

# Electronic Health Records System Solicitation Summary

**Date of Solicitation:** January 8, 2024

**Number of Proposals Received:** 8

**Review Team Agencies:** Dakota County – Cassie O'tool, Alicia Ward, Meeghan Anderson, Tom VanCura, Jamie Rud-Collett, Emily Schug

**Services Description:** Dakota County Social Services is soliciting proposals from qualified vendors for an Electronic Health Record (EHR) System Solution. Respondents will present clear understanding of the product/services they offer, how they anticipate they will work together in our environment, and which components/features/services we would need to purchase to fulfill our needs. Vendors will also provide documentation and responses based on their solution to assist Dakota County Social Services with rating of product(s) against our requirements. Additionally, they will provide details regarding initial and ongoing technical support and training.

The software solution should improve quality, safety, efficiency, care coordination for our mobile crisis response, crisis stabilization, mental health and substance use disorder services. Software will create efficiencies in operations for administrative functions, care documentation and coordination, fiscal and data tracking options as well as technology solutions for integrated health, exporting of data, outcome measurement and audit tools. The software will also allow trained staff to customize existing and develop reports leveraging the data within the system.

## Primary Deliverables:

1. Critical requirements:
  - HIPAA, CFR42 and 245G Compliance
  - Customizable or flexible data fields and workflows
  - Patient demographics, appointment tracking, records, history and clinical workflow including templates for mental health and substance use disorder services
  - Patient record sharing for referrals and continuity of care
  - Staff Licensure (tracking and accreditation records)
  - System Interfaces (ex. API files, direct access to data)
  - Reporting and analytics including customization
  - Insurance look up and billing for services

## **Solicitation Selection Criteria:**

1. Evaluation and selection of Contractor, will be based on:

**Responses to Attachment A: Functional Requirements:** This is a spreadsheet that is saved with the solicitation documents that provides details to Dakota County that outline the ability of the software to create efficiencies in operations for administrative functions, care documentation and coordination, fiscal and data tracking options as well as technology solutions for integrated health, exporting of data, outcome measurement and audit tools. The software will also allow trained staff to customize existing and develop reports leveraging the data within the system. Selection for demonstration will be determined based on responses that address the detailed elements provided directly upon request.

2. If selected as a Contractor, evidence that the following factors have been met will be required prior to the execution of a contract:
  - a) Please provide written verification that all staff who will perform the service(s) will have had criminal background checks completed within the last 5 years, along with a written statement that these staff have not been involved in any criminal activity.
  - b) Please provide written verification that all staff who will perform the service(s) you have indicated have received training in mandatory reporting requirements.
  - c) Please provide written verification that you are aware of and in compliance with HIPAA requirements as they affect you and/or your organization.
  - d) Compliance with Insurance Terms, outlined in Exhibit 4. NOTE: All Contractors are required to have a certificate of insurance showing coverage for Workman's Compensation (or sign a waiver form if not applicable to the vendor), General Liability with Dakota County as additional insured, and Professional Liability.
  - e) Compliance with Standard Assurances, outlined in Exhibit 5.

## **Evaluation Results:**

After a thorough review, the review panel recommended to award contracts with:

Cantata Health Solutions

## **Rationale of Recommended Vendor:**

After the panel reviewed the submissions, it was determined using a scoring evaluation sheet that 3 vendors (Cantata, Patagonia and Streamline Healthcare) were the most closely related and were asked to provide demonstrations. Demonstrations took place by all vendors who were given specific criteria of what Dakota County panel members wanted to see. Second demos were then requested to see a different set of options more focused on payments/billing. After reviewing the scoring sheets, Cantata scored the highest and was selected as the vendor to begin negotiations.