



**REQUEST FOR INFORMATION
FOR
SCHOOL HEALTH EHR SYSTEM**

22-SHEHRS

May 24, 2022

***HEALTH CARE DISTRICT OF PALM BEACH COUNTY
1515 N. FLAGLER DRIVE, SUITE 101
WEST PALM BEACH, FL 33401***

**PART 1
GENERAL INFORMATION**

1-1 Purpose of Request for Information

The Health Care District of Palm Beach County is requesting information from software vendors regarding School Health EHR solutions. We would like to know more about your organization, solutions and related services for the purposes of implementing a new EHR system. The same information will be gathered from different software vendors and will be used to develop internal knowledge banks and to formulate end product specifications. This information will be used in the formulation of future pricing requests for end product procurement using either Request for Proposal (RFP) or Invitation for Bid (IFB). No contract will be awarded as a result of this RFI.

The District is a political subdivision of the State of Florida which was established as an independent taxing district by special law approved by Palm Beach County voters (Palm Beach County Health Care Act, 1988).

The District was founded in 1988 to ensure access to a comprehensive health care system and the delivery of quality services for the residents of Palm Beach County. The District accomplishes its mission through various programs and services, including an integrated Trauma System, School Nurse program, Skilled Nursing Facility, and Lakeside Medical Center, its hospital located in rural, western Palm Beach County. The District also offers health coverage to eligible uninsured Palm Beach County residents as well as operates eight Federally Qualified Health Centers to provide primary and preventive medical and dental services for medically needy patients. Additional information about the District is available on its website, www.hcdpbc.org.

1-2 Request for Information Submission

Bids must be received by 5:00 P.M. local time on the date listed in the Request for Information Timetable (Section 1-5). Responses received after the deadline will not be considered. Responses must be emailed to Raul Gutierrez rgutierr@hcdpbc.org in PDF format. Please submit your bid with a request for delivery receipt of your email.

Software vendors are encouraged to participate in this request if they are interested in providing the EHR solutions listed in this RFI to HCD Software vendors may include alternate end products that meet the needs as described in this RFI.

How to respond to RFI: Software vendors should provide all requested information outlined in this Request for Information (RFI). Furthermore, Software vendors will need to attach additional requested documentation and submit it together with this request to:

Health Care District of Palm Beach County
1515 North Flagler Drive Suite 101
West Palm Beach, Florida 33401
Attn. Cody Persad

1-3 Request for Information Withdrawal

Respondents may withdraw their Response by notifying the District in writing.

1-4 Request for Information Disclosure

All Responses received shall be subject to public disclosure consistent with Florida's Public Record Act, Chapter 119, Florida Statutes and specifically section 119.070(1) (b), Florida Statutes, regarding competitive solicitations. If a Respondent believes its Response (or any portion thereof) is exempt from public disclosure beyond the limited exemption set forth in section 119.071(1) (b), Florida Statutes, the Respondents must invoke, in writing, the exemption(s) to disclosure provided by law in their Response by providing the specific statutory authority for claimed exemption(s), identifying the data or other materials to be exempted, and stating the reasons why such exemption from public disclosure is necessary. Failure to do so may result in the Respondent waiving an applicable exemption (if any).

The District has the right to use any or all information/material submitted in response to this request. Disqualification of a Respondent does not eliminate this right.

1-5 Request for Information Timetable

The District and Respondents shall adhere to the following schedule in all actions concerning this Request for Information:

<u>Event</u>	<u>Date</u>
District issues Request for Information	May 24, 2022
Responses Due Before or Until 5:00 PM Local Time	June 15, 2022

1-6 Delays

The District may delay or modify scheduled event dates (Section 1-5) if it is to the advantage of the District to do so. The District will notify Respondents of all changes in scheduled due dates by posting changes on the District website (www.hcdpbc.org).

1-7 Oral Presentations and/or Interviews

At its sole discretion, the District may invite all or a short-listed Respondents to conduct oral presentations or interviews. Presentations or interviews provide an opportunity for Respondents to clarify their Response for the District. The District will schedule any such presentations or interviews.

PART 2

PROJECT DESCRIPTION AND SCOPE OF REQUIRED SERVICES

2-1 Background

The District is seeking information from Software vendors to provide a comprehensive EHR solution as described in “Section 2-2 (Business Requirements)” and “Section 2-3 (Technology Requirements)”.

2-2 Business Requirements

Describe or explain how your EHR solution meets or supports the following business requirements. The requirements have been grouped by category, you may respond at the category level.

