



State Term Schedule

REQUEST FOR QUOTE (RFQ)

RFQ NUMBER: OVHRFQ201401
DATE ISSUED: SEPTEMBER 12, 2014

The Ohio Veterans Homes, a division of the Ohio Department of Veterans Services is requesting quotes for business consulting services which will lead to the creation of a Request for Proposals (RFP) that will implement a new Electronic Medical Records System for the Ohio Veterans Homes.

SEND QUOTE TO:	Ohio Veterans Home – Sandusky 3416 Columbus Avenue Sandusky, OH 44870 ATTN: Chief Information Officer
INQUIRY PERIOD BEGINS:	September 12, 2014
INQUIRY PERIOD ENDS:	October 3, 2014 at 8:00 AM
QUOTE DUE DATE AND TIME:	October 10, 2014 at 5:00 PM
ESTIMATED AWARD DATE:	November 7, 2014
ESTIMATED PROJECT START DATE:	November 14, 2014

PART ONE: PURPOSE, RESTRICTION, BASIS FOR SELECTION, BACKGROUND, SCOPE OF WORK AND EVALUATION

Purpose: The Ohio Veterans Homes (OVH) is soliciting quotes from vendors with approved State Term Schedules that are authorized to provide IT/DATA related services and business consulting services under their STS. The STS must be approved prior to the proposal due date and time and valid during the entire contractual period.

OVH seeks to engage a vendor to define requirements leading to an RFP. The RFP will generate public bid to implement a new electronic medical records (EMR) system for both OVH locations.

Restriction: The contractor selected through this RFQ process will NOT be eligible to respond to procurements for the electronic medical records system software, installation and post-installation training and support work. This contract is for the creation of current state and future detailed requirement documentation, leading to the creation of the RFP.

Basis for Selection: The Contractor providing the best value to the state will be selected. Best value will be determined by reviewing the Contractor and staff's qualifications and experience with regard to understanding electronic medical records systems and their application in a long-term care setting. In the proposal evaluation phase the committee will rate the proposals submitted in response to this RFQ based on the Contractor Profile, Candidate Information, Solution, Cost/Quote sections of this RFQ.

Background:

The Ohio Veterans Homes are a long-term care network consisting of: a 427 bed nursing home with a 300 bed independent and assisted living center both located in Sandusky, Erie County, Ohio; and a 168 bed nursing home located in Georgetown, Brown County, Ohio. Both homes are operated under the direction of the Ohio Department of Veterans Services, a cabinet-level state agency.

OVH operates in a heavily-regulated atmosphere. In addition to being regulated by the Ohio Department of Health and the federal Centers for Medicare and Medicaid Services (CMS), OVH is also regulated by the United States Department of Veterans Affairs. The homes provide care for nearly 800 residents, all of whom are combat-era veterans.

As part of its operations OVH employs an electronic medical records system. The system, purchased in 2008, has not met the needs of the two facilities. As such the home is seeking a new electronic medical records system that is able to meet the facilities' needs with regard to the following modules:

1. Compliance
2. Nursing
3. Medical
4. Pharmacy

5. Dietary
6. Therapy
7. Durable medical equipment
8. Medical records
9. Data Reporting
10. Admissions
11. Minimum Data Set (MDS)
12. Fiscal/Billing/Trust Fund

Scope of Work: The work effort is delineated in several tasks:

Task 1: Review and Assess OVH’s current electronic medical records system

The first task involves understanding OVH’s starting point in this project. The current system has seen many issues that have contributed to the need to implement a new program. The Contractor must understand and be able to produce documentation to accurately describe the current system, the manner in which it was implemented and the business processes involved.

Task 2: Create a gap or operational environment analysis by defining and documenting what a successful EMR system implementation would involve across every discipline within OVH.

The analysis and assessment should include the following modules:

1. Compliance
2. Nursing
3. Medical
4. Pharmacy
5. Dietary
6. Therapy
7. Durable medical equipment
8. Medical records
9. Data Reporting
10. Admissions
11. Minimum Data Set (MDS)
12. Fiscal/Billing/Trust Fund

Once information and documentation has been received from the agency and verified, the Contractor will be required to create a gap or environmental analysis comparing the existing state to that of a desired state based on best practices within the industry.

Task 3: Based on the developed gap analysis, deliver recommendations on potential areas of improvement

The Contractor will be responsible for delivering recommendations based on the above mentioned gap analysis that clearly identifies where improvements in the design and

implementation of the new system can be made. This includes the system selection, the method of implementation and the training of staff in all disciplines in its use.

Task 4: Define and document system requirements

The Contractor will be responsible for defining and documenting system requirements based on the results of the previous tasks. All detailed technical requirements shall be aligned with OVH business requirements. Requirements shall cover: global requirements; platform and IT architectural requirements; regulatory requirements; application and system functional requirements; interfaces with other systems; and on-going support and maintenance requirements.

Task 5: Develop metrics for improved operations

Based on the Contractor's recommendations for improved processes, systems and operations, the contractor shall develop and propose target metrics for the new operation. Metrics shall include both financial as well as operation targets. Included with any proposed metrics shall be a description of the level of business intelligence or management reporting necessary to oversee the new recommended system and business processes.

