone # (859)622-2246**

Please type or print legibly

VENDOR INFORMATION

Name of Firm * (Company or Individual)	Phone Number *	Make Checks Payable To *
Address *	Fax Number *	Payment Address *
Address	Web Site Address or E-mail	Payment Address
Address	Vendor Representative	Name on Invoice *
City * State * Zip*	Federal Tax ID Number **	Social Security Number **
Willing to accept ACH payments * Yes <input type="checkbox"/> No <input type="checkbox"/> Bank Routing # _____ Bank Account # _____	Willing to accept credit card payments* Yes <input type="checkbox"/> No <input type="checkbox"/>	Payment Terms *

*** Required Field**

**** Federal Tax ID Number- This field *must* be completed if “Name of Firm” is a company name.**

Social Security Number- This field *must* be completed if “Name of Firm” is an individual’s name.

CERTIFICATION

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me) **and**
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, **and**
3. I am a U. S. person (including a U.S. resident alien).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholdings because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct Taxpayer Identification Number.

Type of Ownership (Check Appropriate Box(es)) *		Business Classification (Check Appropriate Box(es)) *	
<input type="checkbox"/> (01) Individual/Sole Proprietorship	<input type="checkbox"/> (05) Non-Resident Alien	<input type="checkbox"/> (SM) Small Business	<input type="checkbox"/> (SD) Small Disadvantaged Business
<input type="checkbox"/> (02) Partnership	<input type="checkbox"/> (06) Exempt from backup withholding	<input type="checkbox"/> (LG) Large Business	<input type="checkbox"/> (GA) Government Agency
<input type="checkbox"/> (03) Corporation-Incorporated in (State) _____	<input type="checkbox"/> Other: _____	<input type="checkbox"/> (CT) In County	<input type="checkbox"/> (NP) Non-Profit
<input type="checkbox"/> (04) Non-profit/Education		<input type="checkbox"/> (MN) Minority Owned	<input type="checkbox"/> (AL) Alumni Owned
		<input type="checkbox"/> (WO) Women Owned	<input type="checkbox"/> (HZ) Hub Zone Small Business
			<input type="checkbox"/> Other (Specify) _____

*Business Classification Reference Links: www.ccr.gov/sizestandard.asp, <https://eweb1.sba.gov/hubzone/internet/general/whoware.cfm>, and <http://app1.sba.gov/faqs/faqindex.cfm?areaid=11>

Printed Name of Authorizing Official: _____

Authorized Signature: _____ Date: _____

ATTACHMENT B

System Features

Please review the following list of features and respond appropriately. All of these features are considered “highly desirable” by our organization.

EHR Features	Available	Not Available	Comments
Integrated Practice Management and EHR			
Program/process changes alert user on log-in with user verification noting changes.			
System has “training” data base.			
Ability to customize the patient demographic banner to display any number of Practice Management System fields to the clinician.			
Ability to switch from one patient record to another quickly and easily			
Sends alert for possible duplicate records and has capability to merge duplicate records.			
Able to organize the screen and customize tabs or modules according to user preferences			
Allows access from multiple locations			
Allows multiple users to access the same patient chart simultaneously			
Allows display of customer defined user default view at sign on.			
Includes a time out feature. User is automatically logged off within a period of time specified by the organization.			
Automatically displays patient sign in time and sign out time with ability to track total patient cycle time			
Provides web-based remote access to all EHR functionality			
A default page on sign-in to patient chart displays a patient summary or “face” sheet including patient demographics, problems, medications, allergies, health maintenance reminders/alerts			
Has problem list with most common problems available for each provider			

ATTACHMENT B

EHR Features	Available	Not Available	Comments
Adds problems beyond a ICD-9 (ICD-10) list to a recognized standard nomenclature (e.g. SNOMED CT or MEDCIN)			
ICD-10 upgrade			
Displays and manages health maintenance alerts including chronic disease and age/prevention reminders per patient.			
Reminders and alerts and totally customizable and can be set by the organization.			
Reminders and alerts are linked to data fields.			
OB/GYN specific screens with ACOG designed data entry screens			
Pediatric specific screens with ability to enter vaccination dates, lot numbers, exp dates			
Ability to track vaccines and send patient reminders			
Displays notification to provider of critical lab and other test results for immediate attention with a prioritization alert (on screen alert/visual and audio) with acknowledgment required before proceeding.			
Problem lists, allergies and medications can be updated or edited and signed at any time			
Has standard order sets that can be customized by each provider based on his/her favorites			
Has medical necessity (ICD-9 or ICD-10) and duplicate checking per orderable item?			
Has ability to connect orders to a result for follow-up and reconciliation?			
User can review and digitally sign results for any ordered tests and procedures.			
User can create test results letters			
Ability to send message and link to patient chart to additional non-ordering (covering) providers re: results documentation			
Allows providers to transmit prescriptions electronically or by fax.			