General Requirements

- Designed for the School Health Practice and Environment
- Must meet FERPA/HIPAA requirements
- Meet all Florida State Statute requirements
- User friendly
- Health Alerts related to student at a glance (e.g. Life Threatening, Chronic Conditions, Medications)
- Ability to capture visit disposition return to class/d dismissed home/EMS activation
- Ability to scan paper documentation
- Access System from Desktop, Laptop, Tablet, iPad Computer
- Clinical dashboard with all scheduled events, tasks, reminders for their daily workload (we call it daily log)
- Module access set by permissions and roles (e.g. RN vs LPN vs Unlicensed Assistive Personnel (UAP))

Charting & Documentation

- Quickly document the medical details of students
- Minimal Free texting
- Configurable data selection field values

Chronic Case Management

- Identify students with Emergent and Chronic Conditions
- Ability to document and capture Chronic Management Module (Care Plans) ICD 10 codes
- Method to distinguish and archive Health History and "History of Conditions"
- Capture the results of the Nursing Assessment (interview, vitals, student and parent) for emergent conditions
- Data capture to monitor common emergent conditions (e.g. Seizure, Anaphylaxis, Diabetes, Cystic Fibrosis)
- Data capture to monitor chronic conditions (allergy, asthma, sickle cell)

Communication

- Ability to send secure email to parents/guardians from system
- Send and capture acknowledgement of School District Staff notification of specific conditions
- Ability to distribute and send text message alerts to parents (PQ Amendment)
- Parent Portal for general and student specific communication
- Ability to document communication events (with parents, school staff, etc.)

Student Demographics

- Ability to have student picture as part of student record
- View all appropriate student demographics at a glance
- View all appropriate parent/guardian consents related to student care at a glance
- Display Parent Consents
- Custom Alerts for nurses
- Diabetic Module/documentation
- Ability to document diabetic events for students (medication administration, blood glucose monitoring, ketone checks, carbohydrate counts)
- Ability to track hypoglycemia/hyperglycemia events, ability for additional office visit type of documentation, if warranted
- Electronic receipt of diabetes medical management plan/orders from providers
- Ability to monitor diabetic medication and supplies expiration dates with alerts/reminders
- Ability to audit events/med admin, possibly as viewing "the whole picture" of the events
- Same ability as medication administration module or linked medication admin

Forms

- Electronic form must able to open, complete and return document from a Desktop, Laptop, Tablet, and/or Mobile Phone device
- Completed form data to be auto populated into EHR
- Completed forms physically returned (hardcopy) to SH Nurse need to be scanned into the Student record
- Forms need to be easy to create, easy to send by the School Health Department, user friendly and able to capture data seamlessly
- Electronic signatures from providers, parents and school staff (i.e. DocuSign, Google Docs)
- Support Forms in different languages
- All forms are in English and would need to be translated
- Standard forms available within the system to print and/or email to parent/guardian

Group Event (staff/group education)

- Capture Immunization Reviews
- Capture Staff Training events
- Capture Student/classroom training

Medication Administration Module

- Electronically receive Physician Authorizations in the system (no manual entry)
- Ability for Physicians to send orders in the system

- Medication Expiration Alerts
- Medication formula with updated FDA drugs
- Medication administration and tracking
- Nursing assessment of student ability utilize/self-administer carry on person medications
- Ability to audit events/med admin, possibly as viewing "the whole picture" of the events
- Documentation of Student Carry on Person (COP) medications
- Controlled and Narcotic Medication Identification
- Standard medication list (updated as needed) for data selection vs data entry

Office Visit module

- Capture Physical exam assessment (vitals) with initial and re-measure (as many times as needed) vitals (time stamp)
- Capture Pain scale low, moderate, high (Wong Baker faces 1-5)
- Capture Reason for visit, chief complaint/issue
- Capture Treatment and Interventions
- Capture outcome disposition: return to class, dismissed and EMS activation and time
- Support standard parent letters (health room visit, referrals)

Records

- Ability to save student records from year to year (historical data)
- Meet all Florida Records Retention Requirements

Reporting Management

- Custom reporting from entry fields in application (activities, audits, trends)
- Ability to schedule reports and distribute results
- Create (automate) a daily/weekly Health Room Schedule (medication administration and nursing tasks)
- Capture and Prepare data for State Reporting
- Extract and transmit data to State DOH (e.g. COVID Testing Results)

