



### **ADDENDUM III**

**SUBJECT:** Annual Contract for Electronic Medical Records Replacement System, (RFCSP 26-004, 6100019340), Scheduled to Close: April 27, 2026; Date of Issue: March 10, 2026

**FROM:** Charisma Esparza  
Procurement Administrator

**DATE:** April 23, 2026

### **THIS NOTICE SHALL SERVE AS ADDENDUM NO. III - TO THE ABOVE REFERENCED REQUEST FOR COMPETITIVE SEALED PROPOSALS**

**Respondents and bidders shall be responsible for reading the entire addendum. All addenda issued for this solicitation shall be attached to and become part of the solicitation and resulting contract documents for this project. By submitting a response to a City solicitation, respondent/bidder is acknowledging the receipt of this addendum.**

**By virtue of this addendum, the specifications, requirements and amendments stated below become a permanent addition to the solicitation referenced above.**

- 1. THE BID OPENING DATE IS HEREBY EXTENDED TO MONDAY, MAY 11, 2026, AT 11:00 A.M. CENTRAL TIME.**

### **QUESTIONS SUBMITTED IN ACCORDANCE WITH SECTION 003, PRE-SUBMITTAL CONFERENCE:**

On March 24, 2026, the City of San Antonio hosted a Pre-Submittal Conference to provide information and clarification for the Annual Contract for Electronic Medical Records Replacement System. Below is a list of questions that were asked at the pre-submittal conference. The City's official response to questions asked is as follows:

Question 1: Are all the browsers noted in Attachment H 4.5 required?

Response: Yes, those browsers are listed as mandatory requirements. Please explain any limitations in column L - "Comments" of Attachment H - RTM EMR Solution.

Question 2: On Attachment E, if we are not using subcontractors or SBEDA, where on the form do we indicate this?

Response: You are still required to submit the Utilization Plan with your submittal. You will sign the first page where it says, "Prime's Authorized Agent" and fill in the Prime Firm information at the top of the second page. You will leave the rest of the form blank. Not using subs will not deem you non-responsive as the only tool applied is SBE Prime Contract Program Preference Points, **not** Contracting Goals.

Question 3: Is ONC EHR Certification required?

Response: The ONC EHR Certification is currently not required, but feel free to share any relevant certifications your solution has in your proposal.

Question 4: Follow up to Attachment H, 4.5. If a vendor can't meet ALL browsers, does this prevent them responding?

Response: No, you are still encouraged to apply. Please explain any limitations in column L- "Comments" of Attachment H - RTM EMR Solution.

### **QUESTIONS SUBMITTED IN ACCORDANCE WITH SECTION 011, RESTRICTIONS OF COMMUNICATION:**

Question 5: Where do we place attachments I, J, K, L, M, N in the proposal order?

Response: Please include these attachments at the end of your proposal.

Question 6: How many providers with an NPI are used for medical claim submission? Please include part-time and full-time count.

Response: We only bill for facility services. We do not bill for individual providers. We bill under a group NPI with 3 Medical Doctors (2 Full-Time, 1 Part-Time) and 4 Nurse Practitioners (3 Full-Time, 1 Part-Time) across three clinics.

Question 7: How many providers need telehealth access?

Response: There are a minimum of two (2) providers that need telehealth access, more if possible.

Question 8: How many existing fax lines are desired to be connected to the EMR? Are these existing and to be ported over, or does the agency request new fax numbers?

Response: There are three (3) existing fax lines.

Question 9: Which EHR system is currently used at your health agency?

Response: The City is currently using ezEMRx-CDP Inc.

Question 10: Do you use separate systems for billing or practice management?

Response: Claim information is pulled from the City's current EMR system and the contracted vendor submits the claims through a clearinghouse to applicable payers.

Question 11: What's the current budget (existing spend) and budget for this project?

Response: The City welcomes competitive pricing; however, the budget will not be disclosed.

Question 12: What other EHR systems have you already previewed (via demo) related to this RFP?

Response: None.

Question 13: We define system users as each individual user login/password. How many total users will require access to the system? Of this total, how many are clinicians, clerical and billing staff and how many are full time vs. part time? Additionally, are any of the required logins external logins such as Community Health Workers (CHW), First Responders, etc.?

Response: Prescribers: 8, Clinicians: 96, Non-Clinicians: 35, Total number of unique users: 140. These counts are based on the City's current staffing and are subject to change.

Question 14: How many total clinicians at your health department have NPIs? Are they MDs, PAs, or Nurse Practitioners?

