



# LASSEN COUNTY

## Health and Social Services Agency

- ☐ **HSS Administration**  
336 Alexander Avenue  
Susanville, CA 96130  
(530) 251-8128
- ☐ **Grant and Loans Division**  
336 Alexander Avenue  
Susanville, CA 96130  
(530) 251-2683
- ☐ **Behavioral Health**  
555 Hospital Lane  
Susanville, CA 96130  
(530) 251-8108/8112  
  
**Chestnut Annex**  
1400-A & B Chestnut Street  
Susanville, CA 96130  
(530) 251-8112
- ☐ **Patients' Rights Advocate**  
720 Richmond Road  
Susanville, CA 96130  
(530) 251-8322
- ☒ **Public Health**  
1445 Paul Bunyan Road  
Susanville, CA 96130  
(530) 251-8183
- ☐ **Environmental Health**  
1445 Paul Bunyan Road  
Susanville, CA 96130  
(530) 251-8183
- ☐ **Community Social Services**  
PO Box 1359  
Susanville, CA 96130  
  
**LassenWORKS  
Business & Career Network**  
1616 Chestnut Street  
Susanville, CA 96130  
(530) 251-8152  
  
**Child & Family Services**  
1445 Paul Bunyan Road  
Susanville, CA 96130  
(530) 251-8277  
  
**Adult Services  
Public Guardian**  
720 Richmond Road  
Susanville, CA 96130  
(530) 251-8158
- ☐ **HSS Fiscal**  
PO Box 1180  
Susanville, CA 96130  
(530)251-2614

## REQUEST FOR PROPOSAL (RFP)

### Electronic Health Record System (EHR)

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**RFP No.:**  
**RFP Issue Date:**  
**RFP Submission Date:**  
**Issued By:**

**HSS-2021-03**  
**November 11, 2021**  
**December 13, 2021**  
**Public Health**

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# REQUEST FOR PROPOSAL

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LASSEN COUNTY, CALIFORNIA

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# REQUEST FOR PROPOSAL

## ELECTRONIC HEALTH RECORD SYSTEM (EHR)

### LASSEN COUNTY, CALIFORNIA

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<b>RFP No.:</b>	<b>HSS-2021-03</b>
<b>RFP Issue Date:</b>	<b>November 11, 2021</b>
<b>RFP Submission Date:</b>	<b>December 13, 2021</b>

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#### **I. Intent**

Lassen County Public Health (LCPH) has issued this Request for Proposals (RFP) for an Electronic Health Record and Utilization Management System that meets the requirements outlined in this RFP. All interested parties are invited to submit proposals. Each bidder should submit a proposal in accordance with the instructions contained herein. A submitted proposal with requested documentation initiates the evaluation process. Appropriate documentation must be submitted in order to verify each criterion. This RFP is open to the public.

#### **II. Background Information**

Lassen County is located in the northeastern portion of California with a population of 27,572 (2020/2021 Dept. of Finance). Geographically, it is among the largest counties in California incorporating 4,547 square miles. The county's terrain consists of forest land and high desert plateaus. Susanville is the county seat and the main population center. Susanville is located near the center of Lassen County and approximately 80 miles north of Reno, Nevada. There are other small unincorporated outposts throughout the county. They include Bieber, some 80 miles to the north of Susanville, three small unincorporated towns over 70 miles from Susanville to the northeast, Westwood 22.6 miles to the west and Herlong 40 miles to the south. Major routes leading to Susanville include Highway 395 from the south and Highway 36 from the west and a minor road Highway 139 leads to the Bieber/Big Valley area. Severe winter weather frequently impacts travel on these highways making travel from outlying areas difficult or impossible. Public transportation is available on a limited basis within the Susanville area and transportation services to the outlying areas are generally limited to morning and evening service runs.

The economy of Lassen County is primarily supported by government services, the community hospital and the community junior college. The county hosts three prisons, High Desert State Prison (Population approximately 3,229), California Correctional Center (Population approximately 1,892) and Herlong Federal Prison (Population approximately 1,273) which opened in May of 2005. It should be noted the US Census data incorporates data from the three prison systems which skews Lassen County data (i.e. population, ethnicity, and gender) as it relates to general population services.

