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*Vendor Request for Information
for Indian Health Care Providers*

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OVERVIEW

The AIHC provides advocacy and technical assistance to Indian health care providers (IHCPs). PLEASE NOTE: this “Example Vendor Request for Information for Indian Health Care Providers” document is intended for information purposes only. The purpose of the “Example Vendor Request for Information for Indian Health Care Providers” is simply to provide an example approach. The document does not include all the relevant information an IHCP needs to properly evaluate a EHR vendor, nor does it propose that all of the information included herein will be appropriate for every IHCP. The items included may or may not apply to any given IHCP. Each IHCP must thoroughly assess its needs and determine if and/or what parts of this document it will use.

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EXAMPLE EHR Vendor Request for Information

Date Submitted:

Due Date for Response:

To:

- Vendor Name
- Primary Contact Name
- Title
- Address
- Phone Number
- Email Address

From:

- IHCP Name
- Primary Contact Name
- Title
- Address
- Phone Number
- Email Address

Additional Instructions for Completing this RFI:



A. Indian Health Care Provider’s Background and Information

1. Overview of IHCP Organization

- a. Number of Professional Staff
- b. Number of Clinical Support Staff
- c. Number of Administrative Staff
- d. Number of Locations
- e. Client Visits per Year
- f. New Clients per Year
- g. Current Number of Active Clients
- h. Medicare
- i. Medicaid
- j. Commercial Insurance
- k. Services Provided

2. Overview of Current IT Environment

- a. Number of IT Staff
- b. Other IT Support
- c. Types of Servers/Operating System
- d. Number and Type of Work Stations/Operating System
- e. Backup, Business Continuity, Disaster Recovery
- f. Extent Networked—locally/to other sites
- g. Wireless Capability
- h. Internet Service Provider
- i. Web Site URL
- j. Systems with which the EHR must connect (e.g., Practice Management System, Dictation/Transcription System, Reference Lab, Other)

3. Products and/or Services Considering

- a. Electronic Medical Record
- b. Dental
- c. Practice Management
- d. Behavioral Health
- e. Pharmacy



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B. Request for Vendor Information

Vendor Information

1. Vendor Primary Contact

- Name
- Title
- Office/Location Address
- Phone Number
- E-Mail address
- Organization’s Internet Home Page

2. Identify the location of the following:

- Corporate Headquarters
- Field Support Offices
- Programming/Technical Support Personnel

3. List the number of employees (full-time equivalents) in your organization by category:

Category	# Employees
Total Employees	
Executives and Managers	
Marketing/Sales	
Installation	
Training	
Research and Development	
Application Support	
Technical Support	
Customer Service	
Indian Healthcare Provider Specialists	
Other	

4. Is your company a subsidiary or part of another company and, if so, what company? Has your company acquired or merged with any other organizations in the past three years? If so, please list each organization and the purpose behind such activity.

5. How long has your company been in existence and how long has it developed and marketed EHR products?



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6. What percentage of revenue did your company invest in research and development on your products during the last three fiscal years? What is budgeted for the current and next fiscal year?
7. Provide your most recently completed fiscal year financial statements and annual report, or other evidence of financial sustainability.
8. List the names of any technology companies that your organization partners with, the nature of your relationship, and the value that it brings to your products and to our organization.
9. Identify any awards or recognition your company has earned and specifically what products have received them.

EHR Product History

10. Describe your EHR products' major version histories, including whether the product was developed internally or acquired from another source, the release or version proposed for our facility, and any other planned new releases over the next one to two years:

Version #	Key Distinguishing Features/Functionality	Month/Year Introduced or Planned	Currently Supported?	Date Certified by Certification Commission for Health Information Technology (CCHIT)?

11. How are enhancement and new release priorities determined? How are clients supported during these releases? How much system downtime is required during these upgrades?

Customer Information and References

12. What is your total number of client installations? What is the number of installations in Indian healthcare provider organizations?
13. Provide references for at least three Indian healthcare providers using your products. Provide names and contact information for individuals who have sufficient experience to speak knowledgeably about the implementation process, functionality, vendor support, documentation, and training.
14. Describe any regularly held seminars or user group meetings available to users of your product. Please supply an invitation for the next such meeting.

Technical Requirements

15. Provide a systems environment specification that outlines technical requirements:

Technology	Specification for Optimal Performance
Database server	
CPU type & speed	
Memory size	
Disk configuration	
Hard drive type & size	
Operating system	
Backup solution	
Peripherals	
Database management system	
Network server	
CPU type & speed	
Memory size	
Disk configuration	
Hard drive type & size	
Operating system	
Back up solution	
Peripherals	
Other servers	
Fax server	
E-mail server	
Backup server	
Other:	
Work Stations	
CPU type & speed	
Memory	
Disk configuration	
Operating system	



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Technology	Specification for Optimal Performance
Monitor	
Navigational device	
Peripherals	
Tablet PCs/PDAs	
Processor	
CPU speed	
Memory	
Disk configuration	
Operating system	
Peripherals (e.g., wireless card)	
Other Peripherals	
Printers	
Document scanners	
Card scanners	
Wireless access points	
Communications	
Internet service provider	
Desktop browser	
Private network type (e.g., frame relay, dial-up)	
Private network bandwidth	
Private network security (e.g., firewall, VPN, SSL)	
External Support	
From hospital	
Other resources	



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Product Information

16. Do you offer your EHR product as an application service provider (ASP) or Software as a Service (SaaS)? If you deploy cloud computing can you guarantee that no data will be stored in an offshore server?