Response: There are two (2) Medical Doctors and four (4) Nurse Practitioners.

Question 15: Do you have any other systems, outside of the ones listed, which are a “must” to integrate with the new EHR?

Response: No, Attachment H - RTM EMR Solution includes the mandatory and desired integrations

Question 16: Does the awarded vendor need to be licensed in your state prior to RFP submission?

Response: No, but selected firm awarded the contract will need to complete registration with the Texas Secretary of State and Texas Comptroller of Public Accounts prior to award of the contract.

Question 17: Can you provide sample reports, forms, notes, etc.?

Response: The City is not providing detailed current state reports, notes, or forms for this RFCSP. Instead, the RFCSP and attachments describe the categories of reports, notes, and forms we require. Please base your response on your standard capabilities in these areas and your ability to configure them to meet our needs. You may also include sample deliverables from other clients or generic examples that demonstrate how your system supports similar use cases.

Question 18: Do you provide Mental or Behavioral Health services? If so, please summarize services.

Response: No, the City does not provide Mental or Behavioral Health services.

Question 19: Can you please clarify the order for which you would like us to list our Executive Summary section? In the pre-submittal slides it lists it directly following the Table of Contents, but Attachment A - Part 3 also lists it prior to the “Proposed Plan” section. To respect the order, we’d like to clarify where you prefer it.

Response: Please include the Executive Summary after Table of Contents. Please refer to RFCSP ATTACHMENT O – PROPOSAL CHECKLIST for order.

Question 20: Attachment H - RTM EMR Solution spreadsheet, do vendors need to complete columns F through I or just J through L?

Response: Please only fill out columns J, K, & L of Attachment H - RTM EMR Solution.

Question 21: Attachment H - RTM EMR Solution spreadsheet, Line 11, Requirement # 1.7, what system do you report STI?

Response: The system being referred to in requirement 1.7 is the National Electronic Disease Surveillance System (NEDSS). This is a desired integration listed in Attachment H - RTM EMR Solution (3.1.10).

Question 22: Is the system compatible with the eCR Now FHIR App, sponsored by CDC, APHL, and CSTE?

Response: There is a desired integration for National Electronic Disease Surveillance System (NEDSS) listed in Attachment H - RTM EMR Solution (3.1.10). This integration may require eCR Now FHIR App capabilities.

Question 23: How many MDs require Electronic Prescribing of Controlled Substance (EPCS)?

Response: Zero.

Question 24: Do you submit claims on a UB04 (electronic version 837i)?

Response: No, the City bills CMS-1500 (electronic version 837P).

Question 25: Please confirm the total number of physical locations.

Response: There are three (3) physical locations.

Question 26: Please confirm the number of full-time providers (licensed to write prescriptions, 20+ hours/week) who will require EHR access, listed by role (MD, NP, PA, RN, etc.).

Response: There are two (2) Medical Doctors and three (3) Nurse Practitioners.

Question 27: Please confirm the number of part-time providers (10–20 hours/week) who will require EHR access, listed by role.

Response: There is one (1) Medical Doctor and one (1) Nurse Practitioner.

Question 28: How many providers and support staff will require access to the patient portal and its administrative tools?

Response: Immunizations (6), STI (10), TB (4) support staff will require access to the patient portal.

Question 29: Please confirm the expected number of concurrent users across all programs.

Response: Prescribers: 8, Clinicians: 96, Non-Clinicians: 35, Total number of unique users: 140. These counts are based on our current staffing and are subject to change.

Question 30: Please identify the current EMR vendor.

Response: Please refer to the response to Question 9.

Question 31: When does the current EMR contract expire?

Response: The current contract is valid through 5/13/2027 with one renewal option available to the City.

Question 32: Does the City have a specific budget set aside for this project?

Response: Please refer to response to Question 11.

Question 33: Does the City of San Antonio prefer the solution be hosted by the vendor, or that it operates within the City's own server environment?

Response: The City prefers this solution to be cloud hosted but will consider all options for solutions.

Question 34: Which specific software is the City using for VDOT? Does this software have any APIs available?

Response: The City is using SureAdhere by Dimagi. Yes, this software supports API integrations designed for interoperability with electronic data capture systems, electronic health records, and clinical data repositories.

Question 35: Is the City open to considering using virtual visits and insurance eligibility verification that is integrated with the EHR instead of interfacing with the existing systems?

Response: Yes, the City is open to considering using virtual visits and insurance eligibility verification.

Question 36: Does the City currently use RightFax?

Response: Yes, the City is currently using RightFax.