Task 6: Assess agency readiness for change

The Contractor shall ascertain the readiness level of both OVH facilities to change with the implementation of the new electronic medical records system and include such an analysis in its recommendations. Impact on OVH's two homes shall be explored and a recommendation made in line with recommendations in Tasks 2 through 5. This would include recommendations on training personnel or steps to bring about cultural change. Contractor shall also document any general impact on OVH's regulatory compliance due to changes in the electronic medical records system, its implementation and training of staff.

Task 7: Produce a basic market study of potential vendors capable of executing the RFP

The Contractor shall produce a basic market study of potential vendors capable of executing the RFP. Market study should take into consideration and be based on the information, findings and recommendations made as part of Tasks 1 through 5.

Task 8: Create and deliver an RFP

The Contractor shall create a final RFP suitable for OVH to move forward with regard to the acquisition of another contractor to complete the implementation phase of the project. RFP document must meet all state procurement requirements, regulatory compliance requirements, applicable ORC provisions, and comply with Ohio ethics laws.

Task 9: Assist with OVH's RFP Analysis

The Contractor shall be available to assist OVH in evaluating the proposals from vendors who respond to the RFP.

Task 10: Project Management

The Contractor must provide project management for the duration of the project resulting from the RFP. The Contractor must adhere to the proposed project schedule and provide weekly and monthly status reports that document (at a minimum) the progress, issues and next steps for the project. The Contractor shall also provide OVH with a project budget and maintain logs for project issues and risks. The required deliverables are listed below:

Project Management Deliverables

1. Project Schedule
2. Project Budget
3. Project Status Reports (weekly)
4. Issues Log
5. Risk Assessments and Risk Response Log

Deliverable documents shall be in both hardcopy and electronic format (MS Word). The number of hard copies shall be determined by OVH but will not exceed five.

Work Responsibilities: OVH intends to implement activity on this RFQ as swiftly as possible once a contractor has been chosen. OVH will make its project manager and other necessary personnel available to the contractor's project manager and team members to fully acquaint them with the IT environment. A contact person will be named who will be OVH's principal agent with respect to all technical issues involved in the project. OVH will provide the contractor with telephone and fax numbers and e-mail address for this contact person and a backup to cover for the contact person in the event the contact person is absent from work.

Work Hours and Conditions: Contractor is required to work with OVH staff. OVH's normal work hours are 8:00 a.m. to 5:00 p.m. with a one-hour lunch period for a total of eight working hours per day. Work may take place in either OVH facility in Sandusky, Erie County; or Georgetown, Brown County.

Reimbursable Expenses: None.

Bill to Address: The Contractor must submit invoices in quadruplicate (1 original and 3 copies) for completed services by the first business day of each month to Ohio Veterans Home, Fiscal Officer, 3416 Columbus Avenue, Sandusky, OH, 44870. Contractor's federal tax identification number, state term schedule number and purchase order number must appear on all statements and time sheets. One copy of the PRIOR APPROVED time sheets must be submitted with the invoice. The provisions of Ohio Revised Code, Section 126.30 will also apply to any contract between the parties.

The Contractor's Fee Schedule: The contract award will be for a "not to exceed" fixed price. The Contractor will be paid upon acceptance of each deliverable in accordance with all applicable state laws and administrative rules, executive orders and department policies.

PART TWO: RFQ INQUIRIES, AMENDMENTS AND QUOTE FORMAT

Inquiries. Offerors may make inquiries regarding this RFQ anytime during the inquiry period listed on the coverpage. To make an inquiry, offerors must use the following process:

- Access the State Procurement Website at <http://procure.ohio.gov/>;
- From the Navigation Bar on the left, select “Find It Fast”;
- Select “Doc/Bid/Schedule #” as the Type;
- Enter the RFQ number found on the first page of this RFQ (the RFQ number begins with the letters “OVH”);
- Click the “Find It Fast” button;
- On the document information page, click the “Submit Inquiry” button;
- On the document inquiry page, complete the required “Personal Information” section by providing:
 - o First and last name of the offeror’s representative who is responsible for the inquiry,
 - o Name of the prospective offeror,
 - o Representative’s business phone number, and
 - o Representative’s email address;
- Type the inquiry in the space provided including:
 - o A reference to the relevant part of this RFQ,
 - o The heading for the provision under question, and
 - o The page number of the RFQ where the provision can be found; and
- Click the “Submit” button.

An offeror submitting an inquiry will receive an immediate acknowledgement that the State has received the inquiry as well as an email acknowledging receipt. The offeror will not receive a personalized response to the question nor notification when the State has answered the question.

Offerors may view inquiries and responses on the State’s Procurement Website by using the “Find It Fast” feature described above and by clicking the “View Q & A” button on the document information page.

The State usually responds to all inquiries within forty-eight (48) hours of receipt, excluding weekends and State holidays. However, the State will not respond to any inquiries received after 8:00 a.m. on the inquiry end date.

