



Merced County Office of Education 632 West 13th Street Merced, CA 95341

Addendum No. 1

Issue Date: 12/10/2024

Bid Package Title: ELECTRONIC HEALTH RECORDS SYSTEM

Bid number: 2024-25

TO: Prospective Applicants

This addendum is an integral part of the Request for Proposals (RFP) for Bid Number **2024-25**. It serves to update the original project dates and provide responses to questions raised by potential bidders, as outlined below. The modifications are made only to the extent specifically mentioned herein.

This addendum is posted on MCOE's procurement website at www.MCOE.org. This is *the official source* of this addendum. All addenda and attachments shall be published to the same location.

Amendment to Due Date, Review Date, and Response to Bidder Questions

This Addendum consists of 7 pages in total.

Update to Proposal Date Changes

Updated Proposal Due Date:

The original proposal due date of Monday, 12/16/2024, has been extended. The new proposal due date is Monday, 12/23/24.

Updated Proposal Review Date:

The original review date of Monday, 12/23/2024 has been rescheduled. The new review date is Thursday, 01/02/25.

Response to Potential Bidder Questions

1. Q. Can you provide insights into your financial parameters for this project? Are there specific budgetary considerations or ranges that would guide the scope of work and potential solutions?
A. N/A
2. Q. How many users will you have?
A. Upwards of 200
3. Q. Is there a time timeline for shortlisting vendors, conducting demonstrations, and an anticipated award date?
A. Not currently, we are looking to spend at least 1 week to demo top vendors.
4. Q. Are there any critical milestones or deadlines we should be aware of for the implementation process, such as key dates for project kick-off, go-live, or any other important timelines that need to be accounted for?
A. We are hoping to go live with our districts in August 2025.
5. Q. Can we include supplementary video content to support our proposal?
A. This is outlined in section 2.4 of the original RFP.
6. Q. How does Merced COE currently collect data / is there an existing EHR in place?
A. Currently, no EHR in place
7. Q. Number of schools, districts, LEAs?
A. Merced County Office of Education services 20 Merced County Schools, but this project will also assist other local Education Agencies in support of the up coming Statewide Multi-Payer Medi-Cal Fee Schedule.
8. Q. Number of telehealth providers?
A. Up to 200
9. Q. Number of telehealth hours per month?
A. Estimated to be around 50 hours.
10. Q. Are you prescribing medications today? If so, how many prescribers do you have?
A. No

11. Q. How many non-prescribers (i.e., staff that prep medication orders/prescriptions)?
- A. N/A
12. Q. How many billable NPIs do you have? (billing NPT, not rendering)?
- A. Up to 200
13. Q. What is your estimated claim volume per month (across all payers, all sites)?
- A. This is a new procedure for MCOE, no data currently.
14. Q. Is there a need to be interoperable with local hospitals or primary care providers? Or do you envision this to be accomplished by the connection to local HIE(s)?
- A. Need further clarification.
15. Q. Is there a need to connect to one or multiple HIEs? Which ones?
- A. Need further clarification.
16. Q. Will there be a centralized team who will manage implementation and ongoing support for the project/solution similar to what you have in place today?
- A. Yes, MCOE will lead.
17. Q. How large is this team?
- A. Currently, 4 team members.
18. Q. Is it possible to provide a breakdown of the composition of staff? i.e. total number of users including breakdown by role; physician, RN, therapist, scheduling, billing, etc.
- A. Will consist of therapist (LCSW/LMFT/LPCC), school psychologist, school counselors, nurses, and wellness coaches. We plan to enroll up to 200 of these providers.
19. Q. Number of annual billable encounters/visits across all facilities, and PM (practice management) encounters/visits
- A. This is a new procedure for MCOE, no data currently.
20. Q. EMR encounters/visits (please separate out primary care and behavioral health visits)

