



REQUEST FOR PROPOSAL

RFP#: 2021-003

To Whom It May Concern:

Wabanaki Public Health and Wellness, Wabanaki Healing and Recovery (with this referred to as "requestor") is seeking bids from companies for an Electronic Medical Record (EMR) Software Service to track all relevant medical and insurance data associated with the operation of a healthcare facility.

The following list details the scope of services that the Requestor is asking for from all bidders:

I. DESCRIPTION OF THE DESIRED SERVICE

The service requested will aim to meet all the below-desired outcomes of Wabanaki Healing and Recovery:

- Ability to successfully process roughly two thousand (2,000) claims annually.
- Implement and maintain a HIPPA compliant online "patient portal" where new and existing users enrolled at the Wabanaki Healing and Recovery can access their healthcare information and book appointments. In addition, this patient portal must include a robust telehealth option that enables users to communicate with their providers remotely.
- Implement and maintain a medical record and billing software that interfaces with various domestic and international insurance providers. This medical record system will track all information associated with medical billing while allowing patients and insurance providers to make payments through an online portal.
- The software must allow for clear communications between all staff members, allowing them to access and update patient records, schedules, and services rendered.
- The software will support group, and individual therapy notes, Templates for assessments and progress notes, and Service Activity Logs (SAL).
- The software must have an autofill function that populates new forms with the same patient demographic information to remove redundancy.
- The software will be easy to use while not forgoing any necessary complexities essential to accurate record keeping.
- Establish and conduct an initial training session for all staff members, with additional training to be provided in the future as needed.



II. DESCRIPTION OF THE PROCESS

- WPHW (Wabanaki Public Health and Wellness) will publish the present RFP (Request for Proposals) publicly on its webpage.
- WPHW will answer bidders' questions related to this RFP during the dates provided in Section III.
- Bidders will complete Appendix A to E within this document and submit them to the requestors' point of contact listed in Section IV.
- WPHW will communicate with the selected Bidder through an award letter.
- WPHW will communicate with all non-selected bidders via a rejection letter entailing the bid selection justification.
- WPHW will send a contract to the awarded Bidder.

III. SCHEDULED ACTIVITIES:

DATES	SCHEDULED ACTIVITY
08/13/2021	Publication of RFP on WPHW website.
08/13/2021 through 08/27/2021	Questions and Answers
09/03/2021 at 5:00 pm	Reception deadline for Proposals
09/07/2021 through 09/10/2021	Evaluation of Bids.
09/17/2021	Notice of Award and Contract.
09/24/2021	Contract Start Date

IV. SCOPE OF SERVICES / PROJECT APPROACH

Wabanaki Public Health and Wellness requires that the lead from the awarded Bidder shall work closely with the Wellness Center staff to implement and maintain the requested medical record software. Wabanaki Public Health and Wellness projects processing roughly two thousand (2,000) claims through the requested software.

The Proposal shall be per the requirements outlined in this document and formatted per Appendix's A through E.

A. Services: Provide a detailed demonstration of the Desired Service listed in Section I. of this document.



Wabanaki Public
Health & Wellness

B. Cost of the Work: The Cost of the Work proposal submitted on Appendix D, Cost Proposal Form, shall provide a set price, broken out into individual components as noted in Appendix D, includes all foreseeable work items required to deliver a complete and functional Service. Cost of Work is only subject to increase should a significant additive scope change occur, necessitating a Change Order and the prior approval of the Requestor.

C. General Conditions: The Bidders Conditions and any standard service contracts shall be sent to the requestors' point of contact in addition to Appendix A through E.

D. Change Orders: The Cost of the Work line-item values are commensurately fixed through a process of refined scope definition and procurement commitments. As appropriate, to keep the cost of the Service scheduled values current, any changes or transfers shall be substantiated, accounted for by Change Order, and subject to the approval of both the awarded Bidder and the Requestor.