Screening Module

- Pediculosis Screening (Head lice screening) documentation
- Screening for COVID
- Screening for Flu
- Mandated Group and individual Requests for Vision, BMI, Hearing, Scoliosis Screenings
- System calculated BMI
- System calculates Vision, BMI, Hearing, Scoliosis screenings out of normal range (data field populated)
- Unique Parent Consent for Screenings
- The ability for a vision screening device to directly record the results in the EHR.
- Capture outcomes (follow up results) from screenings out of normal range

Testing Module

- Capture test event and results of ID Now COVID

- Capture test even and results of Binax Now COVID Test
- Capture test event and results of ID Now Flu Test
- Send required test results to DOH
- Ability to add new tests without an enhancement request

Training

- What training plan and materials do you provide?
- What is your expectation on how long it takes someone to become proficient in the system?

2-3 Technology Requirements

SSO

- Do you have a HITRUST certification?
- What type of Identify Access Management solutions do you support?
- Do you support SAML 2.0 for user authentication? If Yes: (SEC-003 - SEC-010)
- Have you previously partnered with an SSO provider to have your SAML connector added to their catalog?
- Does your SAML implementation support IdP-initiated or SP-initiated?
- Do you have a link or document you can provide that explains the setup process to SAML-enable your application?"
- If you do not support SAML 2.0 currently, is it on your product road map and if so, when do you plan on having it completed by?
- "For automated user provisioning, do you support any of the following:
 - a) Just-in-time SAML Provisioning?
 - b) Use REST or SOAP API, and is it SCIM compliant (<http://www.simplecloud.info/>)?
 - c) Bulk uploading using SFTP+CSV (or similar)?
- Please provide a URL or other means by which we can access your automated user provisioning documentation.
- Please describe the user access and security control. Address Multi-Factor Authentication. Discuss external vendors that have provided integrated solutions.
- Does your solution provide the security admins a single "pane of glass" to manage ERP roles?
- Does your solution include tools to facilitate responses to ERP security and access audits?

Policy & Administration

- Who provides your hosting infrastructure?
- "Please provide your organization's response regarding the following statement:
- Potential customers reserve the right to periodically audit the infrastructure hosting the potential customer's application to ensure compliance with potential customers policies and standards. Non-intrusive network audits (basic port scans, etc.) may be randomly performed without prior notice. More intrusive network and physical audits may be conducted onsite within 24 hours' notice."
- Do you have annual audits completed on your data centers? Please include a copy of the executive summary of your last audit?
- Is there one person assigned to lead, manage and be accountable for security?

- Is that person at least at a director level?
- Does your company have a dedicated security team? If so, roughly how many people are on it.
- Does your company have a corporate security policy?
- Are each of the following areas covered in your security policy?
 - a) Information Classification
 - b) Data privacy
 - c) Data-handling (including use, storage and destruction)
 - d) Email use and retention
 - e) Encryption
 - f) Security configuration for network, operating systems, applications and desktops
 - g) Change control
 - h) Network and User system access
 - i) Security incident management
 - j) Physical access
 - k) External communication
 - l) Asset management
- Are your systems subjected to penetration testing? Is testing performed by internal personnel or outsourced? When was the last penetration test? What were the results?
- Do you conduct network-layer vulnerability scans regularly as prescribed by industry best practices?
- Do you conduct application-layer vulnerability scans regularly as prescribed by industry best practices?
- Do you conduct local operating system layer vulnerability scans regularly as prescribed by industry best practices?
- Which of the policies above has been substantially modified in the past year?
- Are information security policies and other relevant security information disseminated to all system users (including vendors, contractors, and business partners)?
- Are the policies communicated in a way that requires employees to certify their understanding and compliance at least annually?
- Do the security policies apply to contract employees (offsite and onsite), dependent Service Providers, etc.?
- Is there a security training and awareness program in place for all employees (new, existing, permanent, temporary or contract staff)? If yes, describe the program and frequency of re-certification or re-education.
- Is there a formal procedure for reporting a suspected security violation?
- Is the identity and background of all your staff servicing customers known based on security background checks? If yes, describe the

screening activities performed on job applicants (e.g., credit, drug screening, references, and criminal background checks) and provide a copy of the policy, procedure or checklist.