Lassen County Public Health is located in Susanville and has one office. LCPH staff consists of approximately two administrative clerks, eight program coordinators, one fiscal officer, one fiscal supervisor, four nurses, one nurse supervisor, one administrative assistant, and one director. LCPH provides the services of fourteen programs to individuals in areas that encompass Lassen County in the State of California.

LCPH is committed to providing the highest quality of health care to all individuals. It is our belief that each individual is unique with varying abilities, needs, and desires. Thus, we strive to work cooperatively with each individual client in a manner that respects personal dignity.

### **III. Statement of Work**

LCPH is seeking proposals for the implementation and on-going maintenance of a new electronic health record system (EHR). LCPH is seeking to develop a long-term relationship with a technology vendor that provides state of the art electronic information services that support clinical documentation, patient scheduling, patient history management, and medication list management.

LCPH seeks a product that facilitates effective, thorough and efficient care delivery and coordination through an electronic information system. Additionally, we are seeking a relationship with a vendor that will support our current electronic needs, as well as be capable of supporting the growth and development of our Department, and state and federal data element requirements. LCPH desires a partnership with a vendor that is able to meet the challenges of continual changes to health care in California and the United States. LCPH wants to ensure that the EHR can dynamically support changing needs, and that the partner company will similarly be able to support our growth through strong customer service and support.

LCPH is expecting a comprehensive proposal from applicants that meets all requirements detailed in this RFP. LCPH understands that a comprehensive solution that meets all the technical and business needs stipulated in the RFP may require collaboration between more than one vendor, and will therefore, accept proposals that demonstrate a successful partnership between such vendors. It must be noted, however, that irrespective of the sub-contracting or partnership arrangement, LCPH requires one lead vendor to present the proposal and to bear all responsibility for the outcomes described in this initiative.

LCPH must maintain current levels of functionality throughout the transition, with no disruption to existing systems, data collection, billing or other functions.

LCPH currently uses the Microsoft Outlook Calendar and CAIR website for its electronic health record system for public health. Additional Microsoft productivity tools.

These are the items LCPH is looking for regarding an EHR:

**Front Office**

- Eligibility Verification Connect to state/federal system to determine eligibility
- Scheduling
- Scanning
- Demographic data management
- Client portal
- Identify and maintain records
- Manage problem lists
- Manage patient history
- Billing Redaction tool

**Clinical**

- e-Prescribing
- ICD-9/ICD-10
- Public Health Documentation Requirements

**Provider Management**

- Provider Portal (outside contractors/clinicians)
- Authorization Management/Utilization Management
- Claims Processing and ability to integrate with a county financial system if requested
- Contract/Licensing/Credentialing

**State Requirements**

- Meaningful Use Certified
- California State Reporting and Title 9 and Title 22 Requirements
- State/Local data integration
- Must meet payer requirements and changes

**Data Reporting/Exporting**

- Internal reports for clinical and productivity purposes
- Custom reporting capabilities
- Full local data exporting

**Data Migration**

- Data source Microsoft Server or other database solution

Proposed Go Live Date: 07/01/2023

#### IV. Schedule of Activities

The County intends to progress in this procurement in a series of orderly steps. The schedule that follows has been developed in order to provide adequate information for bidders to prepare definitive proposals and for the County to fully consider various factors that may affect its decision. This schedule is subject to change at the discretion of the County.

Scheduled Activity	Proposed Date
Release of Request for Proposals	Thursday, November 11, 2021
Bidder's Conference	Monday, November 22, 2021, 11:00am. Conference call available.
Last day to submit written requests for Technical Assistance	Monday, November 29, 2021, 4:30pm
Proposal Submission Deadline and Opening	Monday, December 13, 2021, 4:30pm
Proposal Review and Selection	Week of December 13, 2021
Product Demo Review	December 20, 2021
Notification of Selection	Week of December 27, 2021
Board of Supervisors Approval of Award and Contract	Tuesday, January 18, 2022 (approximately)
Approximate Contract Start Date	February 1, 2022

##### A. Bidders' Conference:

Bidders' Conference:

Time: Nov 22, 2021 11:00 AM Pacific Time (US and Canada)

Join ZoomGov Meeting

<https://www.zoomgov.com/j/1608152861?pwd=K1BEOEZ0YldYeHdYbWhlRytjaXN4Zz09>

Meeting ID: 160 815 2861

Passcode: 829347

One tap mobile

+16692545252,,1608152861#,,,,\*829347# US (San Jose)