E. Payment Procedures: Progress payments will be processed under the eventual Agreement between awarded Bidder and the Requestor

F. Scoring: Proposals will be reviewed, and consensus scored based on the following criteria:

- a. Company Experience and Personnel Qualifications.
- b. Licenses, Insurance, and State Authorization document support.
- c. Timeline of Project.
- d. Competitive Price
- e. Software's ability to meet all deliverables specified in Section I.

The Requestor will select a Bidder based on a combination of the above requirements and reserves the right to negotiate services and prices.

Company Contact:

Jacob Tauke
Wabanaki Public Health and Wellness
Procurement Specialist
PO Box 1356
Bangor, Maine 04402
jtauke@wabanakiphw.org



V. KEY RFP EVENTS

A. Bidder Instructions

1. **General Instructions:** It is the responsibility of all Bidders and other interested parties to examine the entire RFP and to seek clarification, in writing, if they do not understand any information or instructions.
 - a. Bidders and other interested parties must use **Appendix E – Submitted Questions Form** – for submission of questions. The form is to be submitted as a WORD document.
 - b. The Submitted Questions Form must be submitted by e-mail and received by the Procurement Specialist, identified in section IV. of this RFP, as soon as possible but no later than the ten (10) business days before the reception deadline Proposals listed in Section III.
 - c. Submitted Questions must include the RFP Number and Title in the subject line of the e-mail. The Requestor assumes no liability for assuring accurate/complete/on-time e-mail transmission and receipt.
2. **Question & Answer Summary:** Responses to all questions will be compiled in writing and posted on the following website no later than seven (7) calendar days before the Proposal due date: [Procurement | Wabanaki Public Health and Wellness \(wabanakiphw.org\)](http://Procurement | Wabanaki Public Health and Wellness (wabanakiphw.org)). It is the responsibility of all interested parties to go to this website to obtain a Question & Answer Summary copy. Only those answers issued in writing on this website will be considered binding.

B. Amendments

All amendments released concerning the RFP will also be posted on the following website [Procurement | Wabanaki Public Health and Wellness \(wabanakiphw.org\)](http://Procurement | Wabanaki Public Health and Wellness (wabanakiphw.org)). It is the responsibility of all interested parties to go to this website to obtain amendments. Only those amendments posted on this website are considered binding.

C. Submitting the Proposal

1. **Proposals Due:** Proposals must be received no later than 11:59 pm local time, on the reception deadline for Proposals listed in Section III. E-mails containing original proposal submissions, or any additional or revised proposal files received after the 11:59 pm deadline will be rejected without exception.
2. **Delivery Instructions:** E-mail proposal submissions are to be submitted to Wabanaki Public Health and Wellness Procurement Specialist at jtauke@wabanakiphw.org



Wabanaki Public
Health & Wellness

- a. Only proposal submissions received by e-mail will be considered. The Requestor assumes no liability for assuring accurate/complete e-mail transmission and receipt.
- b. E-mails containing links to file sharing sites or online file repositories will not be accepted as submissions. Only e-mail proposal submissions that have the actual requested files attached will be accepted.
- c. Encrypted e-mails received which require opening attachments and logging into a proprietary system will not be accepted as submissions. Please check with your organization's Information Technology team to ensure that your security settings will not encrypt your proposal submission.
- d. Bidders are to insert the following into the subject line of their e-mail proposal submission: "**RFP# 2021-003 Proposal Submission – [Bidder's Name].**"
- e. Bidder's proposal submissions are to be broken down into multiple files, with each file named as it is titled in bold below and includes:

- **File 1 [Bidder's Name] – Preliminary Information:**

PDF format preferred

Appendix A (Proposal Cover Page)

Appendix B (Debarment, Performance and Non-Collusion Certification)

- **File 2 [Bidder's Name] – Organization Qualifications and Experience:**

PDF format preferred

Appendix C (Organization Qualifications and Experience Form)

- **File 3 [Bidder's Name] – Proposed Services:**

PDF or Video File

Overview/Description of Software that meets the Requestor's deliverables (Section I.)

