

Electronic Dental Record System and Digital Radiograph
Saint Louis County Department of Health Department

1.0 INTRODUCTION

1.10 History and Background of Saint Louis County:



Chartered in 1812, the County consists of 524 square miles. It is a taxing body and is authorized to issue bonds, collect fees, and receive taxes. County residents pay a mill tax that partially supports the work of the Department of Health. With approximately 990,000 residents, the population reflects a wide spectrum of economic, racial, and ethnic groups. County government serves 90 municipalities and an unincorporated area. Four counties are adjacent to Saint Louis County:

- Saint Louis City on the east (a separate political jurisdiction)
- Saint Charles County on the north
- Franklin County on the west
- Jefferson County on the South.

For more information, see our website at www.stlouisco.com

1.1 Purpose: The purpose of this RFP is to provide sufficient information for a supplier to make an accurate projection of the cost to provide a dental practice management system that will meet the needs of the Saint Louis County Department of Health within very tight time constraints - prior to end of 2010.

1.10 Dental Project Overview and Objectives. The County Department of Health is seeking to purchase and implement a comprehensive dental solution which includes:

- Dental charting (Diagnosis and Treatment Planning) software application
- Digital radiography (includes intraoral and panoramic units)
- Interfaces between:
 1. our existing Practice Management system from <http://www.allscripts.com/> : Allscripts Professional PM and the new Dental charting (Diagnosis and Treatment Planning) software application (Electronic Dental Record - EDR)
 2. Electronic Dental Record and digital radiography (includes intraoral and panoramic units)
 3. link to jump between our Electronic Health Record and Electronic Dental Record
- Servers and compatible workstations or handhelds integrated with all of the above. Saint Louis County may purchase these items as a part of this solution, or it may directly contract to purchase these items or the County may use an existing server and handhelds depending on specifications.

Objective: The primary objective of this project is to improve the overall operational efficiency of the Division of Dental Services by replacing redundant paper processes and analog intraoral and panoramic units with an integrated practice solution that provides reliable and consistent information for program management. Digital units will assure precise images more quickly, lower radiation exposure, and increase provider time with patients. Patient safety, secure dental charts, and the virtual elimination of practice variable costs will achieve ROI for years into the future. Eliminating chemicals and consumer waste will achieve waste (source) reduction, one of the three environmental goals established by the Saint Louis County Department of Health Environmental Division Solid Waste Management program area.

1.2 Current Business Environment

1.20 Saint Louis County Public Health and Health Services Programs: Saint Louis County operates the largest Department of Health in the State of Missouri. The Department of Health employs approximately 525 staff, sixty percent (60%) of whom work in one of the three Family Practice Health Centers or in the Buzz Westfall Justice Center in downtown Clayton, Missouri. The Department also provides healthcare services at the County Juvenile Detention Facility and Lakeside Center, a resident facility for teenagers.

In addition to dental diagnosis and treatment planning services, the Health Centers and Justice Center provide a full array of primary and specialty medical services including obstetrics/gynecology, podiatry, ophthalmology, pediatrics, nutritional counseling, immunizations, and HIV and STD testing and counseling. Health services personnel serve over 40,000 unduplicated patients per year, creating over 120,000 patient encounters. All of these services will benefit from the proposed Electronic Dental Record system. The link on our county home page for the St. Louis County Department of Health is www.stlouisco.com/doh/

1.21 Saint Louis County Practice Management and Electronic Health Record: Allscripts, a leading electronic health application provider, licenses the existing Practice Management (PM) and Electronic Health Record (EHR) system. Implemented in 2004, Allscripts Professional PM tracks all patients, appointments, and performs the daily financial processing of electronic health and dental claims and remittances. Daily patient eligibility and co-pay status transfers seamlessly to local pharmacies in the Saint Louis Metropolitan area. Together with the Allscripts Professional Health Record, Saint Louis County has adopted and implemented today's health standards in its daily operations. The link on our county home page for the St. Louis County Department of Health Services and Centers may be found at <http://www.stlouisco.com/doh/hlthctrs/hlthctrs.html>

1.22 Saint Louis County Dental Staffing, Offices and Equipment: Dental staffing consists of the Chief of Dental Services, 2 dental supervisors, 4.5 clinical dentists, 3 hygienists, and 8 dental assistants. Appointments are scheduled Monday through Friday at the health centers and the Buzz Westfall Justice Center. Days and hours of service vary from site-to site:

- John C. Murphy Health Center, 6065 Helen Ave, Saint Louis, MO 63134
- North Central Community Health Center, 4000 Jennings Station Rd, Saint Louis, MO 63121
- South County Health Center, 4580 S Lindbergh Blvd, Saint Louis, MO 63127
- Buzz Westfall Justice Center, 100 S Central Ave, Saint Louis, MO 63105

The Health Centers are equipped with two operatories for each dentist, one for examinations, and the other for treatment. However, operatories may be used interchangeably. North Central Community and South County Health Centers have two operatories for use by a dentist, while J.C. Murphy has four. Each health center has a hygiene suite. The Justice Center has one operatory for the dentist and one for the hygienist.

Each dentist's operatory is furnished with:

- Patient Chair
- Doctor's Stool
- Assistant's Stool
- Overhead Light
- X-ray Unit
- Delivery System

- Assistant's Instrumentation
- Treatment Console
- Accessory Console
- Upper Storage Units
- Sink

General Information:

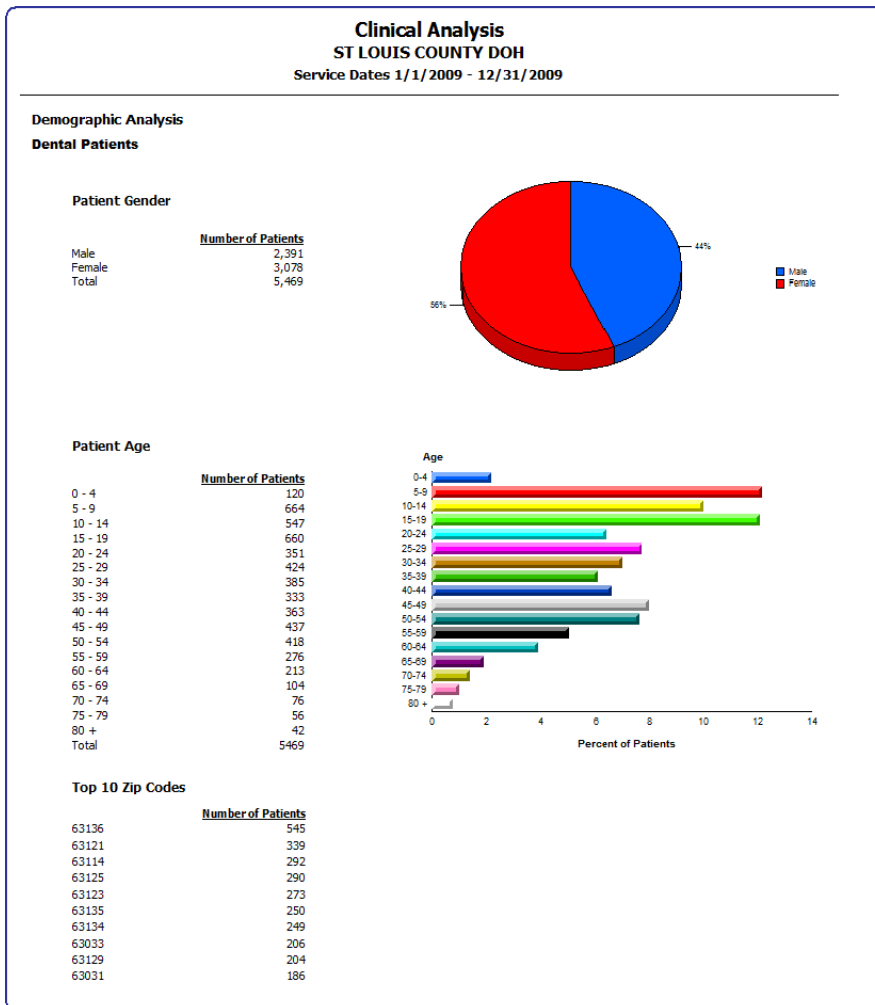
- **Two adjacent operatories** for the dentist share an **intraoral** x-ray unit located either inside or on the divider cabinetry.
- Each operatory has a **treatment console** stocked with regularly needed supplies. X-ray viewboxes are located on this cabinetry.
- The **hygiene suite** is outfitted with standard equipment for that area including an **x-ray unit**.
- The **sterilization rooms/areas** are readily accessible from the treatment area.