- Are employees with access to sensitive information prevented from working prior to the completion of the background checks?
- Are re-investigations conducted on employees based on job function or length of employment? If yes, describe the re-investigations process performed (e.g., credit, drug screening, references, and criminal background checks).
- Is there a process in place to screen your outside contractors such as security guards, janitorial services, etc.? If yes, describe the process used to screen these individuals (e.g., credit, drug screening, references, and criminal background checks).

Encryption

- Do you have the capability to allow the creation of unique encryption keys per tenant?
- Do you have the capability to manage encryption keys on behalf of tenants?
- Do you maintain key management procedures?
- Do you encrypt tenant data at rest (on disk/storage) within your environment?
- Do you leverage encryption to protect data and virtual machine images during transport across and between networks and hypervisor instances?
- Are your encryption keys maintained by the cloud consumer or a trusted key management provider?
- Do you store encryption keys in the cloud?

Physical Security

- How is the physical security of data ensured?
- How do you secure access to your data facilities where customer data will be stored?
- Are there multiple physical security controls (such as badges, escorts, or mantraps) in place that would prevent unauthorized individuals from gaining access to the facility?
- How are these security controls monitored?
- Are the vendor premises separated into different control areas such as server / computer room, operation areas, loading / delivery areas and others? Please specify how the access controls are in place in each separate area.
- Are multiple tenants occupying this facility? If Yes, please specify how tenants are separated.
- Is access to areas where work is performed for customers physically separated from that of other clients? If Yes, describe the separation.
- Are visitors required to sign-in, receive ID badge and escorted while on-premises?
- Is the facility equipped with surveillance camera(s) 24/7/365?
- Are physical access control mechanisms (e.g., CCTV cameras, ID cards, checkpoints) in place to secure, constrain and monitor egress and ingress points?
- Do security cameras cover inside and outside doors and confidential areas?
- Are precautions taken to prevent the removal of customer information or related assets from the premises? Please give details of these precautions.

- Has a clear desk, clear screen policy been implemented where necessary to protect the information in shared environments?
- How do you secure access to consoles that may display customer or cardholder information?

Backup & Recovery

- Do you support secure deletion (e.g., degaussing/cryptographic wiping) of archived and backup-up data?
- Do you have a documented process for how system, application and data backups are performed? Describe routine for backups (full, incremental, differential; continuous, daily, weekly, etc.).
- Do you provide redundant data centers (secondary, tertiary) with your solution?
- How do you verify that the backup process is functional and that restores work? How often is this done?
- Will you support an annual fail-over/fail-back drills at no additional cost?
- Are all backup media (onsite, offsite, full and/or incremental), rendered unreadable at the end of their useful life? If yes, please describe the method used to render this media unreadable.
- Are procedures in place to fully destroy data contained on back-up media before they are reused? If so, how?
- Are the backups protected from unauthorized access and tampering? If Yes, describe how they are protected.
- Is backup media containing confidential information encrypted and stored in a locked container during transport? Please describe the encryption method.
- Do you store backups offsite?
 - a) How do you secure access to offsite media? Please specify the name of any 3rd party service providers.
 - b) How do you secure access to media in transit? Please specify the name of any 3rd party service providers.
- Will any Internet-accessible systems contain data? If so, how is the data on those systems protected?
- What type of data will you be exchanging with customers? What type of data will you be processing and/or storing FROM customers? How is data transfer secured?
- Please provide information on your disaster recovery best practices. Include SLAs (recovery time and recovery point objectives). What are the actual results / metrics vs the SLA for the last 12 months?
- What are the actual results / metrics vs the SLA for the last 12 months?
- Do you provide a root cause analysis for unplanned outages? If so, what is your standard turnaround time for publication? Please provide a sample root cause analysis.
- How do you notify customers of potential security flaws in your application? In your 3rd party supporting infrastructure?
- How many unplanned (correct?) outages or failures have you experienced in the past 12 months?
 - a) What were the shortest and longest durations?
 - b) What were the fastest and slowest times to recover?
 - c) Where any due to a security incident?
- For each outage or failure in the past 12 months, provide the following:

- d) Type of outage or failure
- e) What time of day it occurred
- f) Duration
- g) Time to recover
- h) Number of customers impacted
- Is sensitive data (e.g., PII, PHI) securely disposed of when no longer needed?

