

**ADDENDUM # 1 Request for Proposals
Electronic Health Records
Questions & Answers**

December 22, 2020

Issued by: Santa Barbara County, Department of Behavioral Wellness (BWell)

Addendum Descriptor: This addendum is issued as supplemental information to the RFP for clarification, correction, and/or additional information that will be of use to applicants. Applicants are responsible for ensuring that their proposals reflect any and all information included. The Department of Behavioral Wellness recommends that applicants frequently consult RFP360 (the online system BWell is using to issue and score RFPs), as well as the Department website (<http://countyofsb.org/behavioral-wellness/bids.sbc>), to determine if they have downloaded all addendums to the RFP.

Responses to Questions/Clarifications from Bidders' Conference and Messages via RFP360:

**1) Concerning the previous proposal, "Request for Proposal for Electronic Health Record System"
(Issued 9.29.20):**

- a. Why was this proposal canceled?
- b. Why is the new (Issued 12.11.20) being issued?
- c. Will the County provide the names of interested parties who responded to the previous (Issued 9.29.20) proposal?

Please refer to Section 5.H (Additional Reservation of Rights) of the RFP. See also the Bid Opportunities section of the BWell website which has the following information about the prior RFP: *"November 5, 2020: All proposals submitted in response to the Electronic Health Records RFP have been deemed nonresponsive. A new RFP will be issued."*

The names of interested parties who responded to the previous RFP (issued on 9.29.20) will not be provided while this RFP process is ongoing.

2) Is there an approved budget for this project? What is the initial budget? Annual budget?

Behavioral Wellness has an identified funding source for both the initial implementation and ongoing annual costs of this EHR. The amount allocated for both the initial and annual budgets will be determined at a later date.

3) Regarding Proposal Timeline, Section E, Page 5, when is the projected EHR go-live date?

Our desired go-live date is on or before July 1, 2021.

4) How many beds does the inpatient facility have?

The Psychiatric Health Facility (PHF) has 16 beds.

5) How many concurrent users are there?

There are 40 concurrent users at the Psychiatric Health Facility (PHF).

6) What are the shifts of the inpatient facility?

The shifts at the PHF vary depending on the different licenses. Currently, the shifts are:

Nursing staff: 7am-7pm

Social Work staff: 8am-5pm (slight variance on weekend)

Psychiatrist: 7am-11pm

7) Please complete the following staffing matrix:

# Full Time Physicians	
# Part Time Physicians	
# Per Diem Physicians	
# Full Time Nurse Practitioners/PAs	
# Part Time Nurse Practitioners/PAs	
# Per Diem Nurse Practitioners/PAs	
# Full Time Nurses	
# Part Time Nurses	
# Per Diem Nurses	
# Full Time Psychiatrists	
# Part Time Psychiatrists	
# Per Diem Psychiatrists	
# Full Time Psychiatrist PAs	
# Part Time Psychiatrist PAs	
# Per Diem Psychiatrist PAs	
# Full Time Psychologists	
# Part Time Psychologists	
# Per Diem Psychologists	
# Full Time Psychologist PAs	
# Part Time Psychologist PAs	
# Per Diem Psychologist PAs	
Other? Please elaborate	

There are approximately 45 staff at the PHF.

8) Can the County provide the names of parties that were interested in or responded to the previous RFP?

Please see Question 1.

9) What is the current pharmacy interface used?

The County operates the pharmacy that provides medication dispensing to the PHF and CSU. Our pharmacy system is currently standalone and does interface with our EHR. We would like information about integrated pharmacy solutions within the EHR.

10) Please name all interfaces that will be required of the EHR and the names of the suppliers?

- a. **Pharmacy** – We expect Bidders to provide proposals inclusive of pharmacy software.
 - b. **Laboratory** – No existing interfaces. Our current lab vendors are Pacific Diagnostic and the Department of Public Health.
 - c. **Radiology** – No existing interfaces.
 - d. **Hospital** – No existing interfaces.
 - e. **Other (please detail)**
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11) Will data migration be required from the current EHR?

We would like to understand data migration capability and associated cost. Proceeding with data migration will be determined at a later time.

12) Regarding *I. Overview, Section B*, please detail what the County means by “outpatient applications”?

“Outpatient applications” refers to the typical workflows/modules that are used within Behavioral Health EHRs to provide outpatient mental health and substance use disorder treatment.

13) Regarding *I. Overview, Section C*, will the County utilize a health information exchange (HIE) network in order to have the EHR integrate with the Community Business Organization (CBO) partners who have separate EHR systems?

We are not currently a member of any Health Information Exchange, but we would like Bidders to enumerate their ability to connect to a Health Information Exchange.

14) Regarding *I. Overview, Section C.i., Data*, can the County detail the reports that are run both through CG applications and Tableau?

The County has developed an expansive reporting system that leverages SQL access to our existing EHR systems. Tableau is used for visualization, analysis, and delivery of reporting to a variety of end users. We are interested in understanding the built-in reporting solutions within the proposed system.

15) Regarding 1. Overview, of all the applications detailed (ShareCare, RxNT, Clinician's Gateway), will any remain in whole or in part when the County contracts for a new EHR system?

The referenced systems are the core applications comprising our outpatient EHR system. The RFP is for an inpatient solution.

16) You have asked us to upload a copy of your CEHRT certification. Cerner Millennium solutions are comprehensive, but the certification is modular. That said, a listing of each module that is certified can be found here: <https://chpl.healthit.gov/#/resources/overview>. The team has recommended we incorporate the link to the certifications in our response and not an actual copy of the certification. Will this be acceptable?

Yes, that will be acceptable.

17) Was there a consistent issue that deemed all submissions (from the RFP issued 9.29.20) inadmissible, or did you just need to add some additional items?

Please see Question 1.

18) We understand that the initial scope is for your inpatient setting, and the outpatient-based questions are for you to gain a broader view of future possibilities. Will "Managed Care" functionality, such as the claims adjudication process for your external CBO's be desired for the initial project?

While the scope of the RFP is for the inpatient setting, we are interested in the full capability of your solution. If you have value-added functions that would benefit our setting, we would certainly like to know about them. If such functionality is not explicitly mentioned in the RFP, please list those available features in Exhibit C: Cost Proposal, Section V (Other Value-Added Services).

19) Even if all other requirements are met by the solution, can the solution be proposed if there's no CEHRT certification? Will the solution be considered for evaluation?

Unfortunately, no. CMS requires this certification to transmit required data directly to them.