Specifically:

- **Murphy** has four operatories for dentists, with two intraoral x-ray units. The hygiene area has one x-ray unit. There is one computer in the dentist's lounge, one in the hygiene area, and two are at the front desk.
 1. **Operatories**
 - Adec Cascade Patient Chairs Model 1040 with Chair Mounted Radius Light Model 6300
 - Adec Traditional Delivery Systems Model 2122
 - Adec Radius Dental Assistant's Instrumentation Model 7115(x2)
 - Gendex Intraoral GX770, (12/4/1985)
 - Gendex Intraoral GX770, (10/26/1989)
 - Healthco International Celebrity Cabinetry Systems (Models A-4, A-6, A-8)
 2. **Hygiene Suite**
 - Adec Patient Chair Model 8000
 - Healthco Chair Mounted Light
 - Dentech Delivery System Model 23962 SN
 - Gendex Intraoral GX770, (10/26/1989)
 3. The **Belmont Panoramic 098E**, (10/26/1989) is located near the front of the office.
 4. The **dark room** is near the front of the office
- **NCCHC** has two operatories for dentists with one intraoral x-ray unit. The hygiene area has one x-ray unit. There is a tray for **keyboards on the cabinetry**.
 1. **Operatories**
 - Adec Patient Chair with Chair Mounted Lights
 - Adec Delivery System Model 2122
 - Gendex Intraoral 9000, (12/03/2003)
 2. **Hygiene Suite**
 - Adec Chair with Chair Mounted Light
 - Gendex Intraoral GX770 (12/3/2003)
 3. The **Gendex Orthoralix 9000 panoramic unit** is located near the front of the office.
 4. The **dark room** is near the rear of the office opposite the panoramic unit
 5. The **Sterilization Area** is furnished with Biotech Cabinetry
- **South County** has two operatories for dentists with one intraoral x-ray unit. The hygiene area has one x-ray unit. Both dentist and hygienist use the computer in the dentist's lounge, and there is a computer at the front desk.
 1. **Operatories**
 - Adec Patient Chair Model 1020 with Chair Mounted Light Model 300
 - Adec Delivery System
 - Adec Dental Assistant's Instrumentation

- Gendex Intraoral GX770, (10/14/1994)
2. **Hygiene Suite**
 - Forest Patient Chair with Chair Mounted Light Model 9000
 - Gendex Intraoral GX770, (10/14/1994)
 3. The **Gendex Panoramic unit** (10/14/1994) is near the front of the office.
 4. The **dark room** is near the front of the office
- **Buzz Westfall Justice Center** has one large room which houses everything except the dual use supply storage/dark room and the utility room. The large space includes the reception desk, dentist operator, hygiene operator, and panoramic radiograph unit. The two operatories share an intraoral x-ray unit located inside the divider cabinetry. There are computer carts with computers in each treatment area and one computer at the front desk.
 1. **Operatories**
 - Adec Patient Chairs with Chair Mounted Lights
 - Adec cabinetry
 - Gendex Intraoral GX770, estimated purchase date 1995
 2. The **Gendex Panoramic unit** (estimated purchase date 1995) is located opposite the reception desk, near the dentist operator.

1.23 Saint Louis County Dental Patients:



Demographics of persons seen in Dental reflect the gender, age, and top ZIP codes in which our dental patients reside. The charts and numbers do not, however, reflect the acuity level of our patients. In the State of Missouri, low income children under the age of 19 years may qualify to receive some dental services (cleanings, fillings, extractions, and dentures) under Medicaid or managed care contracts. Orthodontia are limited to those cases where medical necessity has been substantiated. Similar to other states, the State of Missouri Medicaid program does not cover dental services for adults except in emergency medical situations. Consequently, the majority of dental patients seen in the Dental Department have no insurance (no health nor MC+ nor dental insurance) to cover preventive dental services or the resultant treatment necessary when a patient has had no prior preventive services. The acuity level of our patients is higher when compared to the average dental practice, even FQHC practices. Disproportionately, the population treated in our 27 bed infirmary in the Corrections facility are diagnosed with a dependence on illegal drugs which contribute to poor oral health. However, the outcomes are frequently the same for inmates as for dental patients seen at our health centers. Lacking the funds to maintain their oral health, too many patients appoint with a chief complaint of a "toothache", after saving the tooth is no longer possible. Higher extraction rates are symptomatic of a lower income population. The working poor exhibit one or more of the following characteristics: oral hygiene neglect (caries, lesions, pulpitis), bruxism, and a poor diet, particularly consumption of high-calorie carbonated beverages and dietary carbohydrates, especially refined sugar.

1.3 Current Technical Environment

The County's present computing architecture is composed of a data center at the Clayton campus and file/print servers and appliances located at various other locations within the County. We use a Tyler Technologies ERP system. Most County locations have 10/100 Mb/s Ethernet Local Area Networks, using Category 5/5e/6 cabling, linked to the data centers by a WAN with VPN. The County's main Clayton campus LAN is Gigabit Ethernet with Cisco routers. User workstations are primarily Intel PC's with Microsoft Windows® XP, Vista and Windows 7 operating systems. Microsoft Office® is our office system standard. Servers are primarily, but not exclusively Windows Server 2003 and Windows Server 2008. We also currently use Microsoft Exchange/Outlook 2007 and Windows Server Active Directory 2003. The major network protocol is TCP/IP. Our first choice is to run applications on a virtual server. Our major database is MS SQL Server 2005 and we have some systems on Oracle. Remote access is over a VPN. Our web development standards are Microsoft .Net and XML. Other standards are:

Item	Standard
E-checks or web-initiated payments	Electronic Clearinghouse, Inc. (ECHO)
Geographic Information System (GIS)	ESRI
Enterprise Content Management (ECM)	SharePoint and Tyler Content Manager
Mobile device operating system	Windows Mobile 6.5
Reporting Tools	Crystal Reports
Web Browser	Microsoft Internet Explorer 8.0
User PC	Dell: desktops & laptops
Servers	Dell
Virtualized Servers	VMWare ESX

1.4 Notices

1. In order to do business with the County it is **mandatory** that you register in our finance system. Please acknowledge your agreement to complete the form.
2. Will this application be used as a secure payment system?

If yes, it is **mandatory** that your proposed system comply with current requirements of the Payment Card Industry Data Security Standard (PCI DSS). You will need to produce documentation that certifies PCI compliance (reference Section 5.5 #11). Proposals that do not contain PCI compliance documentation will be rejected.

3. While the County intends to proceed with the process, the County does not guarantee that it will contract for any or all intended services described herein.
4. The County has the option to award item by item on the Price Form (see Appendix A) as stated in the RFP. Or, the County may award based on the total for all items identified in the Price Form, whichever is determined to be in the best interest of the County.
5. Effective immediately upon release of this Request for Proposals (RFP), and until notice of contract award, all official communications from proposers regarding the requirements of this RFP shall be directed to the County Project Manager, or their designee who shall distribute all official changes, modifications, responses to questions or notices relating to the requirements of this RFP.

Any other information of any kind from any other source shall not be considered official, and proposers relying on other information do so at their own risk.

2.0 The RFP Process

2.01 Respondents are advised to read this RFP carefully. Your responses may become part of a legally binding contract. Failure to follow the RFP process can result in the outright rejection of your response.

2.1 Definition of Terms

Definitions.

The following definitions may be used in this RFP:

- a. Client or County means St. Louis County, Missouri.
- b. REJIS (www.REJIS.org): The organization (outsourcer) that provides IT services to the County.
- c. System Configuration - selecting the desired system function settings from the menu provided out-of-the-box from the vendor.
- d. System Customization - making source code changes to the vendor's out-of-the-box product to achieve special, unique functionality.
- e. Turnkey solution- Vendor is responsible for the design, application & database development, deployment, operation, security and maintenance of the system, including, but not limited to, all proposed hardware, software, peripherals and training.
- f. "Proposer" or "Vendor" or "Respondent" means a firm, company or organization submitting a proposal in response to this RFP.
- g. "Request for proposal" and its abbreviation "RFP" shall mean this document, which is an invitation to suppliers to submit a proposal that fully meets all the requirements contained herein.
- h. "We" and "the enterprise" (as well as "our" and "us") refer to St. Louis County.
- i. "You" and "supplier" shall mean all respondents to this RFP prior to the award of the contract, and the respondent selected to deliver the equipment and services necessary to fulfill this RFP subsequent to the award of the contract. The term extends to include all subcontractors under the responsibility of the prime contractor.
- j. "Infrastructure" shall mean all the hardware and software required to execute and operate the system software for a minimum duration of four years to vendor and industry standards of operation detailed below.
- k. "Equipment" and "infrastructure" shall mean all hardware and software necessary for the deployment of the proposed solution.
- l. "Delivery of equipment" shall mean the supply, installation, testing, configuration and commissioning of the specified equipment, subject to acceptance criteria.
- m. Peripheral equipment includes, but is not limited to: printers, scanners, plotters, etc.
- n. WSDL is a document written in XML. The document describes a Web service. It specifies the location of the service and the operations (or methods) the service exposes.
- o. A MFP can print, fax, copy and scan paper documents and can also be programmed by a third party, the user or the technology provider to perform custom functions; easily integrates with office and enterprise applications. It is commonly connected to the network.
- p. System verification test shall mean that all essential system components are delivered and in place, have been tested by the County and Vendor to demonstrate that they work as proposed and further testing can begin leading to Go-live.
- q. Cloud computing is a model of the delivery and consumption of IT-related capabilities and is characterized by five main attributes:
 - a. Service-oriented – using well defined interfaces
 - b. Scalable and elastic
 - c. Shared IT resources among the service consumers
 - d. Metered by use
 - e. Uses internet technologies

Acronym Key and Glossary Terms

ADA	American Dental Association
API	Application Programming Interface
ASP	Application Service Provider
COTS	Commercially-available Off-The-Shelf
EDR	Electronic Dental Record
EHR	Electronic Health Record
HL7	Health Level 7 standards for interoperability of health information technology
MFP	Multifunction Product
PCI	Payment Card Industry
PM	Practice Management (includes registration, scheduling, billing, collections, system setup)

REJIS Regional Justice Information Service
RFP Request for Proposal
SaaS Software as a Service
SLA Service Level Agreement
SOW Statement of Work
WSDL Web Services Description Language

2.2 Proposer Conduct:

The terms of the RFP and the selected Vendor's proposal, and any additional documentation (e.g. questions and answers) provided by the vendor during the solicitation process, will be integrated into the final contract for services entered into between St. Louis County and the selected Vendor.

The vendor shall determine by personal examination, and by such other means as may be preferred, the actual conditions and requirements under which the Agreement must be performed.

Do not contact any other County officials or Consultants while responding to this RFP. The County Project Manager is your single point of contact during this process. Failure to adhere to the instructions or process may result in the proposer's proposal to be deemed non-responsive and removed from further consideration.

The Vendor is responsible for all costs incurred by the Vendor or its subcontractors in responding to this RFP.

2.3 Instructions to Proposers

The County's standard for creating and sharing documents electronically is Microsoft Office 2007. Proposers must confirm their ability to meet these County standards during the RFP process and beyond should the County require further questions and/or communications.

