



The Purpose of this Addendum is to **provide responses to questions asked during the Pre-Proposal Meeting on December 9, 2024, and those received via email.**

Questions and Answers

1. What are the estimated funds that are estimated to be allocated for this contract?

Answer: There are no allocated funds for this contract currently.

2. What is the tentative start date of this engagement?

Answer: The tentative start date is March 6, 2025.

3. What is the work location of the proposed candidates?

Answer: We do not require candidates to be in the DFW area but would require them to be US based.

4. Is this a new contract or are there any incumbents? If there is an incumbent, could you please let us know the incumbent name and pricing and are the incumbents eligible to submit the proposal again?

Answer: Yes, this is a new contract, but there is an incumbent. The incumbent is Welligent. To obtain pricing information, you will need to submit a Public Information Request (PIR) through our legal department.

5. Are there any pain points or issues with the current vendor(s)?

Answer: No

6. Could you please share the previous spending on this contract, if any?

Answer: To obtain previous spending information, you will need to submit a Public Information Request (PIR) through our legal department.

7. Is subcontracting mandatory? If yes, can we replace a subcontractor after an award?

Answer: No.



8. Can we submit the good faith efforts if we are unable to find a subcontractor?

Answer: Yes, you may submit the good faith efforts with your proposal.

9. Can we provide hourly rate ranges in the price proposal?

Answer: No, we want the exact rate that we will be charged.

10. Are resumes required at the time of proposal submission? If yes, do we need to submit the actual resumes for proposed candidates or can we submit the sample resumes?

Answer: Yes, please submit the actual resumes of the proposed candidates.

11. What is DISD's existing Electronic Medical Records (EMR) system?

Answer: We are currently using Welligent (Continuumcloud)

12. If the vendor's solution cannot satisfy an item listed as non-negotiable in the bid document does this mean the solution will not be considered?

Answer: DISD Mental Health Services would not consider alternate solutions on non-negotiable items.

13. Is DISD willing to consider bundling Mental & Behavior Health Management (MBH) and Electronic Health Records (EHR) solutions?

Answer: DISD Mental Health Services currently uses Electronic Medical Records system for mental & behavioral health purposes. We do not offer health services.

14. Regarding the bid document specifics, General Requirements non-negotiables #13: Telehealth capabilities—what specific capabilities are required for telehealth?

Answer: The telehealth must be HIPAA compliant and be able to join multiple individuals simultaneously. Ability to send meeting invitations via text or email is also a plus.

15. #14. Compatibility with existing district systems—May we have clarity on what is meant by "Compatibility" and what existing systems does the solution need compatibility with?

Answer: The ability of the EMR to have an interface with the district's student data system (PowerSchool.)

16. #15. Medicaid - Ability to store/print information on the current Medicaid status of students—Who is your Medicaid billing vendor?

Answer: The current vendor provides a clearinghouse to submit Medicaid billing and it is called Inovalon. This is a non-negotiable feature for any future Electronic Medical Records system.



17. Regarding the bid document specifics, System Requirements – Process Management non-negotiables #13. The system will support real-time, districtwide business process information—Can clarity be provided on what this means exactly?

Answer: The student information system (PowerSchool) is updated daily and our EMR needs to interface with it so that we can upload student demographic information and track when a student leaves the district

18. #15. The system will store, display, and make available the historical student files from Dallas ISD's previous system. — What specific historical information is the district wanting? And from what previous system?

Answer: Licensed clinical staff are required to maintain clients records for years to be in compliance with their licenses. Parents/guardians and clients (once they reach 18+) have the right to request their records. In addition, record requests are received from outside agencies and subpoenas for records are also received by the department. Historical information would include all treatment records. Record access would be needed from the current system Welligent as well as the previous EMR, PACE.

19. #16. The system will interface with existing District systems and data sources—As mentioned above, would like to know which system(s) and data sources being currently/previously used that the solution would need to interface with?

Answer: Student Information System - PowerSchool

20. Regarding the bid document specifics, Additional System Requirements non-negotiables #2. Dallas ISD's Logo will be displayed per District specifications—Where is the District wanting the logo displayed and on what?

Answer: Banner running on top of the screen.

21. On page 3 of Dallas ISD RFP, requirement # 1: Ability to interface with existing EMR to extract upload data into the new system: —What is the existing EMR currently utilized by Dallas ISD?

