

**MISSISSIPPI STATE UNIVERSITY**

***Request for Proposals (RFP) 18-103  
Electronic Health Record (EHR) and Integrated Practice Management System  
for Mississippi State University***

ISSUE DATE: November 26, 2018

ISSUING AGENCY: Office of Procurement and Contracts  
Mississippi State University  
610 McArthur Hall  
245 Barr Avenue  
Mississippi State, MS 39762

Sealed Proposals, subject to the conditions made a part hereof, will be received **January 4, 2019 at 2:00 PM in the MSU Office of Procurement and Contracts, same address above**, for furnishing services and potentially, optional services as described herein.

**IMPORTANT NOTE:** Indicate firm name, and RFP number on the front of each sealed proposal envelope or package.

All inquiries concerning this RFP should be directed to:

Jennifer Mayfield  
Office of Procurement and Contracts (Same address above)  
jmayfield@procurement.msstate.edu  
662-325-2550

- A. Any addendum associated with this RFP will be posted at <http://www.procurement.msstate.edu/procurement/bids/index.php> located under RFP 18-103.
- B. **Note 2:** It is the respondent's responsibility to assure that all addenda have been reviewed and if applicable, signed and returned.

**1) UNIVERSITY OVERVIEW**

- a) Mississippi State University (MSU) is a comprehensive land grant university of 21,500+ students and approximately 5,000 faculty and staff. The main campus is located adjacent to the community of Starkville in northeast Mississippi, with a remote campus located in Meridian with an enrollment of around 700 students. Additionally, the university operates several remote agricultural experiment stations and has an Extension office located in each of the eighty-two Mississippi counties.
- b) Additional information about MSU can be found at our website [www.msstate.edu](http://www.msstate.edu).

## 2) **INVITATION TO SUBMIT PROPOSAL ON RFP**

The Mississippi State University Longest Student Health Center (LSHC) seeks proposals for both an electronic health record (EHR) and integrated practice management system (PM) that will enable the LSHC to maximize staff time, money, and effort by streamlining our process. We currently use an on premise EHR and PM software solution. The solution will preferably be hosted by LSHC on premise with MSU provided equipment; however, cloud-based solutions will be considered.

## 3) **SCOPE OF SERVICES REQUIRED**

### a) **Overview**

#### a. **User Breakdown**

- i. 5 fulltime physicians
- ii. 2 part-time physicians (less than 50 claims per month)
- iii. 2 full-time nurse practitioners
- iv. 1 part-time nurse practitioners
- v. 1 physical therapist
- vi. 15-20 non-clinical users of the EHR (nursing staff, etc)
- vii. 10-12 non-provider users of the PM system

#### b. **Patient workload**

- i. Annual visits – 33,680
- ii. Prescriptions – 42,100

### b) **Vendor Information**

Vendor must demonstrate overall quality and long-term viability as a company by responding to all questions on the vendor questionnaire (Appendix B)

### c) **Solution Information**

Current EHR environment is hosted on a local Windows server using an SQL database with client access provided by laptops and/or PC's using a FAT client.

Current PM environment is hosted on a local virtual Windows server using an SQL database with client access provided by laptops and/or PC's using a FAT client.

Any laptops used are encrypted using Bitlocker.

MSU requires that the proposed system must meet all of the following qualifications:

- a. Be FERPA and HIPAA compliant

- b. Provide clinical templates designed for Athletics, Private and Student Health
- c. Provide switching of templates after note started and ability to add multiple template sections to note in progress
- d. Health Education – Ability to provide pre-written health education handouts for college health specific patients as well as information for more complex patients
- e. Interface with ProPharm (pharmacy), Opal-RAD (X-Ray), Brentwood EKG, CardeaScreen (used for athletic ekgs), and Orchard (lab information system)
- f. E+M Coding capability – ability to provide accurate and quick E&M coding levels.
- g. Provide electronic billing features to third parties and University Ellucian Banner system
- h. Provide automated data transfer with University Ellucian Banner system (includes financial charges/payments, student enrollment, etc.)
- i. Provide built-in image scanning support
- j. Provide secure HIPAA compliant messaging to patients and staff
- k. Provide a scheduling function
- l. Ability to export to file an itemized list of charges for patients
- m. Provide ePrescribing of non-controlled and controlled substances
- n. Allow for remote access for all permissioned users (smart devices)
- o. Produce data reports and analysis (includes financial data, patient data, etc.)
- p. Provide functionality and ease of use
  - i. Face sheet and overview of patient including diagnoses, previous histories, medications, pending lab orders.
  - ii. Chart summary categories – individual categories including office visits, annotations, addendums, phone conversations, lab results, nurse visits, medication administration, immunizations, documents, referrals, x-ray reports, future plans. These categories then would include all of the relevant documents relating to each category. Medical history and problem lists should include active and inactive. Previous histories can be reviewed without searching specifically and old entries can apply to new visits
  - iii. Medication list – Medication list should include current, previous, expired and any medication entered into the record and each should be clearly indicated by category.
  - iv. Medications – There should be an easily identifiable immediate interaction and warning about medications. It must be accurate and inclusive and not require additional searching. It should be a complete reference source.
  - v. Review of Systems – Review of systems must be robust and complete. It should be available and usable for any and each complaint at a visit. ROS should be clickable and not require written/annotated input of data.