All questions pertaining to this proposal shall be directed by e-mail to the County Project Manager, Karen Zeff, at kzeff@stlouisco.com. Questions must be submitted by 3:00 pm CDT, Friday, August 6, 2010.

RFPs are due in the office of Karen Zeff, 111 S Meramec Ave, Clayton, Missouri 63105 by Friday, September 3, 2010 3:00 pm CDT. Late, or unpriced or incomplete RFPs will not be considered. Karen Zeff can be contacted at (314) 615-1695.

All RFPs must be submitted for review in the County standard electronic format (Microsoft Office 2007) in addition to four (4) paper copies.

Electronic copies of this RFP are available in Word 2007. Send an e-mail request to kzeff@stlouisco.com for a copy.

Proposers shall respond to each item in the RFP (Reference 2.7.2 below).

RFP responses shall follow the section/paragraph numbering format used in the RFP. The Pricing Form in the format shown in Appendix A shall be included in your response. Failure to follow the RFP format may prompt removal from consideration.

It shall be the vendor's responsibility to ascertain that the proposal includes all addenda issued prior to the proposal submission date and include signed addenda with their RFP response. Addenda will be posted on the County's internet site along with the RFP. Proposals not containing all signed addenda may be disqualified.

2.4 Proposed RFP Timetable

Listed below are dates and times of activities related to the Request for Proposal (RFP). In the event these dates change, proposers will be notified via addendum posted on County internet. It is the County's goal to meet the dates as specified.

Milestone	Timeframe
RFP Issuance	Monday, July 25, 2010
Deadline for Questions & Clarifications	Friday, August 6, 2010 3:00 pm CDT
County distribution of responses for Vendor RFP Clarifications	Friday, August 13, 2010
Vendor Proposals Due	Friday, September 3, 2010 3:00 pm CDT
Notification of Demonstration Dates	September 2010
Site Visits and Demonstrations of Software	September 20- October 1, 2010
Selection of Vendor	October 15, 2010
Contract Negotiations	October 18 - October 29, 2010
Implementation begins	November 2010

2.5 Confidentiality & Privacy

Information contained in the vendor's proposal that is company confidential must be clearly identified in the proposal itself. The County may use all information in the vendor's proposal for the County's purposes. The vendor understands that all material supplied to the County may be subject to public disclosure under the Freedom of Information Act and Missouri Sunshine laws.

Any information, including materials, drawings, designs, documentation, and other property or data, disclosed to the proposal responder shall not be used, reproduced, appropriated, or otherwise disseminated to anyone other than the County.

Will you provide written guarantees of information confidentiality and non-sharing? If yes, provide proposed contract wording.

2.6 Press and Publicity

You may not make any public announcements or disseminate news releases regarding our enterprise, this document, or the project it describes, unless you receive our specific written permission to do so in advance.

You may not share information about this RFP with other outside parties without the prior written approval of the County.

2.7 RFP Response Format

All proposals must contain the RFP project title "**Electronic Dental Record System and Digital Radiograph**" on the package.

Proposals received after the deadline will not be accepted and will be returned to the sender unopened. Proposals may not be delivered via facsimile or e-mail. The full name and address of the proposer will be clearly marked on the outside of the package that is inside the Federal Express package or comparable carrier.

Each proposer, by making an offer, represents that the proposal has been read and is fully understood.

The proposal must be signed in ink by an individual authorized to legally bind the person, partnership, company, or corporation submitting the proposal and all original documentation should be marked "Original".

All manual signatures must have the name typed directly under the line of the signature.

The above apply to all RFP addenda.

2.7.1 Cover Letter

The proposal shall be summarized in a brief cover letter that references the proposal and provides the total price for the proposal.

The letter shall be signed by at least one individual from the responding company, stating his/her position and declaring that he/she is authorized to bind the proposer to this contractual offer.

2.7.2 Response

Proposers shall respond to each section of this document.

Indicate the level of compliance with:

- "Acknowledge" —The vendor has read and understands the information provided; however, no action is required by the vendor.
- "Comply" or "Agree" — Vendor meets the specification or is agreeable to the term/condition.
- "Partially comply" — Vendor meets part of the specification; always explain how or the deviation from the specification.
- "Comply with clarification" — Vendor meets the specification; however, the manner in which the vendor accomplishes this may be different from that specified in the RFP. Always provide clarifying information.
- "Exception" — Vendor does not meet the specification or takes exception to the term/condition. Please provide an alternative solution or wording when possible.

Responses to this RFP will only be considered that follow the RFP section template. Answers shall be concise, complete, definitive and independent of any further explanation.

Supporting documentation may be supplied separately as long as it is cross-referenced to and from the applicable RFP section, but does not relieve the proposer from making an adequate response. Responses that refer to procedures, documentation, technical manuals or sales materials submitted with the proposal must identify the referenced document, page and paragraph. Supporting material may not be examined, except at our discretion.

2.7.3 Complete Pricing

Your price quotation must be comprehensive. Any costs not stated in your proposal will be borne by the Proposer, unless we specifically agree to it in writing.

All significant components and costs shall be itemized as shown on the Price Form (section 2.7.4).

Your price quotation shall include "all in" costs associated with your proposed solution. This Includes, but is not limited to: hardware, software, implementation/installation, training, support, maintenance, shipping, travel & lodging, applicable taxes, commissions, and other administrative expenses.

If you fail to include pricing for these components in the quoted price, or to deliver to us, any components or features necessary to make the system perform as required in this RFP or as described in your response, then you will be required to install/provide the same line items at your own expense.

Do you have discounted prices? If yes, describe the conditions, levels and details for discounts to take effect.

2.7.4 Price Form

All Proposers are required to submit a structured Price Form, a sample of which may be found in Appendix A. There should be a cell/row item for each major cost component:

- Electronic Dental Software - 20 concurrent licenses
- Radiograph Software licenses - 10 concurrent licenses
- Additional programming charges for interfaces
- Server(s) - EDR and image (optionally may be purchased from alternative sources separate from this proposal)
- Handheld computers or devices to chart chair side (optionally may be purchased from alternative sources separate from this proposal)
- Additional monitors (optionally may be purchased from alternative sources separate from this proposal)
- Replacement intraoral and panoramic units for direct imaging (required) - unit cost
- Sensors - unit cost
- Indirect digital phosphor plates to transition to direct imaging (optional cost component) - unit cost
- Peripheral equipment (e.g. wall box to allow wireless capture of image from tube head, as an alternative to USB sensor, or UBS perio probe)
- Any software licenses, hardware, dental equipment, training, warranty replacement for sensors or radiograph equipment, support costs annually for each year for the first three years following the year in which the solution is implemented, or any other line item not listed but necessary to make this a successful implementation must be itemized.

The County is exempt from Missouri State sales and use taxes on materials and equipment to be incorporated in the work. Said taxes shall not be included in the RFP.

The Vendor shall be responsible for costs for all design, information gathering, and required programming to achieve a successful implementation.

2.7.5 Proposer Profile

The following information about the Proposer's organization is required to ensure that you can meet our requirements. The main supplier and any contractors and partners working on its behalf shall each provide the following information:

- a. The supplier's legal entity – for example, a privately held or public corporation, together with its name and registered address.
- b. The name, address, phone number, e-mail address of the primary contact authorized to make decisions on behalf of the supplier. State the person's position in the company and how long the person has worked for the supplier.
- c. The total number of years the supplier's legal entity has been in business and, if appropriate, the number of years under the present business name. Provide any previous names of the business for at least the past five years.
- d. The number of years the supplier has been delivering Electronic Dental Solution (EDR and radiograph software).
- e. Total number of employees.
- f. Number of employees certified on Electronic Dental solution, if applicable.

We reserve the right to select a prime contractor that will assume and manage all contractual and delivery liabilities on behalf of its subcontractors.

2.7.6 Financial Information

The Proposer shall provide a summary of its current corporate annual report and attach a copy of that report to the appendices of this RFP. The Proposer shall be prepared to provide, on request, a complete set of audited financial statements for the past three years. We reserve the right to purchase credit reports and additional financial reference information about your organization.

If you are publicly traded, list your trading symbol designation.

What percent of business income is the direct result of your Electronic Dental Solution as detailed in your proposal?

2.7.7 References

How many customers, who are currently using the system (same version as proposed), are our size (# of concurrent users, transactions, size of database) and are currently operational in the U.S.?

The Proposer shall provide details of two to four current customers for reference. These references should have similar requirements to ours and be running in a production mode the same technologies, software and versions as the proposed environment, unless exceptions have been clearly stated.

We may contact any of these reference customers in complete confidence to discuss their satisfaction with the supplier and their products, to establish the reality of system performance, and to understand the true business impact and cost of operating the proposed solution.

We may choose to send people to visit these sites at the Proposer's expense, prior to awarding the contract. The purpose of any site visit is to satisfy specific technical, performance or other concerns that arise.

2.8 Evaluation Process

The evaluation process will comprise:

- A preliminary examination of the completeness and validity of responses.
- A technical evaluation to determine compliance with requirements, which may require a scripted or other demonstration on-site at the County or other site acceptable to the County, or proof of concept, references and support certification.
- A commercial risk and cost analysis of all pricing, project schedules, and terms and conditions contained in the proposal.

Respondents take full responsibility for all costs that are omitted from their proposals. Although we reserve the right to negotiate best and final pricing, the price included in your response will be used when evaluating your proposal.

Responses to this RFP will be evaluated by a Committee consisting of various process owners within the County. The County's intent is to acquire the solution that provides the best value to the County and meets or exceeds both the functional and technical requirements identified in the RFP.

St. Louis County may enter into a contract with the Vendor whose products, features, design, implementation and support services, to include training and initial application maintenance, meet or exceed the County's RFP requirements. The selected vendor must be well-established, have the financial and technical capabilities and commitment of resources to provide the County a robust software solution. The firm will demonstrate its proven track record of support from installation planning through implementation and on-going use, particularly with clients located outside the vendor's home area. The firm will also offer evidence of responsiveness to clients' suggestions for improvements and past performance evidencing a good working relationship.

