

# Request for Information



State of Alaska  
Department of Health and Social Services  
Division of Public Health

**Date Issued: May 21, 2020**

## PUBLIC HEALTH NURSING IT MODERNIZATION PROJECT

### **Introduction:**

The purpose of this request is to hire a contractor to perform a broad modernization and business process optimization effort around the procurement and implementation of a new EHR to manage individual clinical services and data reporting functions for the Department of Health and Social Services (HSS), Division of Public Health (DPH), Section of Public Health Nursing (SOPHN).

### **Background Information:**

The SOPHN requires a new electronic health record (EHR) to manage individual clinical services it provides. As SOPHN examined the needs of the current EHR system, Resource Patient Management System (RPMS), and concluded that the majority of workflows assessed demonstrated clear overlap with other public health informatics systems. Through this effort SOPHN determined that the most critical need was to engage the entire Division of Public Health (DPH) in identifying opportunities for integration and coordination in data collection and utilization.

The current system RPMS has several characteristics that make the system unsustainable and vulnerable to failure. If RPMS fails, there would be a significant impact on SOPHN's ability to deliver services to individual clients, identify emerging health issues, and report on the work SOPHN produces.

### **Scope of Work:**

The purpose of this request is to hire a contractor to perform a broad modernization and business process optimization effort around the procurement and implementation of a new EHR to manage individual clinical services and data reporting functions for SOPHN.

The contractor must be able to identify and understand top priority SOPHN goals and aligned key performance indicators. It is anticipated that SOPHN will work with the contractor on three distinct phases within the EHR modernization project:

1. Phase 1 Business Process Planning: Review and standardize the existing business practices and assess change readiness levels throughout SOPHN;
  - Includes documenting a comprehensive list of:
    - SOPHN business processes and functions;
    - IT assets and capabilities currently supporting business processes.
  - Identification of which assets/systems support which business processes;
  - Assessing opportunities for interoperability optimization.

2. Phase 2 Procurement Planning: Provide technical expertise and advice on identifying alternate solutions and selecting replacement system;
  - Helping SOPHN staff determine new system requirements and draft useable procurement documentation;
  - Researching and advising on available market offerings and suppliers;
  - Performing cost/benefit analysis of alternate solutions.
3. Phase 3 Change Management: Manage the transition from RPMS to the new EHR system;
  - Develop transition plan for SOPHN through new EHR go-live;
  - Evaluate work process changes and optimization for multiple user roles;
  - Create customized communications strategies to support upgrade project.

**Deliverables:**

1. Complete preliminary business and system analysis;
2. Develop a comprehensive modernization project roadmap.

The offeror must have available capacity to begin supporting this project immediately with an estimated project length of three years.

**Response Information:**

To participate with a response to the RFI, firms must indicate their interest by submitting an electronic response (.pdf format is preferable) with the following information:

- Firm Name;
- Individual authorized to sign contracts;
- Mailing and Physical addresses;
- Phone & Fax numbers;
- Email address;
- Products and services offered and why these will work for the State;
- A statement of how the firm meets or exceeds the needs of the Department, outlined above.

The firm's statement should address how they satisfy the following minimum requirements and experience, necessary to provide the services outlined in the RFI:

- The offeror must have experience in strategy, planning, and implementation of large scale health information technology system implementations;
- The offeror must have been in business for at least 5 years and participated in at least 3 major IT EHR or health information systems projects;
- The offeror must have experience working with at least one public sector client on health information technology systems project;

**Submit an electronic response no later than 2:00 pm, Alaska Prevailing Time, June 1, 2020, to the attention of:**

Matt Meienberg, Procurement Officer Phone: (907) 465-5293 E-mail: [matt.meienberg@alaska.gov](mailto:matt.meienberg@alaska.gov)

BIDDERS/OFFERORS WITH DISABILITIES: The State of Alaska complies with Title II of the Americans with Disabilities Act of 1990. Individuals with disabilities who may need auxiliary aids, services, and/or special modifications to submit a Letter of Interest should contact the Procurement Officer named above, no later than May 27, 2020.

**Important Notice:**

This RFI does not extend any rights to prospective vendors or obligate the state to conduct a solicitation or purchase any goods or services. Nor will the State be financially responsible for any costs associated with the preparation of any response for the requested information. This RFI is issued for the sole purpose of obtaining information as described in this notice. However, the information obtained from this request may be used to prepare a purchase, contract, or solicitation in the future.