- vi. Ability to compare ROS from visit to visit and also apply or copy to the next appointment.
- vii. Referrals – All referral providers should be accessible and searchable. There should be a dedicated file to referral records and results. Referral requests should be printable.
- viii. Physical Exam – PE data should be robust with options that cover the wide range of physical findings encountered in primary care, with minimal if no need to manually write new details. The ability to write new details is required, however.
- ix. Comparison of PE changes from visit to visit and ability to apply or copy to current appointment.
- x. Ability to export data to file such as shot records, flow sheets and other patient information.
- xi. Chart handoff from provider to nurse, lab, x-ray, etc and vice versa should be quick, seamless, clear and accurate. Should not have to close and exit.
- xii. Procedure documentation with ability to choose from already programmed procedures, including all of the appropriate components of an accurately performed and documented procedure.
- xiii. Administrative privileges – multiple users should have access to administrative functions.
- xiv. Patient Portal – a HIPAA compliant portal that is secure and easily used. Must be WCAG 2.0 Level AA compliant.
- xv. Ability to directly dictate X-ray into the EMR.
- xvi. Ability to perform “meaningful use” requirements and reporting.
- q. Support ability to add new users as needed, including temporary student workers
- r. Offer training overview
- s. Describe access to technical support
- t. Describe Client Portal options – training videos, webinars, documentation
- u. Include contractual provisions to protect confidential information
- v. Include Contractual provisions ensuring that employees and contractors who have access to unencrypted customer data reside in the US, participate in mandatory security training, and undergo background checks
- w. Include contractual provisions that commercially reasonable best practices for security are employed
- x. Provide a method for extracting customer data at the end of the contract term
- y. Provide ability to print records based on diagnosis
- z. Provide ability to add signatures to an order without having to print/scan back in
- aa. Provide ability to set fee schedule that varies based on enrollment
- bb. Provide ability to print demographic sheet as well as other necessary forms
- cc. Send out appointment reminders to students via text or email

MSU prefers that these additional qualifications are met:

- a. Kiosk check-in/Self Check-In
- b. Dragon dictation or other dictation
- c. One-click access to outside sources (example up-to-date) (web-browser in EMR)
- d. Ability to run on an encrypted device (laptops, etc)
- e. Call triage system during clinic hours and after hours answering service with connectivity to the EMR

Solution options:

- a. Provide cloud-based hosting option.
  - a. If cloud based, maintain customer data on servers located in the US. Any exceptions, for caching/performance, should be described.
  - b. Describe requirements and accessibility of cloud-based solution.
- b. Support mobile access from mainstream devices including iOS and Android to patient portal and intake features; online pre-visit questionnaires
- c. Provide paperless immunization compliance tracking

In addition to describing how the proposed system would satisfy the previous lists, proposals should also specify:

- a. Data security policy, including details on how security incidents are handled
- b. Interface documentation
- c. Provide SOC 2 report
- d. Service level agreements (SLAs)
- e. Data ownership and retention (upon contract termination) policies
- f. Support structure including options for case prioritization
- g. Method for migrating data from existing system to new system while maintaining accounts, files, folders, permission, and roles
- h. Provide document for single sign-on capabilities (MSU prefers Shibboleth and/or CAS)
- i. Provide documentation of integration method for automated data transfer with University Ellucian Banner system

**d) System Maintenance and Support**

The LSHC requests the bidder to provide installation, setup, and configuration training. The LSHC requests a train-the-trainer approach where the bidder will be asked to train key LSHC staff who will then train the rest of our staff.

The LSHC anticipates the initial award will cover a 12-month period of time. Bidders shall provide details on licensing requirements and all ongoing expenses for maintenance and support. After the first year, ongoing annual support or maintenance

costs shall become a year-to-year contractual agreement. This includes product updates and hotfixes.