As part of the vendor's RFP response, the following minimal criteria must be met for a proposal to be considered for further evaluation. Failure to meet all of these criteria will automatically disqualify the vendor's response from further consideration:

1. RFP response is submitted by the due date and time
2. The RFP response is signed by a company officer
3. The vendor must come onsite to demo software and answer questions within the RFP timetable if selected as one of the finalists.

The Committee will consider the following categories when rating the Vendor's solution:

- Functionality
- Technical Requirements
- Ability to Deliver
- Investment and Costs
- Service and Support
- Warranty
- Vendor Viability

- Vision
- Other Value Added

St. Louis County will base its evaluation and selection of the preferred Vendor on the above criteria. Information to evaluate vendors will be obtained as follows:

- Evaluation of vendor proposal response
- Follow-up questions and answers
- On-site vendor demonstrations
- Reference checking with comparable entities using the vendor's product
- Potential site visits to comparable entities using the vendor's product
- Other information obtained related to the vendors being considered

The proposers, if requested, must be available for one meeting at St. Louis County, within seven (7) calendar days after notification. The meeting would be to discuss and clarify the proposer's proposal and qualifications. Proposers must respond by e-mail within seven days to written or e-mail requests from the County for additional information regarding their proposal, experience, clients, and related information. Failure to respond in full and within the required time period may result in rejection of the company's proposal.

The Selection Committee may reject any or all proposals and waive any minor irregularities.

2.9 Award of Contract

After completing the evaluation phase of the process, we may enter into contractual negotiations with a number of proposers. Award of the contract will depend on the satisfactory outcome of these negotiations. Unsuccessful respondents will be notified after a contract has been executed.

3.0 Statement of Work and Deliverables

3.1 Statement of Work

The vendor selected will be expected to:

- work closely with Allscripts Interface team and be available for meetings as needed to assure compatibility and testing of HL7 interfaces
- import all patients into EDR application prior to actual migration to assure integrity of data elements between the two databases
- coordinate and work with REJIS to whom we out our network and server support
- Install and support EDR and radiograph software installation and interfaces. If vendor is not the warranty vendor for the radiograph equipment, and is subcontracting this software and hardware to a third party vendor, the EDR vendor must clearly define boundaries of support for EDR and radiograph interfaces, software, and hardware and assist transition support for that third party software and hardware for the four month period following Go Live.
- provide assistance in customizing all templates, treatment plans, reports, software prior to Go Live
- provide onsite or remote support to assure that dental solution is successful
- Assign a project manager or representative to represent the EDR vendor during the implementation phase.
- Provide Service Level Agreements in writing for support post implementation

3.2 Deliverables

The selected vendor will be expected to:

- provide support to make this implementation successful. This support will include recommendations of how to configure system and implement workflow that will best meet the needs of our providers and patients
- provide adequate training to use software as recommended

- implement a working system that meets the contracted requirements and performance objectives
- install radiograph equipment compatible with EDR software. These digital units must provide precise images, lower radiation exposure, and increase provider time with patients to achieve ROI within 5 years of implementation.
- implement an integrated solution that provides reliable and consistent information for program management
- provide adequate documentation of system and database
- support departmental Helpdesk on a daily basis as needed

4.0 General Functional Requirements

The following system capabilities may be integrated, delivered as modules, or developed as custom interfaces. Hardware includes a variety of servers, handhelds, and imaging equipment and peripherals. Electronic Dental Solution Functional Requirements are specified below under the subheadings Interface Functionality and Electronic Dental PM/EDR Functionality. Technical Requirements, Project Management, Users Group, Consultant Requirements, Warranty, Billing and Invoicing, Insurance and Legal Requirements, and Contract details and questions follow this section.

An HL7 interface manual, listed as Attachment 1 to this RFP, may be found at:
http://www.stlouisco.com/doh/Dental_RFP/Allscripts_ProPM_HL7_Specifications_current.pdf

Vendor must complete the following table. A "Y" for **Yes** or "N" for **No should be marked on each feature to indicate whether the vendor can meet the functional requirement.** The vendor may add comments/responses as needed.

4.1 Electronic Dental Solution Functional Requirements

Item	Description	Can Meet Functional requirement Y or N	Comments
Interface Functionality			
Allscripts Professional and Dental Practice Management databases			
1	Support ADT Import Messages - Demographic Information from Allscripts PM to Dental PM		
2	Support SIU Import Messages - Scheduling Information from Allscripts PM to Dental PM		
3	Support SIU Export Messages Changes in Appointments (date, time, provider, status) from Dental PM to Allscripts PM		
4	Patient demographics in Dental PM can be locked down so user can not edit fields in Dental PM		
5	Appointments in Dental PM can be locked down so user can not edit fields in Dental PM		
6	Support DFT Export Messages - charges from Dental PM to Allscripts PM		
Dental PM/EDR and Digital Radiography databases			
7	Support ADT Export Messages - Demographic Information from Dental PM to digital radiograph software to assure integrity between electronic dental chart and digital image is 1:1		
8	Support SIU Import Messages - Scheduling Information from Dental PM to digital radiograph database to assure integrity between date on image and date of visit in Dental chart and Dental PM		

Item	Description	Can Meet Functional requirement Y or N	Comments
9	Support DFT Export Messages - charges from digital radiograph to Dental PM		
10	Password credentials pass from Dental PM and dental chart to digital radiography databases without user having to log into separate software to access digital images for intraoral and panoramic images		
11	Full integration with radiographic software to pull up images from EDR window without logging into radiograph application		
Dental PM/EDR and Digital Radiography databases			
12	Support hyperlink/connection between EDR and EHR (functionality will enable rapid linking and automated passing of credentials to EHR to support writing of prescriptions in EHR, benefitting from drug and allergy interactions in the Medispan API and full health history		
Electronic Dental PM/EDR Functionality			
Appointment and Scheduling			
13	Summary appointment displays number of patients: <ul style="list-style-type: none"> • in waiting room • Waiting for dentist • Waiting for hygienist • Waiting for dental assistant • Waiting to check-out 		
14	Set number of appointments to with No Show or Cancelled status to automate future appointments being blocked		
15	Auto calculate number of No Show appointments to generate No Show Message/New Appointment blocked		
16	Click and drag appointments from one date/time to a new date/time on same provider or a different provider schedule.		
17	Color coding in dental schedule identifies whether the patient has presented, is in operator, is being seen by Dental Assistant, is being seen by dentist, is waiting to be checked out, or has been checked out		
18	Electronic signature stored and inserted when encounters signed off		
19	EDR communicates Treatment Plan with Electronic Dental PM, so that the front desk knows what type of appointment to schedule		
20	HIPAA view of schedule used in operator		
21	Ability to run overdue report by procedure, Treatment Plan		
22	Ability to print out Appointment reminders		
Charting and Imaging			
23	Concurrent access by dental staff to patient chart		
24	Chart clearly displays crowns, bridges, root canals, posts, pins.		

Item	Description	Can Meet Functional requirement Y or N	Comments
25	EDR displays simultaneous views of gingival and periodontal pockets over time		
26	"Watch" areas may be viewed and marked on a specific tooth or drawing a crack on the tooth		
27	Real-time rotation, manipulation, magnification of digital images in 3-D		
28	Flexibility to re-prioritize and modify existing Treatment Plans		
29	Ability to create Treatment Plan Templates		
30	Ability to track modifications and notes on changes in modifications to Treatment Plan		
31	Allows multiple Treatment Plans by Provider or by Patient		
32	Ability to track incomplete Treatment Plans by procedure, provider, status, etc.		
33	Ability to treat certain categories of patients, e.g. emergencies, without a Treatment Plan		
34	Ability to document Progress Notes		
Inventory and Dispensing			
35	Ability to maintain inventory of dental supplies from dental dispensary		
36	Ability to set inventory levels to notify when dental supply item needs to be reordered		
37	Ability to track instruments which have been checked out by provider or user		
Audit and Security			
38	Field level security to force staff to make demographic or appointment changes in Allscripts PM		
39	Allows back dated encounters to be entered but maintains date/timestamp encounter was entered		
40	System allows encounter to be edited after sign off		
41	System does not allow encounter to be edited after sign off but does allow addendum to be attached to encounter		
42	System tracks start date/time of encounter and sign-off date/time of encounter		
43	Audit functionality exists to see which user edited record and the date record last modified		
44	Audit trail maintains field level tracking of user and date.		
45	Security allows specified users to merge patient accounts and dental charts		
46	Merged charts may be reverse merged		
47	Security allows specified users to delete patient accounts or dental charts		
48	System allows for HIPAA compliant internal communication between users		
Patient Centric			
49	Allergy (e.g. latex) default from history that automatically pops up in patient's current encounter		

Item	Description	Can Meet Functional requirement Y or N	Comments
50	Patient Kiosk or alternative remote patient check-in and demographic update		
51	Educational videos integrated with EDR for prophylactic care and proposed Treatment Plan		
52	Print out for patient of Treatment Plan with unit cost per service and total after sliding scale fee applied		
53	Easy to print and read summary documentation of current visit to give patient at check out, to mail to patient, or to transfer to another provider		
Reporting			
54	Database is ODBC compliant and compatible with Crystal Reports		
55	Database schema is available for current and subsequent versions of software with data dictionary clearly and accurately defining information stored in each field		
56	Standard reports are delivered with installation (Productivity, Appointment Status, Total Procedures by Provider, Unduplicated Patients seen within user defined date parameters)		
57	Standard reports include tables and color graphs/charts		
58	Customized reports are available prior to installation upon request with no additional charge		
59	Customized reports are available post installation upon request with additional charge		
60	Reports can be automated to run at user specified intervals		
Peripheral devices			
61	Compatible with commercially available electronic probing system for periodontal charting		
62	EDR supports electronic signature devices for consent forms		
63	Allows for chair side data entry with Tablet P.C. or handheld		
64	If Tablet compatible, application works with Touch Screen		
Vendor Relationship - Database, Training, Helpdesk			
65	Test, training and production are in different databases		
66	Training is performed onsite prior to implementation		
67	Post implementation, training videos are available		

5.0 Technical Requirements

5.01 Handhelds

Our operatory space is limited in size. Nevertheless, we wish to do chair side charting. Please describe what user equipment you recommend and how this equipment (e.g. notebook, handheld with docking station, tablet) will connect to digital sensors to capture radiographic images.