+16692161590,,1608152861#,,,,\*829347# US (San Jose)

Dial by your location

+1 669 254 5252 US (San Jose)

+1 669 216 1590 US (San Jose)

+1 646 828 7666 US (New York)

+1 551 285 1373 US

833 568 8864 US Toll-free

Meeting ID: 160 815 2861

Passcode: 829347

Find your local number: <https://www.zoomgov.com/join/aiCEwAXy4>

A written record of questions asked at the Bidders' Conferences with responses by designated County staff will be provided to RFP recipients within five (5) working days of the Bidders' Conferences. Attendance at the Bidders' Conferences is strongly recommended.

**B. Written Requests for Technical Assistance:**

Requests for technical assistance must be submitted in writing by 4:30pm November 9, 2021 via U.S. Postal Service, email, or fax to:

Lassen County Public Health  
Attn: Jineena Ducasse  
1445 Paul Bunyan Road Suite B  
Susanville, CA 96130  
[jducasse@co.lassen.ca.us](mailto:jducasse@co.lassen.ca.us)  
Fax: 530-251-2688

Responders are encouraged to not wait until the last minute to seek technical assistance.

The questions submitted after the Bidders' Conferences and answers will be provided by the County in writing to all RFP recipients within five (5) days of the November 29, 2021 deadline. Such questions and answers issued by the County shall be sent via email, fax, and/or first-class U.S. Postal Service to the last known business address of each individual or organization that received this RFP.

Questions or requests for technical assistance submitted after the deadline will not be answered.

The County requires that other county management and employees *not* be contacted by bidders during the RFP process. Failure to comply with this requirement may disqualify those proposals from further consideration. Contact is limited to the County RFP Representative listed above for any and all inquiries.

**C. Proposal Opening:**

Proposals will be opened publicly at the Lassen County Public Health Office at 4:30pm on December 13, 2021. The only information disclosed at the opening will be the identity of the bidders.

**D. Post-Review Discussion with Bidders:**

Before making a final determination, bidders who submit proposals determined to be reasonably likely to be selected *may* be asked to meet with the evaluation committee to discuss and clarify elements of their proposal to ensure full understanding of the proposal and responsiveness to the RFP.

During such discussions, the County will not disclose rating information concerning competing bidders.

**V. Format of Proposal and Content**

Proposals submitted in response to this RFP must be prepared as and include the elements indicated below:

**Format:** Printed in 12-point Ariel font, paginated, and submitted with pages clipped together, *not* stapled or bound in a folder or notebook. Electronic Copy on non-returnable external media.

**Proposal Summary (Exhibit A):** Providing a clear and concise summary of the proposal, contact information, certifications, and signature.

**Completed Proposal Checklist/Table of Contents (Exhibit B):** Completed as indicated.

Each proposal response must include the following items:

a. Title Page - Title page must show the RFP subject; the vendor's name; the name, address, and telephone number of a contact person; and the date of the proposal.

b. Company Background: The vendor will provide a brief one-page company description, history, number of employees, summary of financial status and number of customer implementations vendor currently supports.



c. Executive Background: The vendor will describe in non-technical terms its electronic health record system, identifying any unique or distinctive features of the system in which the vendor wishes to bring particular attention. Do NOT include pricing in this section. Responses are limited to one page.

d. Transmittal Letter - Submit a signed letter briefly addressing your understanding of the work to be done, the commitment to do the work detailed within this RFP and a statement explaining why the vendor believes itself to be best qualified to do the required work.

e. Vendor Representative - Include the name and title of the designated individual(s), along with respective telephone number(s) and email addresses, who will be responsible for answering technical and contractual questions regarding the proposal.

## **VI. Vendor Profile & Technical Questions**

Please address each question listed below.

### **Product Information and Meaningful Use**

1. Single Web interface for scheduling, billing, and Electronic Health Record (EHR)?
2. What is the Server model?
3. Does product include a patient portal?
4. Was the product (or any of its significant functionality) acquired from another company?
5. Are additional or multiple modules required to meet Meaningful Use/Promoting Interoperability Program guidelines?
6. Will the product continue to meet Meaningful Use/Promoting Interoperability through 2022/2023 without significant changes?
7. Will there ever be a charge to copy, move, or retrieve patient data from the product should a customer decide to change vendors or a provider leave the customer?
8. Do you have a guarantee the product will meet the current standards and future standards (e-prescribing of controlled substances, etc.)? Are there additional costs associated with these?
9. What is the date Meaningful Use Stage 3 certification was achieved?
10. Describe your backup regimen.

