



Questions and Answers

Experis Health Solutions

Questions from RFSQ

Stephen Cerasaro, Apr 14, 2022 8:29 AM PDT

1. What is the current EHR and the EHR being implemented? 2. How many end users are to be supported? 3. What is the scope of the support roles? 4. Would these roles be for staff augmentation or professional services? 5. Do you require 3 letters of support/references for each category? 6. Do you require 3 additional letters of support/references for the potential sub-contractor as well?

1. The application to be supported is the SmartCare v6.0 electronic health record. The vendor is Streamline Healthcare Solutions (<https://streamlinehealthcare.com/>). We recognize that this is a solution used in a very specialized market. As such respondents with experience supporting any electronic health record is recommended, rather than experience with this specific EHR.

2. There are anticipated to be three initial waves of Go-Live with other organizations joining the effort intermittently after the initial implementation phases. As such, user count will grow substantially in the initial 2-3 year implementation period and then continue to grow at a slower paces thereafter

Phase 1 Go-Live – 500-700 Total Users

Phase 2 Go-Live – 3500 – 5000 Total Users

Phase 3 Go-Live – 10,000 – 15,000 Total Users

3. Tier 1 Application Support. End User Support related to their use of the SmartCare v6.0 electronic health record. Support is exclusive to the features and functions of the SmartCare v6.0 electronic health record as implemented by CalMHSA. There is no hardware, desktop support, or code debugging involved. Support Representatives will assess the caller's issues, to triage whether the issue is a training issue or true error in code. If it is training related, support representative will be expected to assist immediately or route to other Support Representatives who can assist. If issue is true code error, trouble ticket with the sw vendor (Streamline Healthcare Solutions (<https://streamlinehealthcare.com/>)) will be logged and tracked.

4. All roles sought through this RFSQ and any subsequent RFP will be contract staff. Some of the roles will be project related and therefore have a limited duration co-termining with the Project Timeline. Other roles such as the Support/Help Desk are anticipated to be more long-term where CalMHSA would be looking to sub-contract out to a vendor the Tier 1 Support responsibilities. If this did not address your question, please re-submit with more details.

5. Yes.

6. Yes.



Questions from RFSQ

Stephen Cerasaro, Apr 22, 2022 4:11 PM PDT

1. Will we receive Q&A from all vendors included next week?

CalMHSA will post the questions received in an FAQ next week.

Public Consulting Group, LLC

2 – Project Scope of Work

Lisbeth Bell, Apr 22, 2022 7:15 AM PDT

Within the section on Electronic Health Record Implementation Team Reinforcement, the RFP cites the following specific roles: Solution Delivery Consultants, Sr. Solution Delivery Consultants, Trainers, and Training Documentation Analysts. Is this an exhaustive list, or would CalMHSA consider project management leads to oversee major project workstreams? An EHR implementation requires specific solution consultants like those cited in the RFP but also requires roles like Clinical and Revenue Cycle PM Leads, a Training Manager, Integration Manager, Testing Manager, and Activation Manager who each manage the resources, deliverables, and schedule for their assigned project workstream.

This is not an exhaustive list. CalMHSA is compiling a project leadership, project design, build team, as well as ancillary positions to support this implementation. More information on this implementation can be found at [California Mental Health Services Authority | Semi-Statewide EHR \(calmhhsa.org\)](https://www.calmhhsa.org).

3 – Requested information Letters of Support

Lisbeth Bell, Apr 22, 2022 7:15 AM PDT

Should letters of support be sent directly to CalMHSA from the authors of the letter or should they be included as part of the response?

Letters of Support are not part of the 5-page proposal limit but should be included with your proposal submission via Bonfire, not sent directly to CalMHSA.

Format of Proposal

Lisbeth Bell, Apr 22, 2022 7:16 AM PDT



How strict is the size 12, times new roman, double-spaced font requirement? Would it for example apply to section titles/headers/footers or just to body text

CalMHSA requires all applicants to follow the formatting requirements as stated in the RFSQ: Submission materials should be prepared in the file formats listed under Requested Information for this opportunity in the Bonfire Portal. All PDFs documents must be formatted in Times New Roman, 12 pt. font, double spaced, unless otherwise indicated in the Requested Information. The maximum upload file size is 1000 MB. Documents should not be embedded within uploaded files, as the embedded files will not be accessible or evaluated.

3 – Requested information Page Limit

Lisbeth Bell, Apr 22, 2022 7:16 AM PDT

The 5 page limit is a little restrictive for the information being requested to be provided for the applicant and all sub-contractors. Are the letters of support included in the page count? Could the page limit be expanded a little bit to ensure full responses?

The letters of support are not part of the 5-page proposal limit. Please do not submit more than a 5-page proposal per the guidelines of the RFSQ.

Stoltenberg Consulting Inc

Electronic Health Record Implementation Team Reinforcement

Kaitlyn Nelson, Mar 29, 2022 8:52 AM PDT

- 1) Will CALMHSA provide a list of current and/or anticipated incoming applications for implementation support? 2) Is CALMHSA looking for legacy support services for current application(s) support while working through the implementation? 3) What is the current team structure at CALMHSA? How many internal analysts are on the team today? 4) Are you able to share any additional information regarding the implementation project referenced?

1. The application to be supported is the SmartCare v6.0 electronic health record. The vendor is Streamline Healthcare Solutions (<https://streamlinehealthcare.com/>). We recognize that this is a solution used in a very specialized market. As such respondents with experience supporting any electronic health record is recommended, rather than experience with this specific EHR.

2. No. All support will be associated with the SmartCare v6.0 electronic health record from Streamline Healthcare Solutions. The implementation project is such that different agencies will be going live at different time. Thus, some will be “in support” while others are still “in implementation”.



3. Information on our organization and leadership structure can be found on the [CalMHSA website](#). More information on the project team structure and organizational chart will be made publicly available soon.

4. The CalMHSA Semi-Statewide Enterprise Health Record project will be implemented in two phases:

Phase 1: 2-3 small counties with 150 – 500 total users. Go Live date: 1/1/2023.

Phase 2: 6-10 counties with 5000 – 11,850 total users. Go Live date: 7/1/2023. This planned go live date is tied to the State's planned go live with payment reform.

Note: Number of counties and end users are approximate. Go Live dates are firm.

What are the resources required/available to perform implementation?

- What existing implementation resources do you have?
 - Please describe staff roles and responsibilities and experience level.
- Number and type of staff resources that you need to hire?
- Define resource plan to support the two deployment phases.

What is the implementation plan and timeframe?

- Assume 95% common processes/forms across the partner counties – standardized user environment across entire Enterprise Health Record.
- Provide timeline to roll out Phase 1 County BHPs.
- Specifically for Phase 2 County BHPs, would you approach this as one large implementation, or several implementations? Define and describe.
- Provide a timeline to roll out to all phase 2 County BHPs.

More information can be found on our [CalMHSA website](#).

Response Format - Maximum 5 Pages

Kaitlyn Nelson, Apr 05, 2022 10:30 AM PDT

Does the maximum 5 page count include the signed client support letters and/or case studies highlighting related experience? This is a significant amount of information to detail within a 5 page max. Please advise. Thank you

No, the reference letters are not included in the 5-page limit.