Answer: The current EMR is Welligent, part of the Continuum Cloud.

22. Page 3 of Dallas ISD RFP, requirement #14: Compatibility with existing District systems: —What are the current technologies utilized by Dallas ISD that will be required to interface/compatibility with your new solution? What are the technical abilities of the existing systems to interface, such as HL7, API, etc.?

Answer: The new solution provided by MHS will need to interface with Dallas ISD's PowerSchool system. However, we are currently uncertain about the specific technical capabilities of the existing system, such as its support for integration methods like HL7, APIs, or other protocols. Further clarification regarding the existing system's technical abilities will be needed to ensure seamless compatibility and integration.



23. How many users will need access to the system?

Answer: Currently, approximately 200 staff.

24. Are you looking for a product or open to a COTS solution?

Answer: To clarify, we are not looking for a Commercial Off-the-Shelf (COTS) solution. Instead, we are seeking a customizable system that can be specifically designed to meet the unique needs of our electronic medical records system.

25. Are you open to a customizable solution?

Answer: Dallas ISD Mental Health Services is open to considering customizable solutions, provided they align with our core requirements. However, we will not entertain alternatives for non-negotiable items.

26. Will you provide us with the list of this PPC?

Answer: This electronic medical record system is intended for use within a public school district and will be used exclusively for documenting clinical notes and billing. It will not be utilized for advertising or Pay-Per-Click (PPC) purposes.

27. Is it mandatory to provide reference from 3 schools or can we provide reference from clinics or public health care agencies?

Answer: You can provide references from clinics, public health care agencies, companies, school districts, and other similar organizations. However, references from Dallas ISD employees are not allowed.

28. Can you provide the list of participants of the pre-proposal conference?

Answer: To obtain the list of participants of the pre-proposal conference, you will need to submit a Public Information Request (PIR) through our legal department after an award has been made.

29. Can you confirm how many of the 200 mental health staff are billable?

Answer: MHS currently has 36 billable staff and that can fluctuate up or down over time.

30. When does Dallas ISD need to have a new solution live?

Answer: July 8, 2025

31. What types of interfaces to existing district systems are required with Format/Standards? And what are the data sources that you have mentioned in this point.

Answer: PowerSchool is the main system that will need to be interfaced



32. What is the load expected by each facility? How many users are going to be in the system?

Answer: 200 employees from MHS will be the users

33. What is the total number of facilities/sites available?

Answer: MHS is seeking a web-based system that can be accessed from any location. We have 13 school-based clinics that will use the software. All school-based clinicians will access the medical records software from laptops at 240 campuses with users also located at the main office.

34. Will you be looking for Cloud or On-Premises hosting? On the cloud, do you have any preference for the vendor to use cloud components (for example, Azure cloud data factory, fabrics, etc.)? Please note that cloud components are billed by the cloud provider based on usage, and it would be hard to determine the annual cost in such a scenario.

Answer: MHS is seeking a cloud-based system to ensure access from any clinic or school site. The vendor would need to include that cost in their quote and/or attached a document breaking down the cost of each usage to their RFP response.

35. Could you clarify your understanding of data conversion support?

Answer: MHS needs to ensure that previous student medical records entered the previous EMR system are transferred to the new system. In addition, the vendor’s system will need to interface with PowerSchool, and this would be done in collaboration with DISD IT department staff.

36. Are you currently using any system to fulfill these requirements? If so, data migration may be necessary. Kindly let us know the size of the data to be migrated and provide a brief overview of the current data sources.

Answer: MHS is seeking a cloud-based system to ensure seamless access from any clinic or school site. We request that the vendor include the cost of cloud hosting in their quote, along with a detailed breakdown of any usage-based charges, such as for cloud components (e.g., Azure Data Factory, fabrics, etc.), in their RFP response. We understand that these costs may vary based on usage, and this breakdown will help us better assess the potential annual costs.

37. How does the District manage these records today?

Answer: Mental Health Services currently uses Welligent/ContinuumCloud to manage the medical records collected.

38. The RFP references an “existing EMR” (page 3 of 73 of the PDF). Does the District require a conversion of data from a legacy system? If “yes”,

1. What is the legacy system?
2. How many years of data needs to be converted?
3. How long will the legacy system be accessible?

