

# Finding a Vendor: The RFP Process (Part I of III)

# Identification of Vendors

- ◆ Research
  - General Search
  - KLAS
  - Associations
  - Peers



VENDORS

# REQUEST for INFORMATION

Letter/Email/Website:

- ◆ Your Organizational Information (Size, Mission, Location, Services)
- ◆ Deadline for Submission
- ◆ Review Process and Expected Timeline

# REQUEST for INFORMATION

## Cont...

### Table Format

- ◆ Headquarters
- ◆ Site located in State
- ◆ # of FTEs
- ◆ # of FTEs designated to IT Support
- ◆ # total clients
- ◆ # of clients in State
- ◆ # of common clients (i.e. RHC, FQHC...)  
(US and State)
- ◆ # of clients with EMR
- ◆ Website

# Applications Table

	V1	V2	V3	V4	V1	V2	V3
Accounts Receivable	X	X	X	-	X	-	X
Bar Code	X	X	X	-	X	X	X
Billing	X	O	O	-	O	-	X
Dietetics	-	-	X	X	X	X	X
Dental	-	O	O	O	X	O	O
Financials	X	X	X	-	-	-	X
Lab	X	X	X	X	X	X	X
Materials Mgmt	X	X	X	X	X	-	X
Mental Health	-		-	X	X	X	X
Nursing	X	X	X	X	X	X	X
Oncology	-	-	-	-	X	-	X
Order Entry	X	X	X	X	X	X	X
PACS	X	X	-	X	X	X	-
Patient Records	X	X	X	X	X	X	X
Pharmacy	X	X	X	X	X	X	X
Radiology	X	X	X	X	X	X	X
Rehab	-	X	X	X	X	-	X
Scheduling	X	X	X	-	X	X	X
Surgery	X	X	X	-	X	-	X
Teleradiology	-	-	-	X	X	X	X
Tracking	-	X	X	X	X	-	X
Transcription	X	X	X	X	X	-	X
Women's Health	-	X	X	X	X	X	X

INTERFACES TABLE	V1	V2	V3	V4	V5	V6
MediScribe						X
Medix Pharmacare			X			
Med Solutions			X			
Metapharmacy			X			
MicroScan						X
Montrose Lab System		X	X			
MSM Issuances			X			
Northern Software			X			
Omnicell			X			X
Orchard lab system	X		X			
OWENS			X		X	
Performance Pharmacy			X			
PHARM CRX		X	X			
Pharm Pro		X	X			
Pharmacy PDS			X			
Phampro Data Systems			X			
PYXIS			X			
PYXIS dispensing system	X				X	
QS1			X		X	
QSR			X			
Revolicity			X			
RX-Link pharmacy	X		X			
Skylerhouse			X			
Stockell			X			
TIMETRAK – time & attendance	X					
Waltech			X			
WinPharm pharmacy	X		X			

# REQUEST for INFORMATION

## Cont...

### Narrative Format

- ◆ Vendor Description
- ◆ Security (i.e. stolen laptop email)
- ◆ Back-Up
- ◆ Process for IT Support
- ◆ Upgrades
- ◆ Customization...

# BUDGET ESTIMATE

- ◆ Outline of direct and indirect costs (ALL)
- ◆ Group Savings if Applicable
- ◆ Start-Up and Recurring
  - Hardware
  - Software per Application
  - Support
  - Interfacing (savings connected to previous interfaces)
  - Back-Up
  - Customization...

# SUPPORTING INFORMATION

- ◆ Resumes of key staff who would be involved in the implementation and management
- ◆ Names and contact information for:
  - 3 organizations currently using the system and
  - the last 3 organizations who discontinued contract

USERS

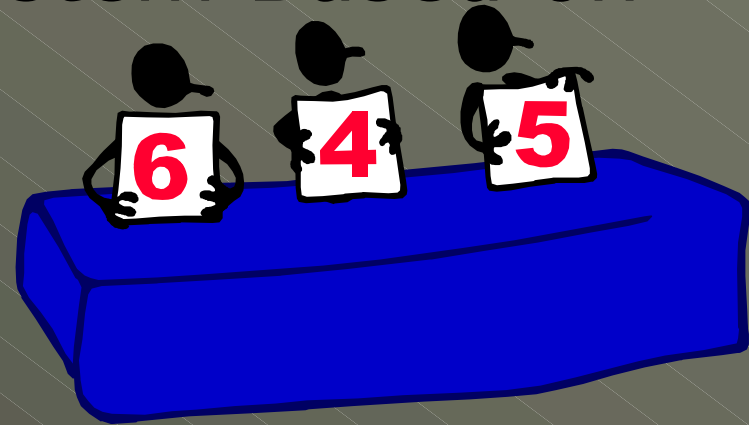
# SUBJECTIVE

- ◆ Overall Satisfaction
- ◆ Cost
- ◆ Response
- ◆ Interfacing
- ◆ Response to Requests for Customization

# SELECTION

# Review Process

- ◆ Review Team
- ◆ Creation of Point System Based on Priorities
- ◆ Determine Finalists
- ◆ See it in Action
- ◆ Vendor Panel
- ◆ Site Visit for Final Budget Proposal
- ◆ Final Analysis and Contract Key Points



# *Bringing it Home!*

- ◆ Leverage Existing Reports/Work
- ◆ Make the Calls
- ◆ Get it in Writing
- ◆ Focus on Addressing Concerns Early
- ◆ Create a Diverse Review Team
- ◆ See a Live System
- ◆ Get it all in Writing

