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