### **Additional Information**

11. Is a demo copy available prior to purchasing?
12. Onsite implementation or remote?
13. Has your company acquired, been acquired, merged with other organizations, or had any "change in control" events within the last five (5) years?

14. Have you or do you currently provide EHR services in California? If yes, please list the California counties with which you have worked.

### **Security and Security Features**

15. Does the product meet all Health Insurance Portability and Accountability Act (HIPAA), Health Information Technology for Economic and Clinical Health Act (HITECH), and other security requirements?
16. Does the product provide different levels of security based on User Role, Site, and/or Enterprise settings?
17. Does the product provide different levels of security based on type of patient (Employee vs. Patient)?
18. How is the security audit process within the product conducted?
19. What remote tools do you offer the provider to access patient data (e.g. Smartphones/Tablets/ Phone)? Can staff enroll customers in the field?
20. How can mobile devices/data be secured if the provider loses their device or a breach is suspected?
21. Describe the product's ability to terminate user connections/ sessions by an administrator (remotely) if a breach is suspected.
22. Describe the product's ability to lockout users (for upgrades, security breaches, employee terminations, etc.).

### **Data Protection**

23. Describe how the patient's data is secured at all times and in all modules of the product (e.g., strong password protection or other user authentication, data encrypted at rest, data encrypted in motion).
24. Describe how the patient's data is secured when accessed via handheld devices (e.g., secured through websites, iPhone apps, etc.).

### **Licensing**

25. How is the product licensed?
26. How does the system licensing account for residents, part time clinicians, auditors and midlevel providers?
27. Do you offer client self-service and enrollment? Describe the verification process.

### **Vendor Support**

28. Define the Support Structure (Tiered Approach, Staff assigned 1 point of contact, etc.)
29. When is customer support available?
- Preferred method of contact (Phone call, e-mail, etc.)?
  - Where is your customer support staff located? Are they off-shore'?
  - What are your normal hours of support?
  - How is after hours support handled?
  - Will someone be on-call at all times?
30. Problem/Resolution Process
- Response time expectations for all levels of severity
  - Average time to close tickets by severity level

- Escalation Process
- Severity Level System
- Issue/Resolution Tracking System
- Test System vs. Live System

31. Who has ownership of the following?

- Data
- Software
- Enhancements or Customizations Paid for by Customer
- Hardware
- Servers
- Workstations
- How is vendor support audited. What is the compliance methodology?  
How does LCPH get those reports?

32. Do you have online support (Knowledgebase, InfoCenter, etc.)?

33. Which remote support tools do you offer?

34. Do you have a user forum for practices to seek help from peers and share ideas?

35. Upgrade Process

- Will customers get to choose which upgrades they want?
- Will a separate cost occur with each upgrade?
- Frequency of upgrades?
- How long can a customer delay an upgrade without losing support?
- Will training be provided for new functionality?

36. Testing

- Will customer get a chance to test the product in a test environment?
- Will customer get access to test scripts from vendor?

37. Product Enhancement Requests

- If customer wants to add an enhancement, what is the process?
- Are there additional costs for an enhancement?
- How soon will customers be able to view, test, and use enhancement?
- How will upgrades work with new enhancement?
- Will all other customers get the enhancement one company has paid

for?

- How will the company stay up-to-date on required meaningful use definition changes?
- How will data be exported and formatted if or when we separate from service?

### **Training/Testing All Phases (Selection through Post Go Live)**

38. Will access be granted to development/training environment for testing during upgrades and during training processes?

What types of online training are available?

39. **Videos**

- Recorded Modules/Workflow Training Courses
- Recorded Interactive "Many-to-One" Training Sessions
- Quick Reference or Tips & Tricks Videos

- Trial Demonstration of EHR
- How and when do you update these materials?