ATTACHMENT B

EHR Features	Available	Not Available	Comments
System stores patients' preferred pharmacy phone number, fax number and address			
Has prescription writing feature that records date, sig, number and directions			
Has plain paper (tamper resistant) prescription printing so that product is sufficient for patient to take to pharmacy			
Gives alerts when prescription conflicts with documented allergy			
Gives alerts for drug-disease incompatibility (ex: beta-blocker in asthma)			
Tracks drug interactions and displays alerts when conflicting medication is documented			
Ability to automatically link prescription to the appropriate formulary.			
Tracks the number of prescriptions transmitted per patient per visit			
Alerts the receiving pharmacy the number of prescriptions being transmitted per patient.			
Automatically checks for coverage and eligibility through Sure Scripts			
Ability to download medication history from Sure Scripts duplication medications and potential interactions.			
Tracks patients using specified medications			
Tracking of drug formularies from insurance companies (provide list of carriers and how formularies are initially provided and subsequently updated.)			
Generates reports with trend analysis by provider and pharmacy			
Ability to search and report on prescribed medications in case of a drug recall by name and/or lot number (including sample meds)			

ATTACHMENT B

EHR Features	Available	Not Available	Comments
Allows for cost analysis of prescribed medications in comparison to formulary and generics			
Maintains medication lists in different list for historical and current and has the ability to denote medications prescribed by outside providers.			
Maintains medication lists in different list for sample meds with lot # and expiration date and hand-written meds (i.e. scheduled drugs)			
A complete medication list is available which includes all active medications including sample meds, over the counter meds, hand-written med, meds prescribed by outside providers and denotes each.			
Allows the provider to select from a complete active medication list (as indicated above), medications to be prescribed electronically.			
Allows the organization to determine user access levels for medication prescribing			
Ability to provide alternative suggestions for medications			
Has lists of providers' most prescribed medications and dosages with ability for user to add meds.			
Ability to perform patient population queries for decision support.			
CLINICAL DOCUMENTATION			
Allows for role-based user access			
Allows multiple users to be logged onto the system from one device.			
Includes a time-out feature with the time frame determined by the organization			
The system has the capability to require all orders be digitally signed with automatic dating (at the time of signature).			
The system accepts results via two-way HL7 interface from all HL7 compliant entities or through direct entry			

ATTACHMENT B

EHR Features	Available	Not Available	Comments
The system includes an intuitive, user customizable results entry screen for in-house labs.			
The system allows authorized users to copy test results into a note			
The system uses visual cues to highlight abnormal results			
Has a scanning solution integrated with the EHR			
Have administration tools for scanning and indexing non-electronic documents.			
Has ability to annotate, mark-up and sign and date scanned documents (e.g. ophthalmology reports, cardiology, neurology consult reports)			
Have OCR capabilities to allowing querying scanned documents and EOBs.			
Demonstrated ability to eliminate transcription using customized templates			
User can review and sign notes for own visits and calls			
Multiple users can review and sign all documentation			
Ability to do dual routing (e.g. lab results go to a "team" for follow up)			
Ability to hold records in different stages of completion			
User can print entire patient record			
Patient Registration: Self confirm arrival and demographic data (KIOSK)			
Calculates BMI and plots BMI percentiles n a growth chart.			
Generates UDS tables with information that can be transferred between categories which includes clinical measures as outlined by HRSA.			www.bphc.hrsa.gov/uds/
User can electronically transmit the entire patient record			

ATTACHMENT B

EHR Features	Available	Not Available	Comments
Has integration to Imagecast with ability single-sign on and reference features.			
Has lists of providers' most used charges per provider			
Ability to provide real-time billing updates and notification back into Practice Management System without any manual intervention (e.g. changes to insurance, situational data elements, and special billing functions)			
Automated tasks to remind physicians of missing charges and complete reconciliation features to the Practice Management System			
Has option to carry forward review of systems, problem list, medication, etc. from last visit			
Has a standardized nomenclature that is integrated with clinical documentation (e.g. Snomed ^{CT} , Medcin)?			
Nomenclature is used to automatically calculate charge codes			
Ability to flexibly document conditions including expanding details (severity, location, etc.) for each clinical finding.			
Ability to add comment and detail to each clinical finding			
Physicians can use nomenclature to build their own templates without programming or complex forms			
Automatically update nomenclature monthly to each facility			
Display clinical relevant terms based on current findings.			
Ability to insert anatomical markups into documentation			
Has the ability to document visit using pre-built templates			

ATTACHMENT B

EHR Features	Available	Not Available	Comments
Has option to default review of systems information to “all normal”			
Has work lists/to do lists/tasks per user			
Ability to direct work/charts to others for completion on an “as needed” basis			
Has the ability for managing triage calls			
Has user-defined automatic routing of information (messages, lab results, other tests, etc.) with override capabilities			
Has lists of providers' most used problems per provider			
CLINICAL CONTENT			
Patient education materials for new medications			
Integrated evidence based guidelines (PIER) for adult medicine			
Report writing feature is highly customizable by user and does not require programmer.			
Ability to capture CME credit for usage of the guidelines.			