



REQUEST FOR INFORMATION

Electronic Medical Records ("EMR") System

**RFI No:
HHSC 21-016**

for

**Hawaii Health Systems Corporation
West Hawaii Region
Kona Community Hospital**

Kona Community Hospital
79-1019 Haukapila Street
Kealahou, HI 96750
Telephone (808) 322-9311
Fax (808) 322-4488
<http://www.kch.hhsc.org/Procurement/default.aspx>
An Agency of the State of Hawaii

TABLE OF CONTENTS

SECTION 1 ADMINISTRATION	- 3 -
1.0 INTRODUCTION	- 3 -
1.1 RFI SCHEDULE/TIMETABLE	- 3 -
1.2 REGIONAL CHIEF EXECUTIVE OFFICER (RCEO).....	- 3 -
1.3 DESIGNATED OFFICIALS	- 4 -
1.3.1 ISSUING OFFICER.....	- 4 -
1.4 HHSC ORGANIZATIONAL INFORMATION.....	- 4 -
1.4.1 CHARTER	- 4 -
1.4.2 STRUCTURE AND SERVICES	- 4 -
1.4.3 MISSION.....	- 5 -
1.5 FACILITY INFORMATION.....	- 5 -
1.6 SUBMISSION OF QUESTIONS	- 5 -
1.7 RFI AMENDMENTS	- 6 -
1.8 CANCELLATION OF RFI.....	- 6 -
 SECTION 3 RESPONSES	 - 7 -
2.0 RESPONSE PREPARATION	- 7 -
2.1.1 MANDATORY RESPONSE TABS	- 7 -
2.2 COSTS FOR RESPONSE PREPARATION	- 7 -
2.3 DISQUALIFICATION OF RESPONSES.....	- 7 -
2.4 SUBMISSION OF RESPONSES.....	- 7 -
2.5 CONFIDENTIALITY	- 8 -
2.6 TECHNICAL SECTION.....	- 8 -
2.6.1 TECHNICAL SUMMARY.....	- 8 -
2.6.2 SYSTEM FUNCTIONALITY QUESTIONS (attachment 1).....	- 8 -
2.7 ESTIMATE SECTION.....	- 9 -
 SECTION 3 EVALUATIONS	 - 10 -
3.0 INTRODUCTION	- 10 -
3.1 RESPONSE EVALUATION COMMITTEE	- 10 -
3.2 EVALUATION PHASES.....	- 10 -
3.2.1 PHASE 1 TECHNICAL SECTION EVALUATION.....	- 10 -
3.2.2 PHASE 2 RESPONSE DISCUSSIONS (OPTIONAL).....	- 10 -
3.2.3 PHASE 3 DETERMINATION OF SHORT-LISTED RESPONDENTs (OPTIONAL).....	- 10 -

Table of Figures

Figure 1. RFI Schedule - 3 -

Figure 2. RCEO – Regional Chief Executive Officer..... - 4 -

Figure 3. Issuing Officer - 4 -

Figure 4. Contact for Relevant Questions - 6 -

Figure 5. Mandatory Response Tabs..... - 7 -

Figure 6. Mandatory Response Item Identification..... - 7 -

Figure 7. Address for Response Submittals..... - 8 -

Figure 8. Mandatory Response Package Marking - 8 -

Figure 9. Response Evaluation Phases..... - 10 -

SECTION 1 ADMINISTRATION

1.0 INTRODUCTION

This Request for Information (hereinafter “RFI”) is issued by **Kona Community Hospital** of the West Hawaii Region, a division of **Hawaii Health Systems Corporation** (hereinafter “HHSC”, “KCH” or “Kona Community Hospital”), a public body corporate and politic and an instrumentality and Agency of the State of Hawaii. This RFI is governed by the applicable provisions of Hawaii Revised Statutes (“HRS”) and implementing rules. All procedures and processes will be in accordance with applicable HRS Chapters including, but not limited to, 323F. To the extent this RFI contains any terms or provisions inconsistent with applicable HRS Chapters and implementing policies, the statutes and the policies will control.