Question 37: Please provide estimates for the following (if applicable):

1. Number of annual billable encounters/visits across all facilities, and:
  - a. PM (practice management) encounters/visits

- b. EMR encounters/visits (please separate out primary care and behavioral health visits)
- c. EDR (Electronic Dental Record) encounters/visits
- d. Outpatient pharmacy prescriptions dispensed

Response: a-c: Please refer to Table 2 in 004 - Specifications / Scope of Services for the approximate annual total (with or without insurance) counts of patients/clients. For annual billable encounters, there were approximately 2,100 visits total, with ~500 at the TB Clinic, ~1,200 at the Immunizations Clinic, and ~400 at the STD Clinic. Dental services are out of scope for this RFCSP.

d: Estimated 600 annually, subject to change.

Question 38: Number of front desk scanners?

Response: There are 14 scanners in total at Immunizations Clinic, 4 scanners in total at the STI Clinic, 10 scanners in total at the TB Clinic.

Question 39: Number of high capacity (back office) scanners?

Response: There are 14 scanners in total at Immunizations Clinic, 4 scanners in total at the STI Clinic, 10 scanners in total at the TB Clinic.

Question 40: Number of billing providers?

Response: The City bills under a group NPI with 3 Medical Doctors (2 Full-Time, 1 Part-Time) and 4 Nurse Practitioners (3 Full-Time, 1 Part-Time) across three clinics.

Question 41: Number of report writers?

Response: There are an estimated 12 report writers, subject to change.

Question 42: What is the City's current legacy EHR system?

Response: Please refer to the response to Question 9.

Question 43: How many specialty facilities (i.e., dental, behavioral health, etc.) does the City maintain?

Response: There are four (4) specialty facilities, including our internal lab.

Question 44: What lab interfaces (i.e., Quest, LabCorp, etc.) are desired/required by the City?

Response: Please refer to Attachment H - RTM EMR Solution and 004 - Specifications / Scope of Services for desired/mandatory interfaces.

Question 45: What radiology interfaces are desired/required by the City?

Response: Please refer to Attachment H - RTM EMR Solution and 004 - Specifications / Scope of Services for desired/mandatory interfaces.

Question 46: Does the City require integration with any HIEs?

Response: Please refer to Attachment H - RTM EMR Solution and 004 - Specifications / Scope of Services for desired/mandatory integrations.

Question 47: Does the City have an internal billing services team, or are those functions currently outsourced?

Response: The City has an internal billing specialist and currently has a contract with an external billing vendor to provide billing services.

Question 48: Does the City desire voice dictation into the EHR? If so, for how many providers?

Response: The City is open to considering this feature for a limited number of staff.

Question 49: Does the City desire an AI solution to support provider documentation within the EMR? If so, for how many providers?

Response: We are open to considering this feature for all clinicians.

Question 50: Does the City desire single sign on capability?

Response: Yes, item 4.17 in Attachment H - RTM EMR Solution is a mandatory requirement: "The system shall utilize Single-Sign-On for user login".

Question 51: Is a cloud-based system that utilizes private cloud technology acceptable?

Response: The City's preference is cloud hosted. The City will consider all options for solutions.

Question 52: Our organization aggregates data from its collaborative members to form one of the country's largest repositories of health data for historically underserved populations; the City would retain ownership of only its patient data and not all data within the collaborative cloud environment. Are these terms acceptable to your organization?


Response: The City will not commit to an answer without reviewing your proposal in its entirety. The City will evaluate whether this is a risk for contracting and score your proposal accordingly. The successful respondent will be required to negotiate terms related to data ownership and use prior to award.

Question 53: Please note that our organization is required to obtain a signed non-disclosure agreement from all external organizations ahead of any product demonstrations in order to protect the proprietary nature of our system build. Please let us know if this would be acceptable in the event our organization is selected to proceed to the demo stage of the City's evaluation process.

Response: The City of will not commit to an answer without reviewing your proposal in its entirety. The City will evaluate whether this is a risk for contracting and score your proposal accordingly. If an NDA is required by the selected respondent, it will be negotiated to both parties' mutual benefit prior to formal award.

Question 54: Is a recording of the vendor pre-submittal conference available?

Response: The City does not record vendor pre-submittal conferences.

<p>Original Signature of Person Authorized to Sign Bid/Contract (Please Sign)</p> <hr/> <p>Signer's Name (Please Sign)</p>	 <hr/> <p>Procurement Administrator Finance Department, Procurement Division</p>
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Vendor Name

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Vendor Address

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City

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State, Zip code