**2) INQUIRIES ABOUT RFP**

- a) Prospective respondents may make written inquiries concerning this request for proposal to obtain clarification of requirements. Responses to these inquiries may be made by addendum to the Request for Proposal (RFP). Please send your inquiries to Jennifer Mayfield via electronic mail at [jmayfield@procurement.msstate.edu](mailto:jmayfield@procurement.msstate.edu)
- b) All inquiries should be marked “**URGENT INQUIRY. MSU RFP #18-103**”

**3) ADDENDUM OR SUPPLEMENT TO RFP**

- a) In the event it becomes necessary to revise any part of this RFP, an addendum to this RFP will be provided to each respondent who received the original RFP. Respondents shall not rely on any other interpretations, changes or corrections.

**4) ADMINISTRATIVE INFORMATION**

**a) Issuing Office**

- a. This RFP is issued by the following office:

Office of Procurement and Contracts  
Mississippi State University  
245 Barr Avenue, 610 McArthur Hall  
Mississippi State, MS 39762

**b) Schedule of Critical Dates**

- a. The following dates are for planning purposes only unless otherwise stated in this RFP progress towards their completion is at the sole discretion of the university.

(1) RFP Posted	November 26, 2018
(2) Questions from Vendors Due	December 7, 2018
(3) MSU Q&A Response Due	December 14, 2018
(4) Proposal Submission Deadline – 2:00 p.m.	January 4, 2019
(5) Award Date (Estimated Target)	May 1, 2019
(6) Contract Effective Date (Estimated Target)	May 1, 2019

## 5) **PROPOSAL CONTENTS**

- a) This is a two-step RFP process. The technical proposals and the cost proposals are to be submitted in separate sealed envelopes. Indicate firm name, RFP# and word “Technical Proposal” on the front of the sealed technical proposal envelope or package. Indicate the firm name, RFP# and the word “Cost Proposal” on the front of the sealed proposal envelope or package.
- b) At a minimum, the following items should be included in the contents of the Technical Proposal:
  - a. Cover letter, indicating the scope of the proposal. The letter should include an overview of the services being offered. The letter should include a statement of exceptions to any of the terms and conditions outlined in this RFP. (Cover letter should be no more than 3 pages in length.)
  - b. Corporate Structure and Credentials
    - (1) Name of a primary contact person, email address, and telephone number
    - (2) Number of years of experience
    - (3) Staffing levels and support proposed
    - (4) Detailed statement explaining how each item in the Vendor Requirements section included elsewhere in this RFP will be satisfied.
    - (5) At least two university references with similar size and mission as MSU. For each reference, proposal must include institution name, contact name, title, email address, telephone number, and brief project description.
    - (6) Examples of similar previous work.
  - c. Operations and Ability To Perform
    - (1) Provide operation plan. This should include, but not be limited to, acknowledgement and agreement with all requirements as well as explanations, where applicable, of the intended plan to achieve the requirements.
    - (2) A project timeline showing how implementation can be accomplished by July 31, 2019.
    - (3) A detailed statement explaining how each item in the Solution Requirements section included elsewhere in this RFP will be satisfied.
    - (4) New vendors must include a migration plan to move patient documents from the existing system to the new system
    - (5) Provide required specifications for all necessary servers and workstations if on-premises solution.
    - (6) Provide required specifications for all workstations if cloud-based solution.
- c) At a minimum, the following items should be included in the contents of the Cost Proposal:

- a. Any and all licensing, implementation migration, training and other costs. Proposal should indicate these as one time and ongoing and present full life cycle costs for a term of ten (10) years.
- b. New vendors must fully specify migration costs as part of the budget.

**6) DISCUSSIONS/EVALUATION CRITERIA/AWARD PROCESS**

- a) MSU reserves the right to conduct discussions with any or all respondents, or to make an award of a contract without such discussions based only on evaluation of the written proposals. MSU reserves the right to contact and interview anyone connected with any past or present projects with which the respondent has been associated. MSU likewise reserves the right to designate a review committee to evaluate the proposals according to the criteria set forth under this section. MSU may make a written determination showing the basis upon which the award was made and such determination shall be included in the procurement file.
- b) MSU reserves the right to award this contract in whole or in part depending on what is in the best interest of MSU with MSU being the sole judge thereof.
- c) The evaluation factors set forth in this section are described as follows:
  - a. The Vendor's ability to deliver an application meeting the overall objective and functions described in the RFP
  - b. Competitive fees
  - c. Availability and access technical support
  - d. Vendor's experience with similar collegiate health clinics
  - e. Compliance with applicable State and Federal laws and regulations
  - f. The committee may invite finalists for interviews and/or presentations
- d) Failure to attend a requested interview presentation before the committee may result in a proposal not being considered.
- e) Upon award of contract(s), successful respondent(s) will be asked to provide a transition plan and timeline and obtain MSU's input and concurrence before moving forward.
- f) Proposals will be scored based on the following weights (100 points total):
  - Addresses RFP Requirements – 5 pts
  - Corporate Structure/Years of Experience – 5 pts
  - References – 5 pts
  - Operation Plan/Ease of Use/Services Offered – 60 pts
  - Project cost to LSHC – 25 pts.