KCH’s current EMR system is Cerner, previously Soarian Clinicals. Cerner has announced plans to sunset Soarian. KCH is interested in learning about EMR solutions currently on the market and how they may integrate with KCH’s clinical and business models.

This RFI is issued solely for planning and information gathering purposes; it does not constitute a Request for Proposal (“RFP”) or an obligation to issue a RFP in the future. Responses to this RFI will not obligate HHSC to contract for any commodity or service.

This RFI is intended to obtain information regarding the functionality of various Electronic Medical Records (“EMR”) systems as well as the qualifications of vendors for implementing and maintaining the EMR system.

1.1 RFI SCHEDULE/TIMETABLE

The timetable as presented represents HHSC’s best estimated schedule. If an activity of the timetable, such as “Closing Date for Receipt of Responses” is delayed, the rest of the timetable dates may be shifted. RESPONDENT will be advised, by addendum to the RFI, of any changes to the timetable.

No.	Activity	Planned Date
1.	RFI Public Announcement	Thursday, February 11, 2021
2.	Closing date for RFI questions	Thursday, February 18, 2021
3.	Response to all questions	Thursday, February 25, 2021
4.	Closing Date for Receipt of Responses	Thursday, March 11, 2021
5.	Evaluation of responses. Optional: Respondents may be invited to present their solution.	No later than Thursday, March 18, 2021
6.	Decision to release competitive procurement.	No later than Thursday, March 25, 2021

Figure 1. RFI Schedule

1.2 REGIONAL CHIEF EXECUTIVE OFFICER (RCEO)

The RCEO for HHSC West Hawaii Region, or designee, is authorized to make final determinations regarding this RFI or any subsequent RFP, if any.

The RCEO for this RFI is:

James Y. Lee, Regional Chief Executive Officer
West Hawaii Region
Hawaii Health Systems Corporation
79-1019 Haukapila Street
Kealahou, HI 96750

Figure 2. RCEO – Regional Chief Executive Officer

1.3 DESIGNATED OFFICIALS

The officials identified in the following paragraphs have been designated by the RCEO as HHSC's procurement officials responsible for execution of this RFI.

1.3.1 ISSUING OFFICER

The Issuing Officer is responsible for administrating/facilitating all requirements of the RFI solicitation process and is the **sole point of contact** for RESPONDENT from date of public announcement of the RFI until the RFI's conclusion. Violation of this provision may result in RESPONDENT's disqualification from the RFI. The Issuing Officer is:

Yvonne S. Taylor, Sr. Contracts Manager
West Hawaii Region
Email ytaylor@hhsc.org
Direct (808) 322-4442
Fax (808) 322-4488

or in Yvonne's absence:

Michelle Gray, Contracts Assistant II
Email: mgray@hhsc.org
Direct (808)322-5830

Figure 3. Issuing Officer

1.4 HHSC ORGANIZATIONAL INFORMATION

1.4.1 CHARTER

HHSC is a public body corporate and politic and an instrumentality and agency of the State of Hawaii. HHSC is administratively attached to the Department of Health, State of Hawaii and was created by the legislature with passage of Act 262, Session Laws of the State of Hawaii 1996. Act 262 affirms the State's commitment to provide quality health care for the people in the State of Hawaii, including those served by small rural facilities.

1.4.2 STRUCTURE AND SERVICES

HHSC oversees the operation of ten public health facilities throughout the Hawaiian Island chain, including Oahu, Kauai and Hawaii. In addition to the twelve HHSC facilities, Hawaii Health Systems Foundation and Ali'i Community Care are affiliates of HHSC.

HHSC is organized into five operational regions and provides a broad range of healthcare services including acute, long term, rural and ambulatory health care services. As the fourth largest public health system in the country, HHSC is the largest provider of healthcare in the Islands, other than on Oahu.

HHSC West Hawaii Region has two hospitals: Kohala Hospital and Kona Community Hospital.

Kona Community Hospital is a 94-bed full-service acute care hospital with 24-hour emergency services, proudly serving the West Hawaii community for over 100 years. Every year, KCH updates its care to include the newest medical services, allowing KCH to use all of its abilities to serve West Hawaii residents and visitors whenever they are in need. Kona Community Hospital, considers everyone to be Ohana, and as such, KCH strives to be your friend, neighbor, and family in the community.