Architecture

- Please provide a document with the proposed architecture that includes a full network diagram of the application environment. Please represent 3rd parties included in your proposal.
- Describe the differentiating aspects of your system architecture.
- Describe how potential we will connect to the solution.
- Describe the interface and device integration strategy across different environments (e.g., testing new devices, interfaces, etc.).
- Describe the environments typically provided in a subscription. Please include a recommended environment strategy.
- Describe any additional environments recommended for specific purposes.
- Does your system support the use of Active Directory Service accounts to separate functional security from user security? For example, use of a machine account for running batch reports instead of an individual ID.
- Does your system support the assignment of user roles within the system via active directory group membership? Example: Adding a user to a group called "IT" not only gives the user an account that can log into your system; it also provides access to functions assigned to the IT role within your system without the need to build an associated profile.
- Describe all 3rd party data sources that you use to populate your system. Data sets such diagnosis and CPT codes. Describe the frequency in which they are updated and maintained in the system.

Mobility

- Describe mobile solutions availability and specific devices that are supported; indicate whether these applications are native applications designed for use with those devices, or if a browser is used.
- Describe the workflows that are optimized with mobile devices; what type of functions in the proposed system are mobile devices best suited?
- Has the proposed solution been successfully integrated with voice recognition software? Which solutions? Does the solution integrate to support voice-to-text, voice commands, and documentation macros?
- Describe your security model for mobile applications access from end user devices through to a customer's network infrastructure.

Monitoring & Maintenance

- Describe the processes and tools used for system monitoring and management once the environment is live.
- How does the proposed solution baseline system performance and monitor actual end user experience down to the client level?
- How does your SLA enforce compliance related to performance?

- Does the system infrastructure include tools or processes with built-in alerts to proactively notify the IS support team of problem situations?
- What are performance metrics for end-user response times?
- Describe the system maintenance functions and the type of roles required in IS for these functions. Please include and indicate those functions being completed by your support services team.
- How are system upgrades handled, including patch management and hotfixes? Please include an overview of your change control process, indicating vendor and customer roles. What is the frequency of upgrades and downtime expectations? If applicable, please distinguish between application update windows and infrastructure update windows.
- Describe the method you utilize to provide customers with release notes and any tools make available to customers for note review and disposition.
- Are there any circumstances where the potential customers should expect planned downtime (e.g., daylight savings time, other)?
- What are the expectations for system testing by the vendor versus the client? Are testing plans and/or scripts supplied by the vendor?
- What is the process employed for system modifications? For example, what are the steps involved in moving new content or changed content (workflows, configuration) from a testing environment to the live environment?
- With multiple environments (production, stage (or certification), testing, development, train) are all changes able to be released to each individual environment from the same source? Is any duplicate build required for each environment, or are all changes made independent of the environment and released to each respective environment as desired? How often are the non-production environments refreshed? What is the process to refresh?
- Does the proposed solution require transitioning to a paper-based downtime in the event of an incomplete outage (i.e., network is down but there is no loss of power)?
- Describe your solution support model. Indicate methods available to report and track issues, location of support technicians, etc.
- Describe your auditing and reporting approach and capabilities for monitoring transactions in a multi-tenant environment (examples, reports with timestamps and name for all transactions, requisitions, approval, PO, Item adds, contract add, vendor adds, receipts, adjustments, etc.). What level of information is shared or made available to clients?

Integration

- Describe your integration methodologies and how you can achieve integration with 3rd party applications within a School district (SIS) system. Do you have API capabilities or do you use HL7?

Desktop

- Describe support for operating systems and browsers on both desktops and mobile access to your solution.
- Describe the access to the application and any limitations (Browser, client, Citrix, etc.).
- Describe support for browsers and how current that support is for each. Please include mobile support as well.

Support

- Your system's ease of use, online documentation and online help.
- What is your recommended I.T. staffing model (security, analysts, integration, etc.) for post-production support?
- Complete Tab H - Project Staffing worksheet - Line 42 - for recommended Project Support roles.
- Describe the vendor support process and response times for Environment refresh requests.
- Describe the vendor support process for Performance related issues.
- Describe the vendor support process for Defects reporting and resolution.
- Describe the vendor support process for Enhancement requests.
- Are there multiple tiers of support available? What percentage of your client are enrolled on each level of support?