A. This is a new procedure for MCOE, no data currently.

21. Q. EDR (Electronic Dental Record) encounters/visits

A. N/A

22. Q. Outpatient pharmacy prescriptions dispensed?

A. N/A

23. Q. Number of front desk scanners?

A. None at this time

24. Q. Number of high capacity (back office) scanners?

A. None at this time

25. Q. Number of billing providers

A. We anticipate somewhere around 150 providers.

26. Q. Number of report writers?

A. Need further clarification.

27. Q. How many specialty facilities (i.e., dental, behavioral health, etc.) does MCOE maintain?

A. Only Behavioral Health.

28. Q. Number of high capacity (back office) scanners?

A. None at this time.

29. Q. What lab interfaces (i.e., Quest, LabCorp, etc.) are desired/required by MCOE?

A. N/A

30. Q. What radiology interfaces are desired/required by MCOE?

A. N/A

31. Q. Does MCOE require integration with any HIEs?
- A. Need further clarification.
32. Q. Does MCOE have an internal billing services team, or are those functions currently outsourced?
- A. The billing will be done through our TPA Carelon. We will have to meet their EHR guidelines to get them the billing claims for them to process.
33. Q. Does MCOE require electronic prescription of controlled substances? If so, how many providers?
- A. No
34. Q. Does MCOE desire voice dictation into the EMR? If so, for how many providers?
- A. No
35. Q. Does MCOE desire an AI solution to support provider documentation within the EMR? If so, for how many providers?
- A. We anticipate 150 providers.
36. Q. Does MCOE desire single sign on capability?
- A. SSO is desired but not mandatory.
37. Q. Is a cloud-based system that utilizes private cloud technology acceptable?
- A. Yes
38. Q. Our organization aggregates data from its collaborative members to form one of the country's largest repositories of health data for historically underserved populations; MCOE would retain ownership of only its patient data and not all data within the collaborative cloud environment. Are these terms acceptable to your organization?
- A. Need further clarification.
39. Q. Please describe types of users you might have accessing the system. For example, (nurses, medical assistants, MDs, NPs, administrators, reporting staff, and reception). Please provide counts for these user types
- A. Providers (LCSW/LMFT/LPCC, school counselors, school psychologists, nurses, Wellness coaches), administrators.

40. Q. We do have prescription writing and ePrescribing capability. Will any of your users require this capability? If so, how many?

A. Not needed at this time.

41. Q. Our storage and cyber insurance costs are correlated to the number of charts in the system. Do you have an estimate of the number of active and inactive student charts you have? If this is not easily available, the size of your database in your current system can be used as an initial approximation

A. This is a new procedure for MCOE, no data currently.

42. Q. Please describe any access you want prior students/parents need to have to their records via the portal?

A. Access to collect information from them. For example, make a referral, sign consent for treatment and insurance. Do not need parents to view records from a portal.

43. Q. Will you require a migration of data from your prior system. If so, please provide details on the prior system.

A. Yes, Bonterra.

44. Q. The RFP mentions "MCOE's designated third-party systems, including but not limited to Bonterra and Carelon". o Are there any additional systems that need to be integrated with the EHR. If so, please provide details on those systems

A. No

45. Q. Would you like to send text messages from the EHR?

A. Yes

46. Q. Would you like to send faxes from and receive faxes in the EHR?

A. Perhaps E-fax

47. Q. How do students check-in right now? Do you have mobile-device portal check-in or kiosk check-in?

A. New process, no current procedures.

48. Q. We have interfacing capability, will any of your sites require lab or radiology interfaces?

A. Not at this time.

49. Q. Will you require any support for remote visits?

A. Not for clients/parents. Training for staff only

50. Q. We have immunization compliance capabilities, will you require anything like this?

A. Need further clarification as our nurses may want this.

51. Q. We have tools to support medication distribution of parent-provided meds, will you require anything like this?

A. Need further clarification as our nurses may want this.

Merced County Office of Education

By: MCOE Representative

David Llamas

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End of Addendum No. 1