**Web Based Training**

- Interactive training activity with screenshots & instructions to give clinic exposure of EHR selected before core training

**Facilitator/Consultant Led Training Sessions**

- Module Training Sessions
- Workflow Training Sessions (Nurse, Provider, Front Office, etc.)
- One-on-One Training Sessions with Consultant
- Describe your training personnel (i.e., background, position, medical credentials).
- Vendor-Directed Demo (i.e., Web Ex Training, On-Site, etc.)

**Training Documents (Identify format of documentation)**

- Training Manuals
- Quick reference guides that focus on specific tasks
- On-line Printable Training Documentation
- Upgraded Training Guide
- Describe when these documents are modified and how quickly they are made available to the customer after product changes occur.
- Is Practice/Specialty Specific Training Offered?
- How and when do you update these materials?

**What is created by vendor vs. customer?**

- Creating specialized templates for efficient documentation
- Does the product have customizable preferences?

**Will a workflow assessment be completed by the vendor?**

- Will a document be sent to be completed by clinic?
- Will vendor complete on-site workflow assessment?
- Is there an additional cost for workflow assessment?
- Will recommendations be provided for abstracting or bulk loading data from previous EHR into the new EHR?
- Compliance with CA and FED requirements?

**User Training**

- Will users be trained by vendor?
- Remote or on-site training provided?

**Cost of Training**

- Will additional costs be incurred on clinic for training?

40. How many days does EHR vendor provide for on-site training?
41. Will trainers complete a readiness assessment of staff before Go-Live?
42. Will vendor staff be on-site during 'Go Live' timeframe?

43. Are background checks and certifications required by vendor.

### **Contract Terms and Vendor Guarantees**

44. What is the vendor's responsibility when:

- Problem resolution is not met by a certain time based on severity level of the problem or issue?
- Meaningful use criteria are not met as promised?
- Upgrades cause problems (causes meaningful use criteria to no longer be met or critical workflows to break)?
- Training is not conducted in agreed upon timeframe and/or the training materials are not adequate or delivered per contract deliverables?
- Implementation is not completed by vendor in the agreed upon timeframe due to issues related to the vendor (staffing conflicts, software problems, etc.)?
- Incompatibility issues arise between hardware (which meets agreed upon specifications) and approved software?
- Promised product functionality does not exist at time of implementation?
- Damages to hardware during transport if purchased through vendor or while vendor is on-site during installation?
- Data is corrupted during the course of normal use and operation of the product?
- Will you agree to a cap on price increases?
- Are regulatory changes to the application included in the licensing?

### **Data Exporting/Reporting, Data Migration**

45. Is there additional cost for exporting data/reporting data?

#### **Data Exporting**

46. Is there any data that is not allowed to be copied locally? Please list all.
47. What formats can data be exported as? Please list all.
48. Can full database backups be provided?
49. Can stored procedure data logic be accessed and reviewed?

#### **Reporting**

50. Do you allow the customer to build custom reports against Live data?
51. What technologies are used to build reports in the system? Please list all.
52. Ad hoc reporting by users an option?
53. Do you have all requirements for Meaningful Use?

#### **Data Migration**

54. What established methodology for data migration projects do you utilize?
55. What will be migrated? <List>
56. What data won't be migrated? <List>
57. Do you allow for additional custom data migration?
58. Is there additional cost for data migration?

**These items must be included in the product:**

**Front Office Scheduling**

- Check-In/Check-Out/Duration
- Calendar Screen
- Reception/Today's Services Screen
- Daily Schedule
- Appointment Reminders – Text Alerts
- Client Lookup History
- Client Check-in Kiosk
- Remote Check-in?
- Transportation?

**Financial**

- Patient Balance
- Patient Co-pays
- Patient Eligibility/Coverage

**Client Information**

- Client Search
- Client Information
- Demographics
- Quality Improvement/Quality Assurance Data Elements
- Contacts
- Insurance
- Referrals
- Releases
- General Notes
- Patient Picture/ID

**Miscellaneous**

- Client insurance card scanning
- Client Letters
- Customer Information Sheet
- Insurance Card Scanning
- Client Portal

**Medication Services**

- Labs/Orders (External Interface)
- Batch Signing
- Primary Care Provider Letters
- Verbal Order
- Medication Reconciliation
- Vitals/Flowsheet
- MAR (Medication Administration Record)
- Voice Attendant?
- ADA compliance?