Kona Community Hospital's staff includes over 400 highly skilled employees and 100 medical staff practitioners, many of whom have been with KCH for over 20 years. Along with our professional and experienced staff, KCH has many volunteers and affiliates that support KCH. KCH is also one of the largest employers in West Hawaii.

Kona Community Hospital is a private, public benefit health care facility accredited by the Joint Commission on Accreditation of Health Care Organizations.

1.4.3 MISSION

The mission of HHSC is to provide and enhance accessible, comprehensive health care services that are quality-driven, customer-focused and cost-effective.

1.5 FACILITY INFORMATION

Detailed information pertaining to HHSC facilities is located at <http://www.hhsc.org>.

1.6 SUBMISSION OF QUESTIONS

Relevant questions must be submitted in writing via electronic mail to the Issuing Officer no later than the "Closing Date for Receipt of Questions", identified in Figure 1 in order to generate an official answer. All written questions will receive an official written response from HHSC and become addenda to the RFI.

HHSC reserves the right to reject or deny any request(s) made by RESPONDENT.

Responses by HHSC shall be due to the RESPONDENT no later than the dates for initial questions and final questions stipulated in Figure 1.

Impromptu, un-written questions are not permitted and the only official position of HHSC is that which is stated in writing and issued in the RFI as addenda thereto.

No other means of communication, whether oral or written, shall be construed as a formal or official response/statement and may not be relied upon.

Send relevant questions to:

Yvonne S. Taylor, Sr. Contracts Manager
West Hawaii Region
Email ytaylor@hhsc.org
Direct (808) 322-4442
Fax (808) 322-4488

AND

Michelle Gray, Contracts Assistant II
Email: mgray@hhsc.org
Direct (808)322-5830

Figure 4. Contact for Relevant Questions

1.7 RFI AMENDMENTS

HHSC reserves the right to amend the RFI any time prior to the ending date for the response evaluation period. RFI Amendments will be in the form of addenda and posted on the Kona Community Hospital Procurement website as well as distributed to RESPONDENTS who are participating in this RFI.

1.8 CANCELLATION OF RFI

The RFI may be canceled at any time when it is determined to be in the best interests of HHSC.

SECTION 3 RESPONSES

2.0 RESPONSE PREPARATION

RESPONDENT shall prepare a written response in accordance with requirements of this Section. Responses shall include all data and information requested to qualify responses for evaluation. The development of overly elaborate responses and presentation material, not required and/or related to RFI requirements, is highly discouraged. While electronic format is preferred, should RESPONDENT submit a hard copy response, loose bound 3 ring binders or binder clips are preferred.

2.1.1 MANDATORY RESPONSE TABS

The following tabs must be used in the RESPONDENT's response:

Mandatory Tabs	
1	COVER LETTER (OPTIONAL)
2	TECHNICAL
	SUMMARY
	SYSTEM FUNCTIONALITY QUESTIONS
3	ESTIMATE
	SUMMARY

Figure 5. Mandatory Response Tabs

Relevant material should be placed in the appropriate tabbed area (Figure 6). Greyed in areas in the Mandatory Response Tabs indicate category titles and the sections contained in the tabs are listed directly below the category title.

2.2 COSTS FOR RESPONSE PREPARATION

Any and all costs incurred in the development of responses, i.e. preparing and submitting, on-site product/service demonstrations, on-site visits, oral presentations, travel and lodging, etc. shall be the sole responsibility of RESPONDENT.

2.3 DISQUALIFICATION OF RESPONSES

HHSC reserves the right to consider as acceptable only those responses submitted in accordance with all requirements set forth in the RFI and which demonstrate an understanding of the Scope of Services. HHSC reserves the right to ask for clarification of any item in the response.