- **File 4 [Bidder's Name] – Cost Proposal:**

Excel or PDF format preferred

Appendix D (Cost Proposal Form)



APPENDIX A

RFP# 2021-003
PROPOSAL COVER PAGE
Electronic Medical Record Software

Bidder's Organization Name:			
Chief Executive - Name/Title:			
Tel:		E-mail:	
Headquarters Street Address:			
Headquarters City/State/Zip:			
<i>(Provide the information requested below if different from above)</i>			
Lead Point of Contact for Proposal - Name/Title:			
Tel:		E-mail:	
Headquarters Street Address:			
Headquarters City/State/Zip:			

- This Proposal and the pricing structure contained herein will remain firm for a period of 180 days (about 6 months) from the date and time of the bid opening.
- No personnel currently employed by the Department, or any other State agency participated, either directly or indirectly, in any activities relating to the preparation of the Bidder's Proposal.
- No attempt has been made, or will be made, by the Bidder to induce any other person or firm to submit or not to submit a proposal.
- The above-named organization is the legal entity entering into the resulting contract with the Requestor if they are awarded the contract.
- The undersigned is authorized to enter contractual obligations on behalf of the above-named organization.

To the best of my knowledge, all information provided in the enclosed Proposal, both programmatic and financial, is complete and accurate at the time of submission.

Name (Print):	Title:
Authorized Signature:	Date:



APPENDIX B

**RFP# 2021-003
DEBARMENT, PERFORMANCE, and NON-COLLUSION CERTIFICATION
Electronic Medical Record Software**

Bidder's Organization Name:	
------------------------------------	--

By signing this document, I certify to the best of my knowledge and belief that the organization, its principals, and any subcontractors named in this Proposal:

- a. Are not presently debarred, suspended, proposed for debarment, and declared ineligible or voluntarily excluded from bidding or working on contracts issued by any governmental agency.*
- b. Have not within three years of submitting the Proposal for this contract been convicted of or had a civil judgment rendered against them for:

 - i. Fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a federal, state, or local government transaction or contract.*
 - ii. Violating Federal or State antitrust statutes or committing embezzlement, theft, forgery, bribery, falsification, or destruction of records, making false statements, or receiving stolen property.*
 - iii. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or Local) with commission of any of the offenses enumerated in paragraph (b) of this certification; and*
 - iv. Have not within a three (3) year period preceding this Proposal had one or more federal, state, or local government transactions terminated for cause or default.**
- c. Have not entered a prior understanding, Agreement, or connection with any corporation, firm, or person submitting a response for the same materials, supplies, equipment, or services, and this Proposal is in all respects fair and without collusion or fraud. The above-mentioned entities understand and agree that collusive bidding is a violation of state and federal law and can result in fines, prison sentences, and civil damage awards.*

Name (Print):	Title:
Authorized Signature:	Date:



APPENDIX C

QUALIFICATIONS and EXPERIENCE FORM

RFP# 2021-003

Electronic Medical Record Software

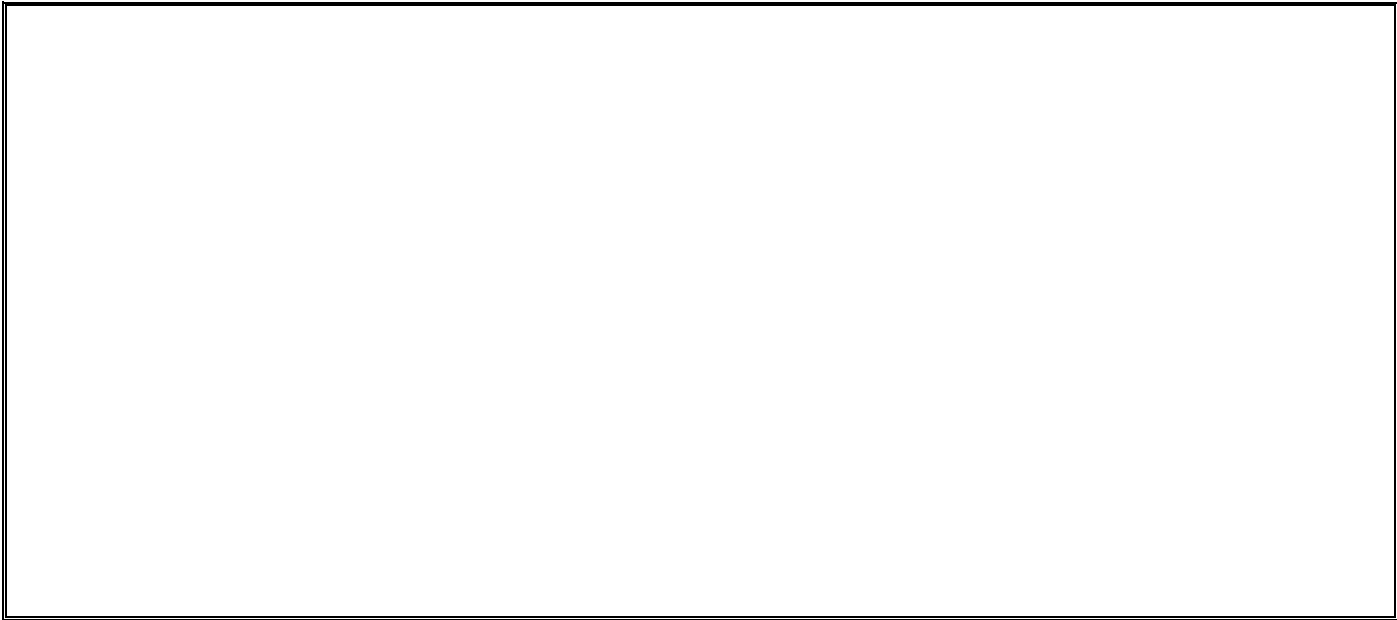
Bidder's Organization Name:

Present a brief statement of qualifications. Describe the history of the Bidder's organization, especially regarding skills pertinent to the specific work required by the RFP and any special or unique characteristics of the organization which would make it especially qualified to perform the required work activities. You may expand this form and use additional pages to provide this information.



Cultivating the Health of Our Communities

Wabanaki Public
Health & Wellness



APPENDIX C (continued)



Provide a description of projects that occurred within the past five years that reflect the experience and expertise needed to perform the functions described in Section I. of the RFP. For each of the project examples provided, a contact person from the client organization involved should be listed, along with that person's telephone number and e-mail address. Please note that contract history with the State of Maine, whether positive or negative, may be considered in rating proposals even if not provided by the Bidder.

If the Bidder has not provided similar services, note this, and describe experience with projects that highlight the Bidder's general capabilities.

Project One	
Client Name:	
Client Contact Person:	
Telephone:	
E-Mail:	
Brief Description of Project	



APPENDIX C (continued)

Project Two	
Client Name:	
Client Contact Person:	
Telephone:	
E-Mail:	
Brief Description of Project	



APPENDIX C (continued)

Project Three	
Client Name:	
Client Contact Person:	
Telephone:	
E-Mail:	
Brief Description of Project	



APPENDIX D

COST PROPOSAL FORM

RFP# 2021-003

Electronic Medical Record Software

Bidder's Organization Name:	
Annual Service Cost	
Staff Trainings	
(List additional line items if needed)	
Proposed Cost:	\$



APPENDIX E

**SUBMITTED QUESTIONS FORM
RFP# 2021-003
Electronic Medical Record Software**

Organization Name:	
---------------------------	--

RFP Section & Page Number	Question

** If a question is not related to any section of the RFP, state "N/A" under "RFP Section & Page Number". ** Add additional rows, if necessary.*