Answer:



- 1. The legacy system is Welligent/ContinuumCloud
- 2. Approximately 4 years of data have been collected
- 3. That has yet to be determined

39. How many users does the District anticipate needing to use the new system using the following break-down?

- 1. Total system users - 200 users
- 2. Maximum number of concurrent users anticipated - 200 users
- 3. Users by category
 - a. Administrative users (primarily using reporting or configuring the system) - 3
 - b. Clinicians (social workers, counselors, etc.) who are seeing students - approximately 160
- 4. Users by job
 - a. Psychiatrists - 7-10
 - b. Social workers
 - c. Adjustment counselors - Not applicable
 - d. Career counselors - Not Applicable
 - e. Other

Answer: We do not break down clinicians by license. We hire licensed Social Workers, Marriage and Family Therapists, Professional Counselors, School Psychologists and Psychiatrists. We only differentiate between billable and non-billable staff. There are currently 36 billable staff.

40. When does the District anticipate the new system will be live for all users? Will there be a “pilot” group, or will all schools/users begin using the system at the same time?

Answer: The go live date is July 8th, 2025, and do not anticipate using a “pilot group”.

41. Does the District provide mental health services to anyone besides students currently enrolled in the District?

Answer: No, services are only provided to enrolled students.

42. Page 3 of 73, “The billing information is used to bill Medicaid and will need to contain the data necessary to bill insurance providers for services rendered.”

- 1. Does the District currently bill SHARS for these services?
- 2. Does the District currently bill student insurance companies besides SHARS?
- 3. Does the District utilize the services of a third-party billing entity, or do they perform all billing activities themselves? If a third-party:
 - 1. Which third-party?
 - 2. Does the third-party bill private insurance on behalf of the District?

Answer: 1. No 2. Yes, Medicaid 3. The MHS Billing Specialists submit work performed via the EMR to a clearinghouse that the reimburses MHS

43. Page 3 of 73, “Allows...prescription management, and E-prescribing.”



1. Do District-employed providers prescribe for students today? **MHS hires contract psychiatrists to do medication management**
 2. Do District-employed providers prescribe for any staff members today? **No**
 3. Does the current EMR support e-prescribing and if not, how do District providers prescribe today? **The current EMR supports e prescribing**
44. Page 4 of 73 (General Requirements – Negotiable), “Must comply with.... PEIMS and Federal reporting requirements.”
1. Can you please describe PEIMS reporting for mental health that the District requires? **MHS does not participate in PEIMS reporting**
 2. Can you please describe Federal reporting requirements for mental health that the District requires? Is this Federal USDOE reporting? **The current EMR is not used for Federal reporting requirements**
45. Page 4 of 73 (System Requirements – Process Management (Non-Negotiable))
1. Can you define the acronym “SIMS” and what fields need to be imported? **Student Management Information System - PowerSchool interfaces with current EMR**
 2. Can you define the acronym “ODS” and what fields need to be imported? **Operational Data Store (OPS). MHS needs the new EMR system to interface with PowerSchool**
 3. Page 4 of 73 (System Requirements – Process Management (Non-Negotiable), “The vendor will provide data transfer from the current system to the new system. Access to all data, not partial.”
 1. If the new EMR does not contain data fields/attributes of the “current system”, is it the District’s expectation that a new EMR would be customized to hold all legacy data elements? If the answer is “yes”:
 - a. Will the current-system vendor participate in this activity? **That will be negotiated with current system vendor**
 - b. Can the District make the current system database schema available? It will be nearly impossible to assign a level of effort or costs to an unknown conversion project in a proposal. **MHS will not be able to provide that information at this time.**
46. Page 5 of 73 (System Requirements – Process Management (Non-Negotiable), “The system will store, display, and make available the historical student files from Dallas ISD’s previous system.”
1. Will the previous system still be available in read-only mode so that the new system can query for information or does the District expect all data from the current system to be imported into the new system? If the latter, please see question 5.c.i above.
- Answer: MHS will need the information in “Read Only” mode.**
47. Page 5 of 73 (System Requirements – Process Management (Non-Negotiable), “The system will interface with existing District systems and data sources.”
1. Please provide a list of all existing District systems that require integration. **PowerSchool is the only system that will require interface with a new EMR**



2. What integration methods (SIF, API, CSV-file transfer, etc.) are required? **I do not have that information**
3. If the District’s answer to this question were to include a system/integration method the respondent cannot meet (such as “new system must integrate two-way interface with system ABC utilizing ABC’s API”) and thus must answer with a “no”, does this non-negotiable reply eliminate the respondent from consideration of award for this solicitation?