**7) PROPOSAL SUBMISSION**

- a) Proposals shall be submitted in two packages (envelopes or boxes) as set forth in Section 7b and 7c. **Please make sure that the RFP number is clearly visible on the**



**outside of the package.**

- b) Technical Proposal – One (1) original and one (1) electronic copy (of the complete technical proposal in one pdf file on a flash drive) of parts 7(b)(i) (Cover Letter), 7(b)(ii) (Corporate Structure and Credentials), and 7(b)(iii) (Operations and Ability to Perform) should be sealed in a package with “Technical Proposal” in the lower left-hand corner. Each submitted package should be a complete copy. The original shall be marked on the first page “Original”.
- c) Cost Proposal – One (1) original and one (1) electronic copy (of the complete cost proposal in one pdf file on a flash drive). Should be sealed in a package with “Cost Proposal” in the lower left-hand corner. Each submitted package should be a complete copy. The original shall be marked on the first page “Original”.
- d) The proposal package must be received on or before **2:00 p.m. on January 4, 2019**. It is the responsibility of the respondent to ensure that the proposal package arrives in the Procurement and Contracts office on-time. The proposal package should be delivered or sent by mail to:

Office of Procurement and Contracts  
Mississippi State University  
610 McArthur Hall  
245 Barr Avenue  
Mississippi State, MS 39762

- e) Your response must include the signature page included in this RFP (See Appendix A) and contain the signature of an authorized representative of the respondent’s organization. The signature on the “Original” signature page should be in **blue** ink
- f) MSU reserves the right to reject any and all proposals and to waive informalities and minor irregularities in proposals received and to accept any portion of a proposal or all items bid if deemed in the best interest of the University to do so.
- g) **Proposals received after the stated due date and time will be returned unopened. Submission via facsimile or other electronic means will not be accepted.**

**8) TWO-PHASE, BEST AND FINAL OFFER**

- a) If the initial proposals do not provide MSU with a clear and convincing solution, or if MSU feels it is appropriate to offer the potential providers an opportunity to submit revised proposals, MSU reserves the right to use a two-phase approach and/or invite Best and Final Offers (BAFO). Based on the information obtained through the proposal submittals (Phase-One), MSU may choose a specific business model, and potential providers may be asked to submit revised proposals based upon that specific model.

- b) The evaluation committee may develop, for distribution to the top-ranked firms, refined written terms with specific information on what is being requested as a result of information obtained through initial RFP submittal process. Proposers may be asked to reduce cost or provide additional clarification to specific sections of the RFP. Selected proposers are not required to submit a BAFO and may submit a written response notifying the solicitation evaluation committee that their response remains as originally submitted.

## **9) TERM OF CONTRACT**

- a) It is MSU's intention to enter into a contract beginning approximately May 1, 2019 and ending July 31, 2020 thus allowing time for possible implementation, testing and training before the system would "go live" on August 1, 2019 and extend for a year of live use. However, upon mutual agreement of both parties, in writing, the contract may be renewed for up to eight (8) additional 12-month periods.
- b) MSU reserves the right to terminate this agreement with thirty (30) days-notice, by the Director of Procurement and Contracts via certified mail to the address listed on the signature page of this RFP (See Appendix A) if any of the terms of the proposal and/or contract are violated.
- c) In the event the contractor fails to carry out and comply with any of the conditions and agreements to be performed under the specifications, MSU will notify the contractor, in writing, of such failure or default. In the event the necessary corrective action has not been completed within a ten (10) day period, the contractor must submit, in writing, why such corrective action has not been performed. The University reserves the right to determine whether or not such noncompliance may be construed as a failure of performance of the contractor.
- d) Termination of contract by contractor without cause can only occur with at least one-hundred and twenty (120) days-notice prior to the proposed termination of the contract.
- e) In the event MSU employs attorneys or incurs other expenses it considers necessary to protect or enforce its rights under this contract, the contractor agrees to pay the attorney's fees and expenses so incurred by MSU.

## **10) ACCEPTANCE TIME**

- a) Proposal shall be valid for one-hundred and eighty (180) days following the proposal due date.