- E-Prescribing
- Refill request management

**Documents**

- Assessments
- Authorization
- Miscellaneous Note
- Substance Abuse Note
- Peer Support Service
- Service Note
- Group Service Note
- Treatment Plan
- Periodic Reviews
- Ability to Pay
- RN/LVN Assessment
- Eligibility Screen
- Crisis Screen
- Discharge Summary
- Consent to Treat
- Medication Administration Record
- Crisis Note/Package
- Wraparound Treatment Plan

**Clinical**

- Dashboard showing status of services
- Internal Messaging System
- Internal Alerting System
- Customer Signature Pad
- Visit Summary
- Outcomes Data collection (Custom Fields)
- External Interface Creation Supported
- Is there a cost for External Interfaces? How is this priced?
- Templates for Telephone Encounters and Notes

**Billing**

- Duplicate claim detection
- Claims generation
- Remittance
- State Eligibility
- Customer Statements
- Posting Payments
- Financial Spenddowns
- Child Waivers
- Ability to Pay documentation
- Coding and Rates

- Check/Credit Card/Cash Processing
- Denial Letters
- Productivity Reports
- Claims and Adjudication processing
- Authorization/Utilization Management System

**Records**

- Scanning Cards and Documents
- Hide/Block clients from All Staff but allow for specific clinicians
- Track Disclosures
- Print Documentation for Releases
- Record Review
- Release Management System

**VII. Format of Budget Template and Narrative**

The Budget Template and Narrative (Exhibit C) should briefly describe each of the following components: Personnel, Contracted Services, Office Expenses, Travel/Training, and Other.

All Proposals must identify the items listed below:

- a. Proposed services must clearly identify set-up and implementation fees separate from on-going monthly subscription fees.
- b. Proposal must separately identify necessary third-party licensing fees.
- c. Proposal must clearly identify all expected hardware costs.
- d. Proposal must clearly identify the guaranteed time period for all proposed fees and subscriptions and the circumstances under which the vendor may increase fees.
- e. Pricing should include all costs related to the system, required hardware, and conversion of existing data, installation, training, and final implementation.
- f. The proposal must also describe applicable fees (subscription or otherwise) applicable at the time of termination of vendor's services and the steps you would take to facilitate an orderly transfer of system data and services to a successor service provider.
- g. Describe your change order process.



### VIII. Proposal Submission Guidelines

Bidders must submit fourteen (14) copies of their proposal including one (1) with an original signature and one (1) with an electronic signature (MS Word or PDF). The proposal must be formatted in accordance with the instructions of this RFP. Promotional materials may be attached, but are not necessary and will not be considered as meeting any of the requirements of this RFP.

Proposals must be enclosed in a sealed envelope or package, "Lassen County RFP No. HSS-2021-03 – Electronic Health Record" and delivered by **December 13, 2021, 4:30pm** Clearly Marked:

Lassen County Health & Social Services  
Lassen County RFP No. HSS-2021-03  
336 Alexander Ave.  
Susanville, CA 96130

Late or electronically submitted proposals, including those submitted via facsimile, will be disqualified and not considered by the evaluation committee.

Expenses incurred in preparation of the proposal, attendance at bidders' conferences, or any other actions related to responding to this RFP shall be the responsibility of the responder.

All proposals, response inquiries, or correspondence relating to or in reference to this RFP, and all reports, charts, displays, schedules, exhibits, and other documentation submitted by the respondent shall become the property of the County.

### IX. Modification or Withdrawal of Proposals

Revisions of proposals will not be permitted after the deadline for submission of proposals except as provided by Lassen County. Permission to make any revisions must be sought from Lassen County in writing. If Lassen County initiates a revision, it will do so in writing.

### X. Selection Process

The County reserves the sole right to judge the contents of proposals. The selection process will be governed by the following criteria:

- The proposals must adhere to the instructions and format specified in this RFP.

- The evaluation will include a review of all documents and information relating to the respondent's services, organizational structure, capabilities, qualifications, past performance, and costs.
- Respondents may be required to make an oral presentation or product demo to the evaluation panel before the final selection is made.
- The County may evaluate any information from any source it deems relevant to the evaluation.

#### **XI. Selection Criteria**

The selection of a proposal and contract award will be based on the criteria contained in this RFP and as demonstrated in the submitted proposal. Respondents should submit information sufficient for the County to easily evaluate proposals with respect to the selection criteria. The absence of required information may cause the proposal to be deemed non-responsive and may be cause for rejection.