Answer: If the vendor cannot interface with the PowerSchool program that would be a non-negotiable item.

48. Page 5 of 73 (System Requirements – Process Management (Non-Negotiable), “The system will produce all necessary State mandated and Dallas ISD ad hoc reports.”

1. Please provide a list of all State mandated reports.

Answer: MHS has a need for productivity and usage reports. We do not have a need for State mandated reports.

49. Page 6 of 73 (General System Technical Requirements Security Controls (Non-Negotiable), “Ability to administer security and control over the operating environment. The operating environment includes the operating system that your software will operate under; the database management system; and your application software.”

1. If a cloud-based system is proposed, does the District require direct access to the operating systems and DBMS in the provider’s cloud environment?

Answer: Yes

50. Page 8 of 73 (Documentation requirements (Non-Negotiable):

1. The District identifies 26 different types of technical documentation. If respondents do not have all 26, is the answer to this requirement “No” and does that exclude the respondent from award because this is non-negotiable?
2. Does the District require that the respondents deliver all of these items to the District? Does the District expect respondents to deliver source code to the District?

Answer: 1. No it will not exclude the respondents but may reduce the chance of selection.

2. The district does not expect respondents to deliver source code, but it does expect respondents to interface with the district PowerSchool program.

51. Page 12 of 73 (Processing Controls (Non-Negotiable), “Your system must be Schools Interoperability Framework (SIF) compliant.”

1. Does the District require all integrations listed in this RFP to be conducted via SIF? If not:
2. Which integrations SHOULD be conducted using SIF?
3. What mechanisms should be used for each of the other required integrations?

Answer: At this time the system MHS uses will need to interface with PowerSchool.



52. Page 14 of 73 (Software Version Control (Non-Negotiable), "Adhere to the Dallas ISD Change Management Process."

1. Can you please provide details of the District's change management process?

Answer: MHS expects the vendor to ensure that changes to their system are integrated effectively without causing disruptions.

53. Page 14 of 73 (Systems Utilities (Non-Negotiable), "Utility provided to generate structured code consistent with the system's existing programming."

1. What is the District's need to generate code from a utility?
2. Is it the District's intention to modify/enhance the core product?
3. If a respondent does not provide source code to their application or agree to let the District modify the source code of the proposed solution, does this constitute a "no" response to a non-negotiable requirement that then eliminates the respondent from award consideration?

Answer: 1. Mental Health Services needs the EMR system to interface with the existing PowerSchool program. 2. No. 3. The respondent does not need to provide source code and is not a "no" to the non-negotiable.

54. Page 3, first bullet point under Purpose of request for proposal (RFP). The clinical information gathered in the software is information that contains medical/psychological.

1. Question, please provide details regarding types/extent of medical or primary care services Dallas ISD provides and or keeps track of within the new solution?

Answer: Generally speaking, the EMR will track case notes, prescriptions, case management, and interventions provided to a student

55. There is a requirement to extract and upload data into the new system. What are the existing systems and the capabilities they must export data? Assuming this is a one-time conversion. If this is an ongoing interface, can you provide more details regarding your need to maintain multiple solutions?

Answer: This would be a one-time conversion from the previous EMR program. It would be read only access.

56. On page 3 general requirements non-negotiable #14 Compatibility with existing district systems.

1. Please provide a list of District systems, format / interfacing protocols used by those systems and the direction of data requirements.

Answer: Compatibility/ interface with PowerSchool

57. On page 4 of the RFP in the negotiable section. #7 Offer client-interface, ex: MyChart system.

1. Does Dallas ISD need the new partner to interface with Epic's MyChart or are you requiring that they provide a portal for your students and their families? If it is to interface, what other systems



are utilized by Dallas ISD that the future partner should interface with to meet your requirements?

Answer: MHS does not use the EPIC/MyChart system. We do not require a portal for students and their families. The main system to interface with is PowerSchool.

58. Will Dallas ISD please provide the scope of data that exists within your current system that will be required to be exported into the new solution?

Answer: Information is not available at this time.

59. Will Dallas ISD please provide context around the requirement to support real-time districtwide business process information?

Answer: MHS needs the EMR to be accessible to users for documenting their client work and for billing purposes.