General

- What are your plans to foster a collaborative, cooperative development environment, leveraging industry standards and API structures?
- Does your company support co-development opportunities within your solutions? If yes, please describe the process of co-developing intellectual property.
- How long has the recommended version of the application been released?
- How many customers have licensed your current solution?
- How many School Health customers have licensed your current solution?
- How many School Health customers are live with your current solution?
- Who are your most significant clients and approximately what number of employees are being processed with your recommended solution?
- What was your Hosting Uptime during 2020?
- What was your Hosting Uptime during 2021?
- Did you have any system outages during the previous 24 months? If so, what were the causes and how will you prevent outages moving forward?
- Were any of your customers re-directed to the Disaster Recovery Instance during the previous 24 months? If so, how long were they in that instance?
- Were there any security intrusions events during the previous 24 months? If so, please describe and address the preventative actions.
- What 3rd Party Products are formally part of the overall solutions capabilities? (document management, mobility, etc.?)
- What 3rd Party solutions do you have formally supported integrations?
- What are the areas in your solutions that you plan to invest in over the next 12 months? (Features / Functions / Roadmap)
- What are the areas in your solutions that you plan to invest in over the next 12-24 months? (Features / Functions / Roadmap)

Training

- Describe your recommended training requirements for the project team (functional and technical resources) that HCD will be required to provide to work on the implementation. The cost for the courses should be included with your response.
- Are there training certifications around the proposed solution? If so, are certifications mandatory?

- Describe your recommended approach to training end-users in each module and hours required?
- What options exist around online / classroom training? Are particular modules better suited for one training approach versus another, or can they be used in conjunction with each other? Can your end-user training modules be published via a 3rd party learning management system?
- What type of materials / documentation are available for training courses and for ongoing system management? How is the documentation provided / accessed? Is it possible to report on training progress? Can learning content be assigned and managed based on user role and / or specialty?
- Is guided learning a recommended approach? Is this available for all modules included in your solutions? Can guided learning be configured to our specific process? What is the cost associated with this option?

Implementation

- Describe your project implementation methodology, including how you address workflow and integration with best practices.
- Provide a sample implementation plan similar to the proposed modules (including potential conversion steps).
- Describe any pre-implementation planning and assessment services available from the vendor.
- Describe any pre-implementation planning and assessment services available from third parties.
- What is your recommended best practice to ensure your client realizes the efficiencies and benefits provided by your solutions?
- Describe resources required to implement the solutions proposed by the vendor to implement the software subscription/purchase, regardless of who provides the bulk of the implementation resources. Explain their roles, responsibilities and allocated time for the duration of the project.
- Please describe the resource expectations from the customer's team, including a detailed level of effort by resource, by phase, and any required experience and training/certification required to be most effective. Provide job descriptions for the client's roles and resources. Please include the FTE or Hour in response
- Describe where your resources are located and if any offshore resources are proposed for implementation or support.
- What percentage of the implementations are performed by the Vendor resources as opposed to implementation partners?
- What is your recommended data conversion approach? What data is included with conversion and how many years of data?
- What is your data archiving strategy for information that is not being converted?
- Do you provide any end-user training or communications packages or services? If so, can you expand on the details of the offering?

Change Management

- What recommendations do you make to an organization associated with change management and communications to adapt your solutions seamlessly?

System Updates

- Describe the flexibility of the proposed solution to be enhanced; is there the ability for customers to share enhanced functionality?
- Please describe the various options for customers to be involved with various user groups at the regional and national levels.

Reporting/Analytics

- Prefer that the system has both analytic and self-serving reporting tools that allow drill-down to detail level data. Business Intelligence/Advanced Analytics capability would be a plus.

Reporting

- HCD would like to be able to connect to your reporting database/data warehouse to extract data from the system.

PART 3

CONTENTS OF REQUEST FOR INFORMATION

3-1 What to provide in response to this RFI:

Respondents should provide a detailed description of how the Respondent shall satisfy the Specific Requirements set for in this Request for Information (RFI), “Section 2-2 (Business Requirements)” and “Section 2-3 (Technology Requirements)”.

The Health Care District of Palm Beach County is interested in obtaining EHR solution information, system downtime solutions, disaster recovery plans and event capturing procedures in addition to the items listed in “Section 2-2 (Business Requirements)” and “Section 2-3 (Technology Requirements)”.

This portion of the Request for Information (RFI) should be organized according to the items requested below:

1. System Requirements: Software vendors will provide EHR system requirements for desktop and mobile devices. “Section 2-2 (Business Requirements)” and “Section 2-3 (Technology Requirements)” of this RFI that they intend on submitting for future bids or proposals.
2. EHR Software Deployment: Software vendors will provide details on packaging and deployment requirements for the EHR solution.
3. Additional Information: Software vendors will provide additional information to verify product meets specifications when applicable.
4. Samples: Software vendors to submit end product samples as a part of this Request for Information (RFI).