## **11) RFP CANCELLATION**

- a) This RFP in no manner obligates MSU to the eventual purchase of any services described, implied or which may be proposed until confirmed by a written contract. Progress towards this end is solely at the discretion of MSU and may be terminated

without penalty or obligations at any time prior to the signing of a contract. MSU reserves the right to cancel this RFP at any time, for any reason, and to reject any or all proposals or any parts thereof.

## 12) INDEPENDENT CONTRACTOR CLAUSE

- a) The contractor shall acknowledge that an independent contractor relationship is established and that the employees of the contractor are not, nor shall they be deemed employees of MSU and that employees of MSU are not, nor shall they be deemed employees of the contractor.

## 13) OTHER CONTRACT REQUIREMENTS

- a) **Award Terms:** This contract shall be awarded at the discretion of the University based on the capabilities and overall reputation of the Supplier, as well as the cost. Acceptance shall be confirmed by the issuance of a contract from the University.
- b) **Standard Contract:** The awarded contractor(s) will be expected to enter into a contract that is in substantial compliance with MSU's standard contract [http://www.procurement.msstate.edu/pdf/standard\\_rfp\\_contract.pdf](http://www.procurement.msstate.edu/pdf/standard_rfp_contract.pdf). Proposal should include any desired changes to the standard contract. It should be noted that there are many clauses which the MSU cannot change (see Standard Addendum <http://www.procurement.msstate.edu/contracts/standardaddendum.pdf>) Significant changes to the standard contract may be cause for rejection of a proposal.
- c) **The Procurement Process:** The following is a general description of the process by which a firm will be selected to fulfill this Request for Proposal.
  - a. Request for Proposals (RFP) is issued to prospective suppliers.
  - b. A deadline for written questions is set.
  - c. Proposals will be received as set forth in Section 9.
  - d. Unsigned proposals will not be considered.
  - e. All proposals must be received by MSU no later than the date and time specified on the cover sheet of this RFP.
  - f. At that date and time, the package containing the proposals from each responding firm will be opened publicly and the name of each respondent will be announced.
  - g. Proposal evaluation: The University will review each proposal.

- h. At their option, the evaluators may request oral presentations or discussions for the purpose of clarification or to amplify the materials presented in the proposal
- i. Respondents are cautioned that this is a request for proposals, not a request to contract, and the MSU reserves the unqualified right to reject any and all proposals when such rejection is deemed to be in the best interest of the University.
- j. The proposals will be evaluated according to the criteria set forth in Section 8c.

**APPENDIX A: SIGNATURE PAGE**

**Provide information requested, affix signature and return this page with your proposal:**

**NAME OF FIRM:** \_\_\_\_\_

**COMPLETE ADDRESS:** \_\_\_\_\_

\_\_\_\_\_

**TELEPHONE NUMBER:** \_\_\_\_\_

**AREA CODE/NUMBER**

**FACSIMILE NUMBER:** \_\_\_\_\_

**AREA CODE/NUMBER**

**E-MAIL ADDRESS:** \_\_\_\_\_

**AUTHORIZED**

**SIGNATURE:** \_\_\_\_\_

**PRINTED NAME:** \_\_\_\_\_

**TITLE:** \_\_\_\_\_

## APPENDIX B: VENDOR QUESTIONNAIRE

1. What is the legal name of your company?
2. How many years has your company been in business?
3. Are you a subsidiary, affiliate, or franchise? If yes, what is the name of your parent company?
4. Please provide the headquarters location address, phone number, and website?
5. How many employees do you have worldwide? In North America? Local?
6. How long has the primary representative been with the company?
7. Is your company currently for sale or involved in any transaction to expand or to become acquired by another business entity? If yes, please explain the impact both in organization and directional terms.
8. Provide any details of all past or pending litigation or claims filed against your company that would affect your company's performance under a contract with MSU.
9. Is your company currently in default on any loan agreement or financing agreement with any bank, financial institution, or other entity? If yes, specify date(s), details, circumstances, and prospects for resolution.
10. Does any relationship exist whether by relative, business associate, capital funding agreement or any other such kinship exist between your company and a MSU employee? If yes, please explain.
11. What policies and procedures do you have in place to maintain compliance with HIPAA (Health Insurance Portability and Accountability Act), FERPA and other Federal or State programs?
12. Will any of the work be outsourced? If yes, then please provide details.
13. If cloud-based, will any servers that make up the solution reside outside of the US? If yes, then please describe.

14. Will any employees or contractors have access to unencrypted customer data from outside the US? If yes, then please describe.

15. What differentiates your solution from your competition?

16. Provide details regarding any special services/benefits offered or advantage in MSU's selection of your company for this project.

17. Please provide any additional information that demonstrates the long-term viability of your company and superiority of your products and/or services.