60. Please provide information on all necessary state mandated and Dallas ISD ad hoc reports. What are the state systems beyond (TSDS) that will receive the mandated reports and in what format or interface requirements are needed to receive the reports?

Answer: See answer to question #48

61. Page 6 under General System Technical Requirements Security Controls (Negotiable). Does Dallas ISD have the need or desire for a Single Sign on (SSO) or multi-factor authentication (MFA)?

Answer: Yes, Dallas ISD does have a need and desire for enhanced security features, including Single Sign-On (SSO) and Multi-Factor Authentication (MFA). Implementing these measures would provide an added layer of security for our systems, streamline the user authentication process, and ensure compliance with best practices for protecting sensitive data. SSO would allow users to access multiple applications with one set of credentials, while MFA would require users to verify their identity through additional methods, further safeguarding against unauthorized access. These security controls align with our commitment to ensuring the confidentiality, integrity, and availability of our systems and data.

62. It was stated that July 8th is the go-live date. Assuming this is July 2025. What is the motivation that the go-live is July 8th, 2025? Example, contract termination, federal or state mandates, etc.?

Answer: It is the beginning of the budget year, and it is the slowest time to integrate a new system.

63. We want to make sure we understand the scoring criteria properly in the evaluation process on page 40. We appreciate your patience in reviewing. In a scenario where organization #1 scores perfectly on:

1. Reputation of the vendor and vendor's goods or services, 10 points



2. Quality of the vendors goods or services, 15 points
3. Extent to which the goods or services meet the district needs, 15 points

And organization #1 is the highest priced so they score 10 points. Organization #2 could only score 15 points out of the possible 40 above, while also scoring a perfect score on Purchase Price 40 points. Assuming both orgs score equally on M/WMBE. Our understanding is that the organization with the lowest price would win even though their technology would not fully meet Dallas ISDs requirements. Is this scenario accurate? Thanks for confirming or clarifying.

Answer: Yes, your scenario is correct in that organization #2 would be ranked first. However, this does not guarantee that the organization will be awarded.

64. Will Dallas ISD provide the pricing scoring rubric?

Answer: Score = 40 - {(Bid-Low Bid)/Low Bid*100} For every one percent (1%) variance from the apparent low bidder, there will be a deduction of 1.00 point.

65. This size's implementations are collaborative, and both organizations have a project team. Where in the process are Dallas ISD at in creating your project team, what is the size and skill sets identified by Dallas ISD?

Answer: MHS will use the staff at the Ed Tech department to assist with interfacing with PowerSchool.

66. What has Dallas ISD considered around creating this project team? Number of individuals and skill sets from your side. When the Dallas ISD was evaluating the need for a project team, what was the size, and the skill sets identified for this team?

Answer: Existing staff at MHS and Ed Tech departments will be used.

67. How many prescribers and non-prescribers will be required by Dallas ISD?

Answer: Approximately 7-10 prescribers

68. How many Psychiatrists will need to complete E&M documentation?

Answer: Approximately 7 up to 10

69. How many hours per month of Telehealth services do you provide/anticipate providing?

Answer: Approximately a minimum 15,000 minutes/month

70. Please reconfirm that Dallas ISD would like pricing on 200 named users.

Answer: Yes



71. For items that indicate a signature, such as 14.1 Contracted Services/Term Agreement, do we need to include a separate attachment with an e-signature or will answering with drop down in the exported spreadsheet suffice?

Answer: A separate attachment with an e-signature is not required. Selecting 'Yes' or 'No' from the drop-down menu, along with typing your full name and the date, will be sufficient.



The information in this Addendum is hereby incorporated and made part of any contract awarded pursuant to this solicitation.

Please sign this addendum and submit along with your copies of the proposal. ALL OTHER PROVISIONS, AND OTHER TERMS AND CONDITIONS REMAIN UNCHANGED. BIDDERS ARE REQUIRED TO ACKNOWLEDGE AND RETURN/SUBMIT A COPY OF THIS ADDENDUM WITH THEIR PROPOSAL.

Company Name:	_____	Submitter's Name/Title:	_____
Address:	_____	City, State and Zip Code:	_____
Email Address:	_____		_____
Submitter's Signature:	_____	Telephone No.	_____
Fax No.	_____	800 # (if available)	_____
Date:	_____		_____

END OF ADDENDUM