5.1 Architectural Requirements

What system architecture do you propose? Describe number and type of application servers, database server(s), test environment and training environment.

Describe your proposal's technical architecture (preferably using a PowerPoint or Visio diagram). This should show components such as the database server, applications server, test/training server, firewall(s), web server(s), web browser, minimum workstation requirements, remote access, wireless connectivity, network connectivity to LANs and WAN, etc.

5.1.2 Infrastructure

Does your proposed solution use Microsoft Exchange/Outlook e-mail and/or instant messaging as part of its core functionality? If yes, describe.

Does your proposal contain or envision the use of a data warehouse? If yes, describe.

Can your system be used with a Pocket PC or Smartphone using the MS Windows Mobile 6.5 operating system)? If yes, provide details.

5.1.2.2 Servers

Virtual Servers

Does the application/software you are proposing run fully-supported in a consolidated server environment on Microsoft Virtual Server 2005 R2 and on VMware ESX 3.5?

If yes, are you agreeable that virtualization rights be included in the contract at no additional cost to the County and that if there are future changes in your policy/model, the County is entitled to use the more desirable policy/model?

Terminal Servers

Application software is typically installed on seven Terminal Servers that serve as fat clients. Users connect to these servers via RDP. Is this consistent with the network architecture of your dental solution? If not, please explain.

Once logged into the terminal servers, approximately 20 concurrent dental staff and other health users will log into the Electronic dental chart. Ten concurrent users will access the radiography images.

Describe your database configuration and server requirements.

5.1.2.3 Networks

Our existing wide Area network is connected via a Fractional T-1 line with bursts up to T-1 speed. What bandwidth do you recommend in order for your solution to optimally perform?

System Response Time: What is the minimum network bandwidth required to the user's desktop for your system to consistently deliver 5 second or less response time?

5.1.3 Operating Systems

Your proposed system must be able to operate with Windows XP Service Pack 3 and Windows Vista Service Pack 2 and Windows 7 desktop operating systems and with the Windows Server 2008 R2 server operating system without the County having to change its standard build/image. Do you comply?

In the Windows 7 operating system, will your application run users with standard user privileges? Note any scenario(s) where users need to be elevated to run as an administrator in order to use your system.

Will your system run, full supported, on a Windows 7 32-bit operating system?

On a Windows 7 64-bit operating system?

What operating system (server and desktop) do you propose?

If not Microsoft Windows Server 2008 for servers and/or Windows XP and Vista and Windows 7 at the desktop, do you provide a “turnkey system”?

Describe who will provide the turnkey support and how (local St. Louis or other).

If you are proposing a different operating system, explain how it will integrate with the existing environment and how ongoing operations and technical support will be provided.

5.1.4 Database

The County’s standard database is Microsoft SQL Server 2008 R2. Does your proposed system comply?

What DBA resources & activities should the County expect to provide related to the deployment and ongoing operation of the proposed system?

Do we need a dedicated database server for the system you propose?

Do we need more than one dedicated database server for the system you propose?

5.1.5 Source Code

Application Development

In what programming language is your source code written?

Is your software 32 bit code or 64 bit code?

Describe the testing you have done to test it to run in 64 bit mode on Windows Server 2008 R2.

In addition to the core system software, additional application development may be needed for custom code development for “special modules”, enhancements, application programming interfaces (APIs), or interfaces to other systems. What programming language(es) do you use for this? Do you provide these programming services?

If yes, provide a description of the services you provide and a quote (\$/hr of programming) for the services.

If no, do you have partners who provide these services?

If yes, provide their names. If there are distinctions between partner levels (e.g. certified, gold, etc.), provide the definitions of the levels of partnerships and the level of each partner whose name you provide.

Does your proposed system use Microsoft .Net or JAVA anywhere (client, server, web environment) in its environment?

If yes, provide the version to be used in your proposed solution.

Describe your plans for using Microsoft .Net in your product or interoperating with it. Include time frames and version(s) of .Net.

What are your plans to use web services technologies in your product?

Describe the architecture and major components & standards planned.

Does your proposal use XML?

If yes, describe its current role(s) and planned (next 2 years) role(s).

What are you doing to write better code that provides higher levels of application availability?

5.1.6 Internet (Web) Browser

You must fully support your product with Microsoft Internet Explorer 8.

5.17 System Performance

Your proposed system, including each of its functional modules/components and partner-supplied modules, must be able to consistently deliver 5 seconds or less response time to the user. For example if your proposed imaging system uses DICOM3-compliant digital radiography from one of your company's divisions or a partner vendor, will it meet this requirement?

State the conditions that must be in place for you to contractually commit to this.

Your system must deliver a minimum of 99.5% availability if the server(s) is hosted in the County data center. Do you comply?

State the conditions that must be in place for you to contractually commit to this.

If, after your system is deployed to the County, the system is unable to meet these requirements, you will provide a solution within two months of the condition being reported to your help desk, at no cost to the County.

5.1.8 Data Conversion / Migrate/ Import

Does your solution have the ability to migrate data from the Allscripts Enterprise PM?

How do you propose to migrate data from existing Allscripts PM to your proposed solution?

Are there any automated tools you propose?

In order to facilitate and document the data transfer from the Allscripts PM database, a copy of Allscripts Professional PM Interface Specifications is attached.

5.1.9 Remote Access

What are the remote access capabilities of your proposed system?

Describe the methods supported (MS Terminal Services, web-access, SSL VPN, etc).

Are users able to access your system through wireless devices?

If yes, describe the specifications of the wireless device.

Do other clients remotely access your system?

If yes, what is the business case under which these clients access your system remotely (e.g. mobile dental unit)

5.1.10 Directory Services & User Authentication

The County's directory standard is Microsoft Active Directory. Does your proposed system use Microsoft Active Directory (AD) for user authentication or other functions?

If yes, describe.

If no, are you agreeable to change your system so that it uses the current version of Windows Server 2008 R2 Active Directory, at no cost to the County in time to be tested and deployed for this project?

Describe any additional integration with Active Directory.

Is your proposed solution Active Directory Aware (i.e. can users be authenticated to the system/application using AD)?

5.2 Hardware Requirements

5.2.1 General Requirements

Specify server(s), storage and other hardware required to operate your proposed system. State any assumptions made to develop these requirements.

What are the minimum hardware requirements for a user PC?

Will the system that you are proposing operate fully supported by you on a Dell blade server?

Is your proposed equipment powerable by Power over Ethernet (IEEE 802.3af)? (*This question may apply only to telecom, network equipment*)

5.2.2 Hardware Maintenance

Describe the types of support needed to keep the product under current support and to keep the product enhanced.

Describe your maintenance programs and options with associated pricing.

5.3 Software Requirements

5.3.1 General Requirements

1. User Interfaces

Describe the user interfaces available with your system (thick client/Windows, web-based thin client using MS Internet Explorer).

2. Does your system have any special requirements for data entry (e.g. only capital letters can be input, mixed cases are not supported)?

If yes, list them.

3. Software Installation on Client

Provide a complete inventory of all software (client, .exe's, applets, JAVA applets, APIs, ActiveX controls, drivers, interfaces, programs, etc) that must be installed on a user's computer or on a Terminal Server for your system to be operational.

Provide your installation instructions and installer checklist (what an IT installer would use to install and configure your system). Include all drives (e.g. C drive, all network drives) that must be touched and anything that must be done to the computer and/or operating system.

5.3.2 Licensing

1. Describe how licensing is structured (alternatives, base software + per user licenses, license costs, license-packs, incentives, etc.). Include costs for adding additional users after the initial purchase.
2. Will you provide price protection that allows the County to procure additional licenses at or below the original agreement price for a defined period of time? If yes, what is that period of time?
3. Do you offer a “software as a service (SaaS)” model where there is no up-front license fee, but instead a monthly charge which may include maintenance?

If yes, describe and provide costs relative to the system you are proposing.

4. What Total Cost of Ownership should we expect over a four year period?
5. Will you allow the County to use your software to do disaster recovery testing and in the case of a declared disaster within the licensing agreement and at no additional cost to the County?
6. Can the County use your software within the licensing agreement on its test servers to test your software at no additional cost to the County?
7. From time to time consultants, business partners or other non-employee type personnel need to access the licensed software. Will these types of user have access?
8. For license auditing purposes, clearly define what will be counted and what will be excluded.
9. Are you agreeable that the County will only be billed for software used and not for software that can potentially be used?
10. Are you agreeable that your software license can be transferred from one County computer to another County computer at no additional license cost?

5.3.3 Software Maintenance

Describe the types of support needed to keep the product under current support and to keep the product enhanced.

Describe your maintenance programs and options with associated pricing.

If your software/product has been given an end-of-life designation by the Vendor, are you agreeable to reduce maintenance/support costs to reflect the post end-of-life conditions (e. g. only help desk support)?

Are you agreeable to the County removing unused licenses from software maintenance with a corresponding reduction in maintenance costs without a recalculation of maintenance costs at a higher price than originally set?

What, if any, costs would there be to reinstate the licenses at a later date?

Explain your policy and practices in this area.

Are you agreeable to send a notification to the County via certified mail or recognized overnight carrier before software maintenance and support are cancelled, with an additional 30 days to pay?