17. Does your system have a report writing wizard utility or utilize an ad hoc report writer application? How do these access all database structures and data elements (including user defined fields)?

- a. Is the report writer utility a third-party package?
- b. Is the same report writer used for all applications? If not, indicate the differences.
- c. Are all data elements available for report writing?

18. Describe your reporting capabilities. How much technical knowledge is required for a general user responsible for analytical reporting?

19. Can your clients do ad hoc reporting without vendor assistance? Can non-IT users utilize the ad hoc reporting tool? What type of special training is needed for your report writer tool?

20. Discuss your approach to data/information security, especially with regard to Internet technologies. Is it consistent with the latest industry approaches for encryption and authentication and support HIPAA compliance?

21. Does the system support log-on capabilities by:

- a. User ID/password
- b. Smart card, proximity card, or token device
- c. Other security controls/devices including biometrics (describe)
- d. Secure remote access (describe methods [Citrix, dial-up, Internet] and extent of functionality [complete, view only])

22. Can the system accommodate multiple users on a common workstation with easy log-off/log-on capabilities?

23. Describe how system access can be configured to limit user access to client records and functionality. Is it role-based? For example, can access to client financial, billing, and medical records information be restricted to only those clinical or administrative staff that have a need to know the information? Also describe what emergency access procedures (e.g., "break-the-glass" procedures) exist for access in extenuating circumstances.

24. Does the system allow data access privileges to the degree of specificity of by user and by data field?

25. Does the system log all activity to provide a complete audit trail of the specific user, client, and function accessed, as well as date/time and data changes? Are record accesses and edits easily reportable by client and by employee?

26. Does the system allow for remote access to client records? What mobile devices are compatible with your system?



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Implementation Plan

27. Provide an overview of your implementation methodology and a sample project plan consistent with the size of our organization and modules in which we are interested.
28. With your product, are you able to implement components or modules of the application over time? Can you implement the entire solution at once? What does your organization typically recommend?
29. How soon after contract signing can implementation start?
30. What is a typical implementation timeframe?
31. Do you offer a paper-chart conversion strategy? Please describe it.

Documentation, Training, and Testing

32. Describe the documentation (both system and training) provided as part of installation, including:
 - a. Manager and user reference manuals (applications)
 - b. User operator/system administrator manuals
 - c. Hardware/OS manuals
 - d. Training manuals (initial and ongoing user self-training)
33. What documentation is provided with the system?
34. How often is your documentation updated? How often are updates made available to the user? How do clients receive updates?
35. Describe the types of training offered, i.e., end-user, systems administrator, installer, etc. How often is training offered (as needed, or on a set calendar schedule)? Please give the duration of each class, the location of training, associated costs, and the recommended number of people that should attend training.
36. Describe your ongoing training programs.
 - a. Who provides the training?
 - b. Describe the training approach for users. Please describe whether training is classroom style with an instructor, one-on-one, computer-based, self-study, etc.
37. Identify the nature of acceptance testing that you perform. Do you develop test scripts? Do you require clients to develop test scripts and sign off on successful testing?

Customer Support

38. What are your normal support hours (specify time zone)? Where is support staff located?
 39. Which of the following support features are available?
 - a. Toll-free hotline
 - b. Remote monitoring
 - c. Remote diagnostics
 - d. Training tutorials
-

- e. Web-based support tracking
- f. Other?

40. What is the response time for problems reported: 1) during regular business hours and 2) off hours?

41. Describe your problem reporting software and tools. Are they available via the Internet? Can a list of outstanding problems and enhancements, by client, be viewed on-line and downloaded?

42. Please list the top five support questions you receive from your clients.

43. What is the range and average for system downtime (scheduled and unscheduled) for your clients' systems?

Contractual Considerations

44. Please provide a copy of your standard contract.

45. Who owns the data entered in your system?

46. Do you allow contract payments to be structured around implementation milestones (e.g., contract start, successful training of employees, successful testing, successful go-live, etc.)

47. Explain at what point the maintenance contract begins and any hardware/software warranty or installation/acceptance period ends.

48. Do proposed acquisition and/or ongoing maintenance/support costs include:

- a. Future enhancements to acquired/licensed application modules?
- b. Operating system and related environmental software?
- c. Interface maintenance and updates?
- d. Architectural changes such as migration to emerging technologies and new methods of systems deployment?
- e. If not, describe the conditions and terms under which enhancements/new releases are made available to existing customers.

49. What is your pricing structure? By practitioner? By location? Are there different prices for varying types of practitioners? Full-time versus part-time?