#### **XII. Proposal Review and Evaluation Process**

All proposals will be reviewed for completeness as described above in Section VII Proposal Submission Guidelines. Only those proposals deemed to be complete will be submitted to the evaluation panel.

#### **XIII. Eligible Respondents**

An organization is not considered eligible to apply unless the respondent meets the eligibility conditions to the stated criteria listed at the time the proposal is submitted.

Eligible respondents include public or private non-profit 501(c)(3) entities. All respondents must comply with the criteria listed below under this RFP.

1. Respondent must be established as an appropriate legal entity as described in the paragraph above, under state statutes, and must have the authority and be in good standing to do business in California and to conduct the activities described in the RFP.
2. Respondent must be in good standing with the U.S. Internal Revenue Service.
3. Respondent may not be eligible for contract award if audit reports or financial statements submitted with the proposal identify concerns regarding the future viability of the contractor, material non-compliance, or material weaknesses that are not satisfactorily addressed, as determined by LCPH.

#### **XIV. Suspension and Debarment**

To be eligible to submit a proposal, a bidder must not be listed as an ineligible person on the U.S. Department of Health and Human Services Office of Inspector General's List of Excluded Individuals/Entities from federal programs or the California Department of Health Care Services Suspended and Ineligible Provider List for Medi-Cal program services. The Office of Inspector General defines an ineligible person as any individual or entity that is currently excluded, suspended, debarred or otherwise ineligible to participate in the federal health care programs. They are also defined as any individual or entity that has been convicted of a criminal offense related to the provision of health care items/services and who has not been reinstated in the federal health care programs after a period of exclusion, suspension, debarment, or ineligibility. The California Department of Health Care Services defines a suspended individual or entity as those that have: (1) been convicted of a felony or misdemeanor involving fraud, abuse of a Medi-Cal program or any patient, or otherwise substantially related to the qualification, functions, or duties of a provider of services, (2) been suspended from the federal Medicare or Medicaid programs for any reason, (3) lost or surrendered a license, certificate, or approval to provide health care, or (3) breached a contractual agreement with the California Department of Health Care Services that explicitly specifies inclusion on their Suspended and Ineligible Provider List as a consequence of the breach. LCPH will not review a proposal submitted by an individual or entity on either list.

LCPH plans to use the following links to identify individuals and entities that are not eligible to contract with LCPH: <http://exclusions.oig.hhs.gov/> and <http://files.medi-cal.ca.gov/pubsdoco/SandILanding.asp>. Each respondent should verify that it is not on either list prior to submitting a proposal. If a respondent is erroneously listed on either sanction list, they will be responsible for correcting the error prior to the submittal of their proposal.

LCPH requires that all potential contract entities self-disclose any pending charges or convictions against them or any individual with their organization for violations of criminal law, any sanctions, and any disciplinary actions by any federal or state law enforcement agency, regulatory agency, or licensing agency (including exclusion from Medicare and Medicaid programs).

If a contractor and/or individual within the contractor's organization become an ineligible person after LCPH has executed a contract with the entity/individual, the contractor/individual shall be removed from any responsibility and involvement with the LCPH contracted obligations that are related to federal or state health care programs/funding.

**A. Evaluation**

Proposals will be evaluated on five (5) elements totaling 200 points.

<b>Proposal Element</b>	<b>Maximum Point Value</b>
Format proposal and content. Does the EHR have all the basic elements outlined in V and VI	80
Qualifications and characteristics of vendor	30
Capacity for internal quality assurance and improvement procedures to monitor and improve quality of services provided, documentation, record keeping, billing, etc.	30
Demonstration of collaboration, innovation, and creativity.	30
Quality of implementation plan and corresponding timeline.	30
<b>TOTAL</b>	<b>200</b>

**XV. Award Process**

1. Each apparently qualified proposal will be evaluated by a panel consisting of no less than three or greater than five members. Respondents may be asked to make a presentation to the Evaluation Committee regarding their qualifications and/or proposal.
2. The award of a contract will be based on the quality of proposal and the ability to meet Public Health's needs.
3. Each respondent will be notified in writing or by email of the decision regarding its proposal.
4. The successful respondent(s) and the County will enter into contract negotiations.
5. Negotiated contract(s) will be submitted to the Lassen County Board of Supervisors for final approval and award.

