

**ANSWERS TO QUESTIONS SUBMITTED FOR  
REQUEST FOR PROPOSAL (RFP)  
RFP# 2023-059  
FOR CLOUD BASED ELECTRONIC HEALTH RECORDS AND PRACTICE  
MANAGEMENT SYSTEM AT 608 WILLIAM STREET**

How many users are expected to utilize the new EHR?

**We expect to have 50 users**

Can the County provide a further breakdown of users?

**Prescribers: 9**

**Number of MD/DO: 4**

**Number of Mid-Levels (NP, PA): 5**

**Number of Nurses: 17**

**Number of Intake/Admissions: 6**

**Number of other staff: 18**

Will any of those electronic prescribers need to be able to prescribe controlled substances? If so, how many?

**We would like the capacity to prescribe controlled substances for 5 prescribers.**

Does the County wish to connect to a national health information exchange (HIE)?

**No**

What integrations does the County (HIE, Immunization Registry, etc.) wish to connect to?

**We would like to continue to interface with the following: HEALTHeLINK, New York State Immunization Information System (NYSIIS), ePaces, eNetPay, Availity, and Fidelis.**

Is there a requirement to interface with labs, if so which ones? Are they bi-directional?

**Yes. We intend to continue interfacing with the Erie County Public Health Lab, Quest, and Erie County Medical Center in a bi-directional interface.**

Does the County require all software development, solution support, and hosting of the proposed solution to be conducted within the United States?

**Yes**

Please list all expected elements to be converted over in the data conversion from the current EHR to the new EHR.

**All medical records and billing records are expected to be converted.**

Is data migration from the existing EHR, part of the current scope of work?

**Yes, data migration is part of the scope of work.**

How many offsite locations are expected to be served by the proposed EHR system? How many Tax ID's do you have?

**Only one location will be served by EHR. There will be no offsite locations. We have one Tax ID.**

What is the challenge/limitation in the current EHR system faced by the county clinics? What are the key improvements you are looking for in the new technology platform?

**We seek to increase the ease of use for staff, ability to pull data for reports, and move to a cloud-based system.**

What is the current EHR system being used by the county clinics? What technology stack/backend does it operate on today?

**Currently, Visual Health Net is being used through a private server.**

What are the plans for hosting?

**We plan to use whatever is the best fit for the new EHR.**

Which Clearinghouse do you currently use?

**We use the clearinghouse associated with our current EHR.**

Are you OK with the proposal of going live in multiple phases? For example, Go Live with Tuberculosis Clinic in Phase 1 and Go Live with Sexually Health Clinic in Phase 2 etc.

**We are open to this model, but would need additional information about the rollout to ensure it meets our needs.**

What funds are being appropriated for this RFP? Is there a budgeted amount for the project?

**There is no specific budgeted amount for this project.**

What is the relevance of vendor describing their past 5 years of handling targeted communications or marketing campaigns?

**This is standard for Erie County RFPs.**

Request for a copy of agency's most recent annual audit. Does this refer to the financial audit? If so, Aithent, being privately held does not share financial information at the RFP proposal phase. However, we can share this information directly with the respective authorities if we are shortlisted for the next round of evaluation. Is this acceptable?

**This is standard for Erie County RFPs. If you are unable to provide, please include an explanation with your application.**

Could you please provide the high-level requirements for the proposed system?

**All requirements are stated in the RFP.**

Do you want to start the project by beginning of 2024 or Go – Live by the beginning of 2024

**We are interested in starting the project by the beginning of 2024.**

What other EHR/technology platforms have you already previewed (via demo) related to this RFP?  
**We have previewed no platforms related to this RFP.**

Do you have an in-house pharmacy?  
**No**

Are there any state reporting requirements, and if so how many reports, and what is the frequency of the reports that need to be submitted?  
**All of our programs have several reports to pull, with differing timelines and frequency.**

Can you provide sample reports, forms, notes, etc.  
**We are not able to provide in this forum. We will be able to share with vendor selected for this project.**

Are “wet or electronic” signatures required for proposal submission?  
**Either is acceptable.**

Do you intend to keep your current claims clearinghouse? If the answer is no, which one to you plan to use?  
**We plan to use whatever is the best fit for the new EHR.**

The RFP requires “One (1) original (paper) and one (1) PDF copy (by email) of the full proposal shall be submitted.” Do we need to mail a physical copy and also email it?  
**Yes**

Do you use separate systems for billing or practice management?  
**No**

Do you dispense medications and track medications inventory?  
**Yes**

Is there any licensing in your county/state for RFP acceptance?  
**No**

Do you provide Mental or Behavioral Health services? If so, please summarize services.  
**No**

Do you need a patient portal?  
**No**