2.4 SUBMISSION OF RESPONSES

Each RESPONDENT may submit one (1) response for each product offering RESPONDENT wishes HHSC to review. The Issuing Officer must receive one (1) copy in electronic format and one (1) hard copy via hand delivery, US Mail or overnight delivery of the response no later than the "Closing Date for Receipt of Responses", identified in Figure 1. **Responses received after this time/date may be rejected.** The hard copy shall be clearly marked "ORIGINAL. Responses submitted electronically shall have the information in Figure 6 inserted on the email subject line.

RFI # 21-016, Your_Company_Name's Response Package

Figure 6. Mandatory Response Item Identification

Mail or deliver hard copy responses to the following address:

Yvonne S. Taylor, Sr. Contracts Manager
HHSC West Hawaii Region
Kona Community Hospital
79-1019 Haukapila Street
Kealahou, HI 96750

Figure 7. Address for Response Submittals

The outside cover of the package containing the response should be marked, as follows:

Response Submitted in Response to
RFI # HHSC 21-016

Figure 8. Mandatory Response Package Marking

RESPONDENTS may revise their responses only if the revisions are received by the response due date. RESPONDENTS must submit the revised response in its entirety as the original response will be shredded. Highlight the revisions and provide a summary of all revisions and associated page numbers. Clearly mark the revised response cover page "REVISED".

2.5 CONFIDENTIALITY

RESPONDENT shall request in writing the nondisclosure of designated trade secrets or other proprietary data to be confidential. Such data shall accompany the response and shall be readily separable from the response in order to facilitate eventual public inspection of the non-confidential portion of the response. The responses are subject to disclosure rules set forth in Chapter 92F, H.R.S. The RESPONDENT bears the burden of establishing that the designated data is exempted from the disclosure requirements set forth in Chapter 92F.

All responses and other material submitted by RESPONDENT become the property of HHSC and may be returned only at HHSC's option.

2.6 TECHNICAL SECTION

The technical response shall include the following categories:

2.6.1 TECHNICAL SUMMARY

Clearly, concisely and briefly summarize and highlight the contents of the technical section. Summary should not exceed 1 page in length.

2.6.2 SYSTEM FUNCTIONALITY QUESTIONS (attachment 1)

Answer all questions in accordance with the instructions stated on the questions document. Do not leave any comments sections blank.

2.7 ESTIMATE SECTION

Based upon the information provided by KCH in this RFI, please provide a budgetary estimate for both the purchase and a five (5) year subscription. KCH also requests that RESPONDENTS provide an estimate for implementation and five (5) years of support and maintenance.

SECTION 3 EVALUATIONS

3.0 INTRODUCTION

The evaluation of responses shall be conducted comprehensively, fairly, and impartially.

3.1 RESPONSE EVALUATION COMMITTEE

An evaluation committee of a minimum of three (3) evaluators will be selected from HHSC to review evaluation requirements. The committee will be composed of individuals with experience in, knowledge of, and program responsibility for the requirements identified in the RFI. HHSC reserves the right to request information from RESPONDENT to clarify the RESPONDENT'S response.

3.2 EVALUATION PHASES

Evaluation phases will be conducted as follows:

Phase	Phase Description
Phase 1	Evaluation
Phase 2	Response Discussions (optional)
Phase 3	Determination of Short List of RESPONDENTs (optional)

Figure 9. Response Evaluation Phases

3.2.1 PHASE 1 TECHNICAL SECTION EVALUATION

A RESPONDENT whose response meets and/or exceeds 80% of the RFI's requirements will be considered "short listed" and be invited to participate in the subsequent RFP, should there be one.

The RESPONDENT'S estimate will not be evaluated as the estimate will only be used for budgetary purposes. KCH will not hold the RESPONDENT to any estimate provided in response to this RFI.

3.2.2 PHASE 2 RESPONSE DISCUSSIONS (OPTIONAL)

The RESPONDENTs on the Short List of RESPONDENTs may be asked to conduct discussions either in person or over the telephone with HHSC.

3.2.3 PHASE 3 DETERMINATION OF SHORT-LISTED RESPONDENTs (OPTIONAL)

At its discretion, following Phase 1 and 2, HHSC may develop a Short List of RESPONDENTs based on the evaluation of RESPONDENT'S Technical section.