It is anticipated that delivery of services under the contract will go live July 1, 2023, or soon thereafter. All RFP materials may be made public upon request.

**XVI. Cancellation**

Lassen County reserves the right to reject any or all proposals received as a result of this request, to negotiate with any qualified individual/organization, or to

modify or cancel in part or in its entirety the RFP if it is in the best interests of the County to do so.

#### **XVII. Appeal**

Respondents will have ten (10) working days after notification of non-award to file an appeal. The appeal must be made in writing and specifically state the grounds for the appeal. Letters of Appeal should be directed to:

Director, Health & Social Services  
336 Alexander Ave.  
Susanville, CA 96130  
Attn: Hannah Singletary, Contracts Coordinator

#### **XVIII. List of Exhibits**

Exhibit A - Proposal Summary and Statement of Responsibility (Signature Page)  
Exhibit B - Proposal Checklist/Table of Contents  
Exhibit C - Budget Template

**EXHIBIT A**  
**PROPOSAL SUMMARY AND STATEMENT OF RESPONSIBILITY (SIGNATURE PAGE)**

County of Lassen  
Health and Social Services

RFP No. HSS-2021-03  
Provision of EHR

<b>RFP No:</b>	<b>HSS-2021-03</b>
<b>RFP Issue Date:</b>	<b>November 11, 2021</b>
<b>RFP Submission Deadline:</b>	<b>December 13, 2021</b>

Proposals must be enclosed in a sealed envelope or package, clearly marked "Lassen County RFP No. HSS-2021-03 – Electronic Health Record" and delivered by **4:30pm (Pacific Daylight Time), Monday, December 13, 2021**, to: County of Lassen's Health & Social Services Office; Lassen County RFP No. HSS-2021-03; 336 Alexander Ave. Susanville, CA 96130.

**Questions regarding this RFP should be directed to:**

Jineena Ducasse  
(530) 251-8187  
[jducasse@co.lassen.ca.us](mailto:jducasse@co.lassen.ca.us)

**This Proposal Summary and Statement of Responsibility (Signature Page) must be included with your submittal in order to validate your proposal. Proposals submitted without this page will be deemed non-responsive.**

**Firm Authorized Representative**

Company Name: \_\_\_\_\_ Date: \_\_\_\_\_  
Representative: \_\_\_\_\_ Title: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
Phone: \_\_\_\_\_ Fax: \_\_\_\_\_  
Federal Tax ID No.: \_\_\_\_\_ Email: \_\_\_\_\_

**RFP Contact Information (if different then above)**

Contact Person: \_\_\_\_\_ Title: \_\_\_\_\_

Email Address: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

**Certifications:**

1. Do you certify that all statements in the proposal are true? This shall constitute a warranty, the falsity of which shall entitle the County to pursue any remedy authorized by law, and shall include the right, at the option of the County, of declaring any contract made as a result thereof to be void.

☐ YES ☐ NO

2. Do you agree to provide the County with any other information the County determines is necessary for accurate determination of your qualifications to provide services?

☐ YES ☐ NO

To the best of my knowledge and belief, the information provided in this initial determination of responsibilities is true and correct.

Authorized Representative: \_\_\_\_\_  
(Printed Name)

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**EXHIBIT B**  
**PROPOSAL CHECKLIST/TABLE OF CONTENTS**

This proposal checklist identifies the various components that must be submitted with your proposal. This form is to be completed and included in the proposal and must be located directly behind Exhibit A.

Follow this sequence in presenting your proposal with the checklist serving as your table of contents.

<b>Proposal Check List/Table of Contents</b>	<b>Page No.</b>
Proposal Summary and Statement of Responsibility (Signature Page), signed by authorized representative (Exhibit A)	
Proposal Check List/Table of Contents (Exhibit B)	
Program Narrative	
Individual/Organization Capacity (including résumés)	
Letters of Support	
Budget Template and Narrative (Exhibit C)	



**EXHIBIT C**  
**BUDGET TEMPLATE AND NARRATIVE**

Applicant

Detail Budget

Category Item/Service	Quantity (Year 1)	Cost (Year 1)
Personnel		
Contractual Services		
Office Expenses		
Travel & Training		
Other		
Total		