5.3.4 Version Management

Describe your policy, processes and practices for introducing new versions and managing software obsolescence. How often should we expect upgrades and new versions (major and minor version releases)?

What can we expect in backward version compatibility and support of back versions?

When new versions are released, describe what release notes we will receive coincident with the release.

Do these release notes identify new features and bug resolutions that are included in the release?

Are we required to move to new versions within X months of their being released?

What choice does the County have in determining if and when to migrate to new versions?

What are you planning that will make deployment of new versions easier and less costly for the County?

Can versions and patches of your proposed system be deployed to servers and clients using Microsoft System Center Configuration Manager (SMS) 2007 and/or Microsoft Windows Server Update Services (WSUS)?

If yes, describe.

Can your proposed system be initially deployed with SMS?

If yes, describe. If not through SMS, what automated way(s) can it be deployed?

The County wants to be able to use the latest generally-available software from Microsoft. For the following Microsoft products which may be integrated into your solution, indicate if you are agreeable to fully test them for interoperability with your product and support them (including service packs) within three months of their being made generally available from Microsoft?

- .Net?
- Active Directory?
- BizTalk
- Exchange/Outlook
- Internet Explorer web browser
- Office (Word, Excel, PowerPoint, Access)
- Project
- SharePoint
- SQL Server database
- System Center Configuration Manager (aka SMS)
- Systems Center Operations Manager (aka MOM)
- Visio
- Visual Studio
- Windows Desktop operating system
- Windows Mobile operating system
- Windows Server operating system

5.3.5 Methodology/Quality

Is the software organization that developed the software you are proposing rated using the Software Engineering Institute's Capability Maturity Model (CMM)?

If yes, what is the current rating for the organization that developed the proposed software?

What organization performed the rating?

What do you do to improve defect detection and correction in your application development processes?

Describe your software testing process and tools used.

Do you conduct unit testing?

System & integration testing?

Regression testing?

Security testing?

What is your process for notifying the customer and fixing bugs once they have been identified?

5.4 Peripheral I.T. Equipment Requirements

Describe any peripheral equipment required or recommended (note whether it is required or recommended) in order for your proposed system to function optimally to meet performance objectives.

What Hewlett Packard printer drivers work with your system?

5.4.1 Peripheral Dental Equipment Requirements

Describe any peripheral equipment required or recommended (note whether it is required or recommended) in order for your proposed system to function optimally to meet performance objectives.

5.5 Security Requirements

1. The County does not allow users' (client) computers to have administrator rights. Does your proposed system comply?

If not, explain any exceptions.

2. Describe the identification and authorization capabilities of your proposed solution,

a. For users

b. For system administrators and DBAs.

3. Describe the security audit capabilities of your proposed solution.

4. The time between when a software vendor announces a security flaw and the time the first exploit appears is becoming shorter.

a. Will you commit to having critical security vulnerabilities patched on the system you are proposing within 10 business days after the public announcement by the vendor (e.g. Microsoft SQL Server, Oracle)?

- b. Will you commit to revising your software to interoperate with Microsoft Windows operating system critical security patches within 10 business days after public announcement (typically posting on web page) by Microsoft (e.g. XP Service Pack 2 & other critical security vulnerabilities)?

5. Does your proposed solution have:

- a. The ability to automatically generate a random default password for the user's first use?
- b. The ability to automatically prompt users to change the default password on the first use?
- c. The ability to require that default passwords shipped with the application be changed immediately after loading onto the computer?
- d. The ability to limit (re)authentication to three (3) unsuccessful attempts?
- e. A time-out capability for periods of user inactivity greater than 30 minutes?

Can the user change the capability (number of minutes of inactivity before the time-out engages)?

Can the System administrator change the capability?

If yes, describe.

- f. The ability to require a password to reactivate the user session that has been suspended due to a predefined period of activity?

If yes, describe.

- g. The ability to prevent passwords from being written to activity, log or audit files?
- h. The ability to prevent passwords from being displayed on the monitor screen?
- i. The ability to mask passwords on the screen using "dummy characters" or equivalent?

If yes, describe.

- j. The ability to have at least 12 "dummy characters" always appear on the screen even if the password is less than 12 characters?

- k. The ability for successful log-ons to display the date and time of the last log-on so that users can determine if someone else might have used their ID/password without their knowledge?

- l. The ability for passwords to be at least 8 positions in length?

Describe your proposed system's password capabilities (lengths, characters, alpha, non-alpha, etc).

- m. The ability for users to change their own passwords, if the system permits? If yes, describe.

- n. The ability to require that new passwords differ from previous passwords? If yes, describe.

- o. The ability to require that user and administrators passwords be changed every X days?

If yes, describe the options for the range of days for X.

- p. Is there anything in your proposed application/system that would prohibit or inhibit the County from simply and easily changing System Administrator passwords every 60 days?

- q. The ability to have different required password change intervals for users and administrators? For example, 90 days for users and 60 days for administrators.

- r. The ability to require that when a password is changed, the user must provide the old password before a new password can be created?
- 6. What do you in your application development process to ensure the security of your application's code (e.g. SQL Slammer, etc)?
- 7. Before software is released into general use, describe the security testing performed.
Do you conduct fuzz testing?
Who performs the testing?
Describe the process.
- 8. What will you do to address vulnerabilities in your product discovered subsequent to us deploying your code?
In what time interval will they be fixed (Critical & non-critical)?
At what cost to the County?
- 9. What do you do to ensure the physical security of backup tapes and other media while at your facility and in transit? (For ASPs and other vendors as appropriate)
- 10. Does your proposed system use or require hard-coded passwords anywhere (e.g. in the application, scripts, database)?
If yes, provide details.
- 11. a. Do you have clients who are using your proposed system/solution for payments using a credit card?
b. If yes, what is the business case under which these clients use the system to process payments?
- 12. What functions does your proposed system have to protect the privacy of information designated "private" (e.g. personally identifiable, SSN, credit card, ACH, etc.) that it processes or stores?
- 13. Remote Access to Applications & Host Systems by Vendor Support Personnel.

Application vendors often provide application support and troubleshooting via remote access. This often includes access to production applications and data.

Describe how you propose to address the security issues associated with this access. Address each of the below issues and any others you are aware of.

- a. Individual accountability. Vendor personnel must be identifiable to ensure the accountability required by regulations (e.g. PCI DSS) and auditors. There must be a mechanism to track which support person is using a shared account at any time. This likely means that each support person will need an account in at least one of whatever identity repository is used by the supported system or Active Directory.
- b. Risk-appropriate Authentication. Support personnel's identities must be verified as appropriate. For example PCI DSS requires two factor authentication.
- c. Limiting Access to the Supported Applications and/or Host Systems. Support personnel's access on the network must be limited to the supported application/system. How do you prevent a support person from breaking out of your application/system into other parts of our network?
- d. Super User Privileges. Support personnel must not be given permanent, superuser privileges on host computers.
- e. Logging Support Activity. How do you monitor support personnel activity (i.e. Logs, keystroke logging, etc)?

5.6 Operations

Do you need remote access to the server to support/maintain it?

If yes, describe the hardware, software, method(s) and security used.

Are you agreeable to the County controlling, managing and auditing your access to the server(s)?

Backup & Recovery: How do you propose to achieve effective data backup and recovery for your proposed system?

In the event of a hardware/software failure, describe your technical ability to recover to point of failure.

Business Continuity & Disaster Recovery: Describe the functions/features of your proposed system that enable effective business continuity and disaster recovery processes.

Network & Application Management

Does your system use or integrate with the SolarWinds network management system?

If yes, describe.

Does your proposed system interoperate with Microsoft's Service Center Operations Manager (aka MOM)?

If yes, provide details including supported version(s).

5.7 Interfaces / Integration

Your proposed system must be able to export data to MS Office Products. Do you comply?

Does your proposed solution interface with or integrate with Microsoft Office (Word, Excel, Access, PowerPoint)?

If yes, describe and note areas of integration and versions supported.

Does your proposed solution interface with or integrate with Microsoft Exchange/Outlook 2007 and Windows Server Active Directory 2008 R2?

If yes, describe and note areas of integration and function and versions supported.

Describe the programming interfaces (APIs) to your proposed system (include the language used).

Provide your current specifications/documents.

Do you charge customers for anything related to your API(s)?

If yes, describe the charges (e.g. license fee, use fee, programming charges).

Provide your current Web Services Description Language (WSDL) document.

Can your proposed solution interface & interoperate with the Tyler Technologies MUNIS ERP system?

If yes, describe the degree of interoperability and describe the technical architecture of your ERP interface (physical and logical).

Does your system integrate with the Microsoft SharePoint 2007 (MOSS) document management system?

If yes, describe.

CMIS is a Web services protocol that governs the exchange of content between content management repositories. CMIS has been registered with the Organization for the Advancement of Structured Information Standards (OASIS).

Does your proposed system interoperate with SharePoint using the Content Management Interoperability Services (CMIS) protocol?

Does your system have the ability to interface with the County's ESRI GIS system?

Does your proposed system currently have a Microsoft BizTalk 2006 adapter?

If no,

- Is one planned by the time you will deliver your proposed system?
- Are you agreeable to have one developed at no cost to the County?

5.8 Technical Support and Help Desk

Are you agreeable to taking support responsibility for all components of the system/solution you are proposing in this RFP, including components and subsystems being provided by the business partners you identify in this RFP?

Identify the points of contact for operational support and maintenance inquiries.

State the support options that are available (e.g. 800 number, telephone, e-mail, etc).

Provide the telephone numbers, e-mail or web portal addresses for the services named above.

What are your normal Helpdesk hours CDT?

Describe how calls are prioritized and average length of time to respond.

Provide the hours of availability of your help desk, Level 1 and Level 2 support. Are Helpdesk personnel available nights or weekends for user support?

The County plans to do most of its planned system maintenance on evenings, weekends, and holidays. Will you have Level 1 and Level 2 support available during these times?