The State does not consider questions asked during the inquiry period through the inquiry process as exceptions to the terms and conditions of this RFQ.

Amendments to the RFQ. If the State revises this RFQ before the Quotes are due, it will announce any amendments on the State Procurement Website.

Offerors may view amendments by using the “Find It Fast” function of the State’s Procurement Webpage (described in the Inquiries Section above) and then clicking on the amendment number to display the amendment.

When an amendment to this RFQ is necessary, the State may extend the Quote due date through an announcement on the State Procurement Website. The State may issue amendment announcements any time before 5:00 p.m. on the day before quotes are due, and it is each prospective offeror's responsibility to check for announcements and other current information regarding this RFQ.

Quote Format: Each quote must be organized in the same format described below. Any material deviation from the format outlined below may result in a rejection of the non-conforming quote. Each quote must contain an identifiable tab sheet preceding each section of the quote.

1. COVER LETTER
2. OFFEROR PROFILE AND REQUIREMENTS
3. CANDIDATE INFORMATION
4. WORK PLAN
5. QUOTE

OVH will not be liable for any costs incurred by any contractor in responding to this RFQ, even if OVH does not award a contract through this process. OVH may decide to not award a contract for the work. It may also cancel this RFQ and contract for the work through some other process or by issuing another RFQ.

Cover Letter: The cover letter must provide the following and be signed by an individual authorized to legally bind the Offeror:

- i. A statement regarding the Offeror's legal structure (e.g., an Ohio corporation), Federal tax identification number, State Term Schedule number and principal place of business;
- ii. The name, phone number, and fax number of a contact person who has authority to answer questions regarding the proposal; and
- iii. A statement incorporating by reference the representations and warranties set forth above.

Offeror Profile and Requirements: Each quote must include a profile of the Offeror's relevant experience with projects similar in scope to this work. The profile must also include the Offeror's legal name, address and telephone number; home office location; date established; ownership (such as public firm, partnership or subsidiary); firm leadership (such as corporate officers or partners); number of employees; number of employees engaged in tasks directly related to the work; and any other background information that will help the evaluation committee gauge the ability of the Offeror to fulfill the obligations of the contract which results from this RFQ.

The Offeror must include three (3) references where it has demonstrated successful completion of a project similar in scope with the following information.

- i. Name of the organization;
- ii. Details of the project;

- iii. Contact/Project manager name, phone number and e-mail.

Candidate Information: Offeror must provide resumes for candidates that will work on the project and will be available for the project. Candidates should demonstrate experience in one or more of the following:

- i. At least one of the project team members (project lead) should be an expert (10 years' experience) in project management with several successful projects of a similar scope. PMP certification a plus.
- ii. At least one of the project team members (electronic medical records analyst) should be an expert (5-10 years' experience) in electronic medical records systems, with several implementation projects of similar scope.
- iii. At least one of the project team members (information security and compliance analyst) should be an expert (5-10 years' experience) in information security and regulatory compliance, with several successful projects of similar scope.
- iv. At least one of the project team members (long term care analyst) should be an expert in long term care and analysis of the business processes of the long term care industry, with several successful projects of similar scope.
- v. At least one of the project team members (technical analyst) should be an expert (10-15 years) in IT systems design for complex, integrated multi-tiered IT architectures.
- vi. At least one project team member must have experience with project documentation and the generation of C level recommendations, both technical and business case.
- vii. All candidates may be subject to pass a background check.

Work Plan: Offeror must provide its suggested method for arriving at an acceptable RFP and project schedule (including a work breakdown structure, dates, resources and cost) for performing the scope of work outlined in the deliverables.

Quote: Offeror must provide its quote on company letterhead. Offeror must provide the total costs estimate and resource plan for the work outlined in the deliverables, position description, hourly rate and page number according to the offeror's current State Term Schedule.

PART THREE: QUOTE SUBMITTAL

Quote Submittal: Each offeror must submit three (3) complete, sealed and signed copies of its quote and each quote must be clearly marked “Ohio Veterans Homes Electronic Medical Records System Project” on the outside of its envelope. All quotes and other material submitted will become the property of the state and may be returned only at the state’s option.

Rejection of Quotes: The state may reject any quote that is not in the required format, does not address all the requirements of this RFQ, or that the state believes is excessive in price or otherwise not in its interest to consider or to accept. In addition, the state may cancel this RFQ, reject all the proposals, and seek to do the work through a new RFQ or other means.

The state may reject late quotes regardless of the cause for the delay. The state may reject any quote that takes exception to the terms and conditions and/or pricing of the State Term Schedule.

State of Ohio certified MBE and EDGE vendors are encouraged to apply. Preferences may be given to firms based in Ohio.

Cost Summary

Deliverable	Position Description	Part Number (If applicable)	Hourly Rate	STS Page Number	Estimated Hours	Projected Cost
Task 1						
Task 2						
Task 3						
Task 4						
Task 5						
Task 6						
Task 7						
Task 8						
Task 9						
Task 10						
					Total Cost:	