



ADDENDUM IV

SUBJECT: Annual Contract for Electronic Medical Records Replacement System, (RFCSP 26-004, 6100019340), Scheduled to Close: May 11, 2026; Date of Issue: March 10, 2026

FROM: Tiawana Lawrence
Procurement Manager

DATE: May 11, 2026

THIS NOTICE SHALL SERVE AS ADDENDUM NO. IV - 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.

THE ABOVE MENTIONED REQUEST FOR COMPETITIVE SEALED PROPOSALS IS HEREBY AMENDED AS FOLLOWS:

1. THE BID OPENING DATE IS HEREBY EXTENDED TO **TUESDAY, MAY 26, 2026, AT 11:00M. CENTRAL TIME.**

QUESTIONS SUBMITTED IN ACCORDANCE WITH SECTION 003, RESTRICTIONS OF COMMUNICATION:

Question 1: What are the current challenges?

Response: Refer to RFCSP Section 004- Objectives and Overview.

Question 2: Can you clarify the primary success criteria for the Electronic Medical Records (EMR) replacement (e.g., efficiency, cost reduction, patient experience, compliance)?

Response: Refer to RFCSP Section 004- Desired Business Outcomes.

Question 3: What are the top 3 pain points with the current EMR system that must be resolved?

Response: The City has identified all requirements thoroughly in the RFCSP document including but not limited to the Requirements Traceability Matrix.

Question 4: Are there any measurable KPIs expected post-implementation?

Response: Final key performance indicators (KPI), if any, will be defined in the Statement of Work and contract documents.

- Question 5: Are all modules (clinical, billing, reporting, portal, outreach) required at initial go-live, or can they be phased?
Response: Respondents should propose an approach they believe best supports project goals, timeline, and organization readiness.
- Question 6: Does Metro Health want to continue to outsource their billing efforts (revenue cycle management) or do they want to perform their own billing?
Response: Refer to Addendum III, Question # 47.
- Question 7: For an incumbent vendor with an already implemented, stable production system, how will evaluation point under the proposed plan criteria be adjusted when planning, integration, training, and implementation?
Response: Proposal responses are evaluated for ability to deliver based on the requirements and the City's needs, as well as their ability to demonstrate solution capabilities and innovations in the field.
- Question 8: Will an electronic signature suffice, or is a wet signature required on the signature page found in this RFCSP Section 007?
Response: Both types of signatures will suffice.
- Question 9: Is there an incumbent for this opportunity?
Response: Yes, there is an incumbent vendor.
- Question 10: If there is an incumbent, then why are you looking for other companies? Are you not happy with them?
Response: The term of contract has been reached and competitive bidding helps the City to validate market conditions and assess new capabilities and innovations in the field.
- Question 11: If there is an incumbent, then are they bidding for this opportunity?
Response: All potential respondents have an opportunity to submit a proposal.
- Question 12: What is the allocated budget for this RFP?
Response: Please refer to Addendum III, Question # 11.
- Question 13: Are you flexible in minimum requirements?
Response: Respondents should submit a response that meets the City's requirements. If a vendor is unable to meet the City's requirements, please use the Requirements Traceability Matrix to clarify which requirements cannot be met and a solution for meeting the scope as outlined in the RFCSP. The City will evaluate vendor responses to determine whether the solution fulfills the required scope.
- Question 14: What is the price schedule?
Response: Please refer to Attachment B – Price Schedule which is posted as a separate attachment.
- Question 15: Does the agency prefer a Commercial Off-The-Shelf (COTS) EMR solution or a custom developed or hybrid solution?
Response: The City prefers a Commercial Off-The-Shelf (COTS) EMR solution.

Question 16: Can you provide detailed API documentation or interface specification for StarLIMS, IMMTrac2, or e-Prescription Systems?

Response: Detailed documentation will be provided if and when available and appropriate. Respondents should describe their interface and API methodologies, key assumptions, and information needed for implementation.

Question 17: What is the volume and format of legacy data to be migrated?

Response: Please refer to RFCSP Section 004- Objectives and Overview for approximate annual estimates and Attachment H - Requirements Traceability Matrix under section 4.9 for retention requirements. Respondents should state assumptions regarding data volume and format in their proposals.

Question 18: What level of data cleansing and validation is expected from the vendor?

Response: Respondents should describe their standard approach and assumptions in their proposals.

Question 19: Will the agency provide data mapping documentation, or is the vendor expected to define it?

Response: This is expected to be a collaborative effort, with specific roles and responsibilities established throughout Statement of Work development.

Question 20: Can you provide detailed evaluation criteria and scoring weights?

Response: Please refer to Section 003 – Instructions for Respondents, Evaluation Criteria.

Question 21: How many client references are required, and what should their qualifications be?

Response: Please refer to Attachment A – General Information Form, References.

Question 22: Will vendor resources be required on-site, remote, or hybrid?

Response: Respondents should state assumptions and the recommended approach in their proposal.

<p>Original Signature of Person Authorized to Sign Bid/Contract (Please Sign)</p> <hr/> <p>Signer's Name (Please Sign)</p> <hr/> <p>Vendor Name</p> <hr/> <p>Vendor Address</p> <hr/> <p>City</p> <hr/>	<p><i>Tiawana Lawrence</i></p> <hr/> <p>Procurement Manager Finance Department, Procurement Division</p>
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State, Zip code	
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