When developing an RFP, provide clear and concise directions including due date and mailing address. Also include some background information about your organization (see Section I).

The request for information from each vendor (see Section II) should cover information about the vendor’s organization history and product details, including specifications required to install, implement and support the EHR system. The more detailed request for information, the more likely the vendors can provide a complete response for your review. Having a standardized format allows your organization to objectively evaluate the suitability of EHRs among multiple vendors.

I. Soliciting Organization Background

Ia. Background information about your healthcare organization

Goals of solicitation

Size, location and patient care services

Current electronic administrative, clinical and EHRs system if applicable

Current and future computer hardware and network configurations

Regulatory requirements for practice

Ib. Your organization’s desired EHR functionality relative to the following services:

1. *Administrative*

Intake/Admission

Scheduling and Appointments

Care Coordination, Transitions, Interfaces and Health Information Exchange

Electronic Billing, Accounts Receivable and Financials

Reporting

1. *Clinical*

Computerized Provider Order Entry and e-Prescribing

Problems Lists, Care-planning, Treatment and Service Plans

Medication and Treatment Administration

Licensed providers (e.g. physicians, nurses, therapists) assessments, progress notes and documentation

CNA workflow, Activities of Daily Living and related documentation

Reporting

1. *Setting Specific*
   1. *Behavioral Health*

Group Session management and documentation

Behavioral health therapy and services management and documentation

Multiple Facility Support, CPMS Support

Residential, A&D and Mental Health Support

* 1. *Nursing Home/Skilled Nursing Services*

MDS/RAPs

Rehabilitation and therapy documentation

II. Request for Information from Vendor

IIa. Vendor Profile

Company’s background and history

Financial information

History of their EHR product and services

References and contact information

IIb. Vendor Product Specifications

What features and functions does the system currently provide? (i.e. is it a system or module)

How will the system’s functions and clinical capabilities provide value to your specialty and patient population?

Product brochures, etc.

Software versions and release dates

IIc. Hardware and configuration requirements

What are the hardware, network and configuration requirements to support the software?

IId. Implementation Plan

Who will oversee the implementation and integration with other systems?

What is included in the implementation (e.g. training, support) and what is a typical timeline for an installation for our organization type (will there be system downtime)?

What are the customer maintenance and support services?

Will there be upgrade requirements?

IIe. Cost Estimate by line item and payment schedule

Short term costs

Long term costs