

RFP for HIPAA Compliant, Patient Engagement Software Questions and Answers

	Question	El Rio Response
1.	Are there any other documents needed to submit to the RFP?	No
2.	Does a company's MBE (Minority Business Enterprise) status have to be registered in El Rio or would they not qualify for MBE status?	Looking into
3.	Are companies from outside of the USA able to apply to the RFP (such as India or Canada)?	Yes
4.	Will the vendor be expected to come to El Rio in person for anything?	Onsite visit is not required
5.	Can tasks related to the RFP be performed outside of the USA (such as India or Canada)?	Yes
6.	How large of MB's will your IT department allow for emails, i.e. 20 MB? Can you accept a zip file?	Unknown at this time, not using emails to communicate with patients.
7.	What is the date/week you are planning on having demonstrations?	Mid-February
8.	Will the demonstrations be conducted remotely, due to COVID?	Remote
9.	What is the date you will be announcing Vendor of Choice?	March
10.	What is the projected contract start date, i.e. 4/1/2021?	4/1 – 2 phase implementations
11.	Will El Rio share the criteria that will be used to evaluate each of the requirements in the evaluation matrix?	Refer to page 2 of RFP
12.	Can the Certificate of Liability Insurance be provided upon the win or does it need to be included in the RFP?	Requested after the award.
13.	What are the details of the software being replaced (Vendor name, product name / features / tech stack)?	NextGen EDI
14.	What are some opportunities that El Rio would like to have in their new software system?	Refer to solutions requirements in RFP
15.	What is your patient mix?	'Mix' by Age: Children <18: 32.83% Adults 18-64: 56.54% Older Adults 65+: 10.53% 'Mix' by Race & Ethnicity:

		Racial and/or Ethnic Minority pts: 69.53% Hispanic/Latino: 57.51% Non-Hispanic White pts: 31.15% Others: 15.64%
16.	What are your follow-up rates and no-show rates?	25 – 30%
17.	Is the Patient Portal referenced on page 2 of the RFP already in place and operational?	It will be in place with the EPIC implementation.
18.	Would El Rio consider a Patient Engagement solution delivered as a Patient Portal with Patient Engagement functionality?	Yes
19.	On average, how many scheduled appointments does El Rio Health typically have in a day or month?	Average: 33,695 visits in a month 1,946 visits in a day
20.	What is the Annual Clinic Visits?	400,000+ Annual Clinic Visits
21.	What is the Number of clinics?	13
22.	What is expected number of texts in a day?	Varies
23.	What is expected number of emails in a day?	Varies
24.	How many group messages are you anticipating to target a month for your 100K patients? For example, 5 general messages a month reaching out to around 5K patients...i.e. COVID vaccine now available.	Varies
25.	What are the various users who will be engaging with patients (nursing staff/admin staff/doctors/marketing teams/care teams? % split)?	TBD
26.	What is the number of providers you are looking to automate for your Outreach and Campaigns, 150?	175-250
27.	What is the need for health campaign's and its outreach? a. Expected text messages and campaign subscriptions. b. Are we expected to capture the responses from health campaigns? c. If yes, how do we use the data?	Expected to track responses and outcomes.
28.	Does El Rio Health have identified internal resources to operationalize and execute outreach campaigns and/or is there a need to include supplemental services for our staff to augment campaign execution as part of the RFP response?	Will consider based upon cost.

29.	Would El Rio be interested in campaigns such as wellness/prevention/educational/care coordination with the solution?	Yes
30.	Has the organization identified tools such as a population health module within the EHR to do the patient cohort definitions for the outreach campaigns or is it the expectation that the patient engagement module would do the cohort definitions and assignments?	At this time unknown if future EHR will have a population health module to define cohort.
31.	How many integrations are we connecting, i.e. both EPIC and NextGen?	EPIC only
32.	Does El Rio have preference for COTS Product (off-the-shelf) vs custom built digital SW with modular, nimble, scalable, and flexible features?	The application must meet the requirements in the RFP
33.	How would El Rio like the platform to be hosted – as a stand alone web based , cloud enabled tool or it needs to be embedded/integrated?	Integrated with EHR
34.	What customizations would El Rio need to have and what would be the desired timeframe to implement each one?	TBD
35.	Are you open to flexible delivery i.e. Onshore / Onsite (Team MBI USA for Project Management, Integration – Configuration, Hosting & Account Management) and Offshore (Team MBI India for Design, Dev, Testing & Performance) for better pricing and timely delivery.	Yes
36.	Would you need single sign on to be integrated as part of solution? What are the applications/end users to be integrated?	Single sign on with EPIC
37.	Would El Rio be open for services from vendors to work with your team and provide support for various analytical needs?	Yes
38.	Since the CORE ASK about this new Patient Engagement SW is to get integrated with EPIC & NextGen, pls. share who and what will be our role in the integration as you know that EPIC is never open for 3 rd Party Integrator. EPIC will motivate El Rio buy their communication & alert tools, so what are the real chance for custom SW developers and integrators?	Looking into
39.	Do you need clinical data integrated as well from your EMR into the patient engagement	Yes, should be bilateral

	software? Or will that data flow from the EMR system into EPIC (i.e. mammogram, labs, etc)?	
40.	Regarding EHR integration, what is the expectation for data exchange between the platforms? Do you expect the EHR to push patient contact data to the patient engagement platform as well as patient engagement metrics to be pulled from the patient engagement platform in the patient's record in the EHR?	Should be bilateral with EHR