Do you limit the number of County people who can call in for support?

If yes, explain your model and how additional people can be included and at what incremental cost?

If there is no limitation, the maintenance agreement should clearly state this fact. Are you agreeable to include such language in our contract?

Are you agreeable to keep trouble tickets (aka incidents, problems) open until the County agrees to close them (i.e. you will not unilaterally close them out)?

Provide your standard help desk service level agreement (SLA).

If not included in your SLA, provide your problem escalation practices. For example, if a problem is open for longer than x hours, is it automatically escalated to the Help Desk or Technical Support Manager? Continue up to the Vice President (or equivalent) level.

What percentage of all incidents should we expect to be fixed remotely without customer intervention? You may reference your experience of customer support during the past two or three years.

Give the locations of all your nearby (to St. Louis County) support and maintenance facilities.

How many qualified support and maintenance staff are on call 24/7/365 at the location?

5.9 Reporting

If your proposed solution does not support Crystal Reports, describe the report writer software proposed and supported.

List any additional major report writers that your proposed solution can use.

Does your proposed solution have the ability to count transactions (e.g. credit card, ACH) and provide reports?

If yes, describe.

Are you agreeable to answer questions within 5 business days, at no additional charge, regarding documentation (a map, schema or key) that explicitly defines what relationship exists between a GUI element and where that value is actually stored in the product's database?

If yes, will this documentation detail where a field represented in the GUI actually stores the information in the back end (what table, what column)?

5.10 Documentation & Manuals

Describe what documentation is available on the system proposed and any related costs.

5.11 Technical Training Requirements

Do you agree to provide standard user training information such as outline, description of content, format, guaranteed outcomes or any other information that would assist County evaluators in understanding the depth of the training needed?

Do you agree to provide information training that will enable personnel who will operate and maintain the software/system to achieve the level of proficiency required to support the County's use of the software/system?

Will this training provide adequate instruction for individuals, who will be managing the overall system, including:

- System Security
- System basic diagnostics
- Trouble-shooting techniques
- Use of system utilities
- System database backup procedures
- Installation of software and conversion of data
- Information regarding data interfaces

Do you agree to provide a complete set of training materials for the County's approval at least three weeks before the start of any training?

5.12 Change Management

Are you agreeable to use the County Change Management policy to manage changes to your proposed system? (County I.T. Policy 10.01, listed as Attachment 2 to this RFP, may be found at http://www.stlouisco.com/doh/Dental_RFP/Policy_10_01_Change_Management.pdf)

5.13 Service Level Agreements (SLA)

Do you have a standard SLA?

If yes, provide a copy of your Service Level Agreement (SLA).

If no, are you agreeable to an SLA from the County?

What SLA reports do you propose?

At what frequency?

Do you have a Service Level Agreement for your Help Desk?

If yes, provide a copy with your RFP response.

5.14 Partnerships

Imaging: Do you have a partner vendor for imaging?

If yes, who?

Describe the relationship.

Do you have a partner vendor for document management?

If yes, who?

Describe the relationship.

Describe your proposed system's ability to interoperate/integrate with the Microsoft SharePoint integrated document management / imaging system.

5.14 ASP, SaaS and Cloud Computing Alternatives

Do other clients run your system with an Application Service Provider (ASP) or Software as a Service (SaaS) model?

If yes, what is the business case which these clients run the application in this manner?

6.0 Project Management

Do you provide project management services to implement to your proposed solution?

If yes, describe.

If no, how do you propose the County manage the planning and deployment of your proposed solution?

What resources should the County expect to provide to plan, test, and deploy your proposed solution?

How will project management be resourced?

Provide an activity-level work plan, preferably using MS Project, for achieving the successful deployment of your proposed system.

Do you recommend using a systems integrator and/or consultants for a successful deployment?

If yes, provide your recommended model for success.

The County's standard project management tool is Microsoft Project 2007. Are you agreeable to use this tool if you are selected for project management services?

The County uses Microsoft SharePoint to collaborate on project management.

Are you agreeable to use the County's system for project collaboration and management?

7.0 Users Group

Do you have a users group?

If yes, provide information about it, where it is held and when.

If no, are you planning one?

8.0 Consultant Requirements

8.1 General Qualifications

Will a consultant be needed to provide outside expertise to implement this project?

If yes, describe the role of the consultant in the success of this project.

Is a Microsoft Certified Technology Specialist necessary to a successful implementation of your solution?

Identify qualifications of the key personnel (including managers and sub-consultants) to be assigned to the engagement/project (education, experience in local government or peer organization engagements, and certification).

Indicate if key personnel have the:

- a. Ability to provide consistent, skilled project management skills throughout the duration of the project.
- b. Capacity and capability to manage milestones and perform the work within engagement and project schedules.
- c. Methods of quality assurance / quality control.
- d. Knowledge and expertise in WAN architecture, design, best practices and methodologies.
- e. Willingness to take significant leadership and responsibility for the project's success.
- f. Understanding of the key business, process, and technical IT issues and drivers facing St. Louis County.
- g. Understanding of the key business, process, and technical IT and specifically St. Louis County Department of Health in implementation of Electronic Dental Record with multiple interfaces.
- h. Comparable experience with implementation in another county or peer organization.
- i. Capabilities & experience in delivering comparable technologies and versions and providing the services described in the Statement of Work (Section 3.0 above)
- j. Are you agreeable to give the County free estimates (hours, resources) of what it will take to deliver County requested work before starting the work?

If yes, what turnaround time will it take from the time the County requests an estimate to when it is delivered to the County?

- k. Do you agree to disclose:
 - I. Any financial stakes you have with any vendors with whom you will partner to implement this solution?
 - II. Any referral or reseller relationships you have with any partner vendors?
 - III. Your participation on any vendor's board of directors or board of advisors?
 - IV. Any relevant familial relationships with any partners?

8.2 Proposers Employee Requirements

- a. The proposer’s employees or their consultants should have extensive and recent (within the past twelve months) experience in all areas covered in the Statement of Work section (3.0). Moreover, the proposer’s employees should also have demonstrable business experience in their areas of expertise.
- b. The proposer shall describe its commitment to maintaining employee and project management continuity for the duration of the project. In the event of unplanned turnover, the proposer shall describe their process for a timely, transparent turnover.
- c. Given that your employees will have access to County data, are they bonded? Have they undergone criminal background checks? If no, are you agreeable to have this done at your expense? If no, how do you propose to address this risk?
- d. The proposer shall describe its commitment to and methods of development and training and keeping its employees current on existing, new and emerging Vendor products and technologies.
- e. The proposer shall provide:
 - I. A list and of proposed consultants or managers and their ability to staff and supervise the project engagement team.
 - II. The resumes of consultants or managers who will be assigned to this project without substitution unless prior written consent of St. Louis County. For each proposed consultant or manager, the degree of vendor/system technology, education & certifications, and applicable business experience must be clearly stated.
 - III. Does the Project Management Institute (PMI) certify the person(s) you propose for this engagement?
 - IV. Its model regarding the use of full and part-time consultants. The proposer shall, upon request and within a reasonable time, make its proposed consultants available to St. Louis County for telephone and/or in-person interviews. St. Louis County will maintain the right of refusal for any consultant assigned to the engagement.
 - V. The proposer must state and commit to a level of its own employees vs. subcontractor use that is acceptable to the County.

9.0 Warranty

Describe length of time and warranties on all system software.

Describe length of time and warranties and warranty coverage on any dental equipment.

Describe length of time and warranties and warranty coverage on any I.T. equipment.

10.0 Billing and Invoicing

Are you agreeable to being paid in stages related to project milestones and associated formal acceptance by the County as shown below? If no, what do you propose?

Milestone	% of Total Amount To Be Paid
Effective date of contract	20%
Upon delivery of the hardware and system installation and completion of system verification test	20%
Go-live date as declared by the County	30%
System acceptance by County 90 days after go-live	30%

Describe any electronic billing options available to the County.

Are you agreeable to send invoices so the County receives them at least 60 days before payment is due?

For hardware & software maintenance renewal invoices, are you agreeable to having an invoice due date that is 30 days or less before the expiration of the current maintenance?

11.0 Insurance and Legal Requirements

11.1 Insurance Requirements

The successful proposer agrees to carry the following insurance coverage during the period of the contract, and will provide Saint Louis County Director of Procurement with Certificates of Insurance on all required coverage prior to commencement of work under this contract. Failure to provide proper insurance certificate meeting the following requirements will delay contract execution:

Internet Liability Insurance: Successful proposer shall maintain in force for the duration of this contract an Internet Liability policy including without limitation, unauthorized access, unauthorized use, virus transmissions, denial of service, personal injury, advertising injury, failure to protect privacy, and intellectual property covering the liability of the proposer and liability of the County arising out of the acts of the proposers respects to the design and development of the system used to operate and maintain the service with a minimum limit of \$1,000,000 per occurrence / aggregate limit. If coverage as required is written on claims-made basis, proposer warrants that any retroactive date applicable to coverage under the policy precedes the effective discovery period will be exercised for a period of three (3) year beginning from the time that work under the contract is completed.

Commercial General Liability (CGL): Successful proposer shall provide Commercial General Liability (CGL) with a limit of no less than \$2,000,000 per occurrence for bodily injury property damage claims that may arise during the course of this contract. CGL insurance shall be written on ISO occurrence form CG 00 01 10 01 (or a substitute form providing equivalent coverage) and shall cover liability arising from premises, operations, independent contractors, products -- completed operations, personal injury and advertising injury and liability assumed under a insured contract (including the tort liability of another assumed in a business contract). Saint Louis County shall be named as additional insured.

Workers Compensation Insurance: Successful proposer shall provide proof of Workers' Compensation Insurance as required by the State of Missouri. Coverage shall include Employer Liability for the duration of the contract.

