



**REQUEST FOR PROPOSAL
HIPAA COMPLIANT, PATIENT ENGAGEMENT SOFTWARE**

Proposal deadline and time	Friday, January 29, 2021 at 4:00 PM (MST)
Pre- proposal conference	Friday, January 22, 2021 from 3:00 PM- 4:00 PM (MST). The participants will receive a conference call invite.
Submission of Questions related to the RFP	Friday, January 15, 2021 at 4:00 PM
Submit proposal via email at:	CandiceC@Elrio.org Cc: MarkH@Elrio.org
Or by regular mail at: (5 sealed hard copies)	450 W. Paseo Redondo Attn: Mark Hodges/Candice Campbell Tucson, Arizona 85701
**Submit all of your questions by January 15, 2021 at:	CandiceC@Elrio.org Cc: MarkH@Elrio.org

**Dates are subject to change at the discretion of El Rio Health*

***If there're questions after the Pre-Conference call, contact CandiceC@elrio.org cc: MarkH@elrio.org*

ABOUT EI RIO HEALTH:

El Rio Health began in 1970, we have grown to be one of the largest, non-profit community health centers in the United States. We focus on positive health outcomes, treating the whole person and prevention. Our health care is delivered by compassionate, professionally trained integrated health teams who give from their hearts to provide you with caring, high quality, world-class care. Additionally, El Rio Health is a Federally Qualified Health Center with Non-Profit, Tax Exempt, and Charity status, recognized as a 501(c)3. El Rio Health serves over 100K patients a year and employs over 1300 individuals.

SUMMARY OF PROJECT:

Provide a comprehensive and user-friendly platform that promotes patient engagement. The proposed solution must be HIPAA compliant, allow for bidirectional communication and the

ability to drive patients to the Patient Portal.

SECTION A. SCOPE OF WORK:

- I. El Rio Health is looking for a comprehensive patient engagement software that includes automated appointment reminders, can support EMR integration, mass outreach campaigns via **text, voice or email** and data analysis. Refer to the grid below for a list of requirements.

- II. The proposed solution should address the deficiencies of the current software and provides a platform that addresses all current requirements and the flexibility to incorporate new functionality. Vendors responding to this request are expected to understand the requirements outlined in this document as a guideline for the proposed solution.

SECTION B. OBJECTIVE AND SOLUTIONS REQUIREMENTS

Must Have	
Feature	Brief Description
EHR Integration	Must integrate with both NextGen and Epic EHRs.
Appointment Reminders	Customizable by provider, location and appointment type. Send by text, voice, and email.
Outreach Campaigns	Send campaigns to populations due for a screening or immunization. Can be done by text, phone or email (based on patient preference).
Data Tracking & Analysis	Track patient data and behavior at scale to understand positive results as well as opportunities for growth. Track undeliverable and bounce-backs.
Customer Success Metrics	Real-time insight into product usage and patient engagement.
Multilingual	Available in Spanish and English.
Patient Preference	Ability to track patient preferences; text, phone message or email.
Opting in or out	Automated tracking of opting in and out.
Group Messaging	Ability to send 100k+ messages efficiently via text, email or phone.
Ease of Use	Ability to customize.

SECTION C. EVALUATION/SELECTION:

- I. **El Rio Health will grade the response based on the following criteria:**

- a) 50% - Each section outlined in the “*Objectives and Solution Requirements*” section will be graded on a points system. If the vendor is unable to meet the necessary requirements, they will not be asked to provide a demonstration of their product.
- b) 25% - Vendor hosts a demonstration of their solution and reviews their implementation plan for success.
- c) 25% - Pricing. We ask that all vendors submit their best pricing taking into consideration our Federal 501(c) 3 status qualifying our organization as a Charity.
- d) Upon receipt and opening of proposals, and after the proposal deadline, the El Rio Health Chief Executive Officer will determine the responsiveness of each applicant.
- e) A contract awarded as a result of this solicitation shall be awarded to the responsible Offeror whose proposal represents the best value and is in the Health Center’s best interest.
- f) All vendors who provided a demonstration will be notified whether they have or have not been awarded the selection.

SECTION D. GENERAL INFORMATION

I. Proposal Submittal Procedure:

- a) All questions about the meaning or intent of this request will be submitted via email at: CandiceC@elrio.org, cc: MarkH@elrio.org.
 - i. A prompt e-mail response may be expected with copied of the query and answer forwarded to all Offerors responding to the RFP. Questions received less than five (5) days prior to the date for review of proposal may not be answered.
 - ii. Questions received less than five (5) days prior to the date for review of proposal may not be answered.
- b) Offerors shall submit a proposal to:
CandiceC@elrio.org, cc: MarkH@elrio.org or
450 W. Paseo Redondo
ATTN: Mark Hodges/Candice Campbell
Tucson, AZ 85701.
- c) Late submissions:
Will not be considered unless it is determined that it was caused by El Rio Health mishandling of the documents. All other late submissions will be returned unopened.

II. Other Requirements:

- a) The Offeror and all subcontractors employed by Offeror shall have all certifications, licenses, insurance and/or registrations required under the laws of the State of Arizona.

The selected Offeror will procure and maintain, during the life of the contract, liability insurance in an amount of not less than \$1,000,000 each occurrence. The selected firm will furnish copies of Certificates of Insurance to El Rio Health showing the coverage, limits of liability, covered operations, effective dates and dates of expiration naming El Rio Health, its agents and employees as additional named insured.

- b) The Offeror agrees if he/she is awarded the contract, that he/she will deliver the goods/services at the prices set forth in the submitted proposal.
- c) The data accumulated for El Rio Health will be provided in a current technology format if we are to transition to another vendor.

III. Opening and Awarding of Contract Proposal:

- a) Proposal will be opened on the date and time specified on the request cover sheet by the information Technology Department. This is not a public opening and contractors are not invited to attend. Proposals received on time will be opened in the presence of one or more witnesses and the name and address of Offeror will be recorded.
- b) All information, except that marked as confidential, may become public information at the time the project is awarded. Offerors may request in writing non-disclosure of confidential data. Such data should accompany the proposal, be readily separable from the proposal in order to facilitate possible public inspection. Please mark each sheet in red letters, "Confidential." A request that states that the entire proposal be kept confidential will not be accepted.

IV. Award of Contract:

- a) El Rio Health reserves the right to award this project and to accept the proposal that is in the best interest and provide the best value for El Rio. El Rio Health reserves the right to reject any and all proposal or any part thereof.
- b) The final agreement and El Rio Health Business Associate Agreement will be signed by the El Rio Health and the successful Offeror and returned within an agreed timeframe after the date of the Notice of Award. No agreement will be effective until it has been fully executed by all of the parties thereto.

SIGNATURE OF FIRM'S AUTHORIZED REPRESENTATIVE

Company Name: _____

Address: _____

City, State, Zip: _____

Telephone Number: _____

Fax Number: _____

Arizona ID: _____

Federal Tax ID: _____

Applicable Arizona License
Number(s): _____

Contact Person for Clarification of
Proposal Response: _____

Authorized Person to Sing for Firm: Name: _____
Title: _____

Email Address: _____

Signature of Authorized Individual, Title

Date Signed

(A completed copy of this page must be included with the proposal)

**If applicable, a Business Associate Addendum and Vendor Risk Assessment will be required to be signed by offeror.*