Indemnification: To the fullest extent permitted by law, the successful proposer agrees to defend, indemnify and hold harmless the County, its elected and appointed officials, employees and all volunteers, from and against any all claims, actions, damages, losses and expense, including but not limited to attorneys' and other professional fees arising out of or resulting from the performance of the proposers work provided that any such claim, damage, loss or expense attributable to bodily injury, sickness, disease or death, or to injury to or destruction of tangible property (other than the work itself) including the loss of use resulting there from and only to the extent caused in whole or in part by any negligent acts or omissions of successful proposer, anyone directly or indirectly employed by proposer for whose acts any of them may be liable, regardless of whether or not it is caused in part indemnified hereunder.

11.2 Legal Requirements

Current Litigation

Do you currently have any outstanding significant (≥ \$250,000) litigation with

- a. Existing or prospective customers?
- b. Other businesses?
- c. Any U.S. government?

If yes, describe.

11.2.1 ADA Requirements

It shall be the responsibility of all bidders to warrant that all that all goods, services and/or work to be procured and/or performed under the proposed contract shall conform to and/or be performed in compliance with all Federal, State and Local Laws, Ordinances and Codes including but not limited to the Americans with Disabilities Act of 1990.

Failure to comply in any manner with applicable Statutes, Ordinances or Codes shall result in said contractor replacing the goods, services and/or work performed in order to effect compliance or in liquidated damages in the amount required to effect compliance with said Statutes, Ordinances and Codes together with any cost associated with collection of said damages.

12.0 Contract

1. Are you agreeable to provide the County your proposed contract and related documents in electronic form (Microsoft Office 2007) as part of your RFP response and throughout the contract execution process?
2. Are you agreeable that the representations contained in your RFP/Bid response will be incorporated into the contract?
3. Are you agreeable to give the County a copy of your source code should you have a major change in your business, ownership or declare bankruptcy?
4. Are you agreeable to "capping" maintenance fees, so that the maintenance fee for any year will be the lesser of:
 - a) The amount calculated using the defined calculation method (describe the calculated method you propose); or,
 - b) The amount paid in the prior year increased by the Consumer Price Index?
5. Are you agreeable to not significantly increasing your list price as to cause significant increases in annual maintenance?
If yes, what is your definition of "significant increase"?
6. Are you agreeable to not charging maintenance during the initial warranty period (1 year minimum)?
7. Are you agreeable to not charging maintenance until the product/system has been proven in a production setting and formally accepted by the County?
8. Can you provide a pdf or Word document of your current standard contract?

12.2 Contract Language

Are you agreeable to the following contract language?

- a) Term of contract - The term of the contract ("contract") resulting from this solicitation shall be for "3" year(s) from the start date. St. Louis County and the Department of Administration with the consent of vendor and funding source will have the option to extend the term of the contract for two years under the same terms, conditions, and prices as the original contract contingent on the availability of funds.
- b) Independent Contractor - The relationship of the Vendor to the County shall be that of independent contractor and no principal agent of employer-employee relationship is created by the contract.
- c) Conflict of Interest - The Vendor shall not employ as a director, officer, employee, agent, or subcontractor any elected or appointed official of the County or any member of his/her immediate family.
- d) Non-Discrimination of Employment - The Vendor shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, age, marital status, national origin or disability/handicap (See Section 16). Contractor shall take affirmative action to insure that applicants are employed and that employees are treated during their employment without regard to race, religion, color, sex, age, marital status, national origin or disability/handicap. Such action shall include, but not be limited to, the following: employment upgrading, demotion or transfer, rates of pay or other forms of

compensation, and selection for training including apprenticeship. In the event of contractor's noncompliance with the provisions of this paragraph, the contract may be terminated or suspended in whole or in part and Contractor may be declare ineligible for further County contracts.

- e) Subcontracts - The Vendor agrees not to subcontract any of the work required by this Agreement without the prior written approval of the St. Louis County Department of Administration or designee. The Vendor agrees to be responsible for the accuracy and timeliness of the work submitted in the fulfillment of its responsibilities under this Agreement.
- f) Assignment of Agreement - The Consultant agrees not to assign, transfer, convey, sublet, or otherwise dispose of the contract or any rights, title, or interest created by the contract without the prior consent and written approval of the St. Louis County Department of Administration or designee and the Vendor or Vendor designee. Changes in Agreement the contract may be changed only upon the written agreement of the St. Louis County Department of Administration Director or designee and the Vendor.
- g) Governing Law -The contract shall be interpreted under the laws of the State of Missouri. The venue of any action between the parties shall be St. Louis County, Missouri.
- h) Termination - The County shall have the right to terminate the contract immediately in the exercise of its absolute and sole discretion, upon written notice to the Vendor. After receipt of such notice, the contract shall automatically terminate without further obligation of the parties.
- i) Funding Out - This Contract shall terminate at such time, if any, that the County Council fails to appropriate sufficient sums in the budget year for which the contract applies to pay the amount due.
- j) Maintenance & Support - Annual increases for maintenance and support shall not exceed the general Consumer Price Index (CPI). The vendor will not increase maintenance higher than its "standard" increase in any year. For example, if the CPI increase is 3% in a given year and the vendor's "standard" increase is 2%, the County will be invoiced for the 2% increase.

Vendor agrees to send an itemized invoice to the County at least 90 days before maintenance is up for renewal.

The County may cancel maintenance upon 90 day notification to the Vendor.

Maintenance may be reinstated by the County at an amount not to exceed the back fees that would have been due if maintenance/support had not been dropped. The County will not be forced to move to new license models to pay upgrade fees.

The Vendor shall give the County at least 12 months notice before canceling maintenance. In addition, the Vendor shall continue to support the software/product as long as it is supporting such software/product for the rest of its customer base.

The County may remove unused licensed software without a corresponding reduction in maintenance/support.

- k) Use of Licenses by Personnel Who Are Not Employees - County consultants, contractors, external customers, and business partners may access the licensed software.
- l) Disaster Recovery & Disaster Recovery Testing - There will be no additional software license cost to process at another site in the event of a disaster that shuts down the County's primary location.
- m) Software Escrow - Vendor will provide appropriate source code to the County in a timely manner in the event that the vendor goes out of business or no longer supports the software being licensed. The same applies if the Vendor is merged or acquired and the software is no longer supported. Once the County obtains the source code, it will be a perpetual license, and there will be no additional fees due, even if additional licenses are deployed.
- n) Right to Outsource - Software licensed to the County may be used by an outsourcer hired by the County.

- o) Unlimited Liability for Software Vendor Infringement - The Vendor will reimburse the County for all costs related to infringement (not "finally awarded"). There shall be no limit of liability if the software is determined to be infringing.
- p) Vendor Merger or Acquisition - In the event that the Vendor is merged or acquired, the acquiring entity shall honor all of the terms of the existing contract for 18 months or until the end of the present contract term, whichever is longer.
- q) Functionality Replacement - The County maintains the rights to the functionality that was originally licensed, even if that functionality later gets renamed or rebundled.
- r) County will not be responsible for timely paying of maintenance or other fees, if vendor's bills contain billing errors. Vendor agrees not to cease providing support, maintenance and upgrades during the period of non-payment by County to vendor for vendor bills which contain billing errors.
- s) Wording Conflicts - Should there be a conflict in wording between the contract and the Proposer's RFP response, the RFP response shall prevail.
- t) Security of Vendor Access to System - In the course of deploying their products and subsequently supporting and maintaining the production system, the vendor will meet or exceed the County's security policies and requirements. The Vendor accepts liability for any security exploits or security events caused by their personnel.
- u) Software Acceptance - The County may test the software for 90 days after it has been successfully installed on servers and County workstations. The County may cancel the agreement after testing if the software does not meet our requirements.
- v) System Acceptance - The system will be considered fully installed when operation of the system is to the satisfaction of the County. After software installation is complete, vendor shall certify in writing to the County that the software is installed and ready for use on the County's operating system.
- w) Press and Publicity - Vendor shall not advertise or publish the fact that the County has placed this order without prior written consent from the County, except as may be necessary to comply with a proper request for information from an authorized representative of the County.
- x) Transfer of Usage Rights to Outsourcer - County may transfer usage rights for licenses to an outsourcer with no transfer fee. The County is granted exclusive ownership rights for all software that the outsourcer purchases on behalf of the County. The software remains the property of the County, even if the County grants the outsourcer the right to access and use the software on the County's behalf.

Appendix A

Sample Price Form

Provide your price proposal for “all in” costs associated with your proposed solution. This Includes, but is not limited to: hardware, software, implementation/installation, training, support, maintenance, shipping, travel & lodging, applicable taxes, commissions, and other administrative expenses, in the format below.

	One-time or Initial Cost	Annual Cost/Charge (include software & hardware maintenance)
Software Provide standard software costs (including licenses) for standard (basic) software that meets County functional requirements (excludes modification fees)		
Standard or Base Software costs for xxx users (if your model has user licenses in addition to base software costs)		
Application license costs for yyy users (in addition to or instead of standard or base software depending on your licensing model)		
Cost to add additional users after initial deployment (e.g. cost/user, cost for a 10-user pack of licenses, etc)		
Database licensing (e.g. SQL Server) for zzz users		
Total Software Cost		
System Modification or Additional Modules Pricing Provide costs for each additional modification and/or additional module		
Hardware Specify servers, storage and other required hardware (or provide adequate specifications to obtain a price quote) to operate your proposed system. Note: not required for ASP proposal/bid.		
Data Conversion / Migration Provide conversion costs, include data validation, scrubbing and reconciliation		
Installation / Deployment System installation		
Additional costs		
Training User training		
IT training		
Service & Support Hourly rate (\$/hour) for additional services [(break out for different levels of support (application development, network, DBA, etc)]		
Help Desk Pricing model for IT help desk services		
Pricing model for end user help desk services		
Lease or Alternate Finance Options		

Attachments

Attachment 1- Allscripts Professional PM Interface Specifications

Attachment 2 - County I.T. Policy 10.01 - Change Management