



ESSEX COUNTY OFFICE OF THE MANAGER

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Michael Mascarenas
County Manager

Linda M. Wolf
Purchasing Agent

TO: All Bidders
FROM: Linda Wolf, CPA, Purchasing Agent
DATE: March 27, 2026
SUBJECT: Addendum #1 RFP #260028 EHR Software

This Addendum, forms a part of the Contract Documents and is issued to bid document holders of record, indicates changes to the bid documents for the *Bid #260028 RFP for Electronic Health Record and Practice Management Systems*

The following questions (in black) and answers (in red) were submitted:

1. Please provide estimates for the following (if applicable):
 1. Number of annual billable encounters/visits across all facilities, and:
 1. PM (practice management) encounters/visits - **32,000**
 2. EMR encounters/visits (please separate out primary care and behavioral health visits) - **behavioral health only - 15,000**
 3. EDR (Electronic Dental Record) encounters/visits - **N/A**
 4. Outpatient pharmacy prescriptions dispensed - **N/A**
 2. Number of front desk scanners - **6**
 3. Number of high capacity (back office) scanners - **1**
 4. Number of billing providers - **1**
 5. Number of report writers - **2**
2. What is ECMHD's current legacy EHR system? **TenEleven's ECR**
3. How many specialty facilities (i.e., dental, behavioral health, etc.) does ECMHD maintain? - **One/Behavioral Health; we have 2 adult services satellites and 12 school-based satellites**
4. What lab interfaces (i.e., Quest, LabCorp, etc.) are desired/required by ECMHD? - **none**
5. What radiology interfaces are desired/required by ECMHD? - **N/A**
6. Does ECMHD require integration with any HIEs aside from HealtheLink and RRHIO? **HIXNY**
7. Does ECMHD have an internal billing services team, or are those functions currently outsourced? **We handle our billing internally and plan to do so in the new HER**

8. Does ECMHD require electronic prescription of controlled substances? If so, for how many providers? **Yes; 5**
9. Does ECMHD desire voice dictation into the EHR? If so, for how many providers? **Yes, we would like a system that integrates dictation; 5 providers**
10. Does ECMHD desire an AI solution to support provider documentation within the EMR? **If so, for how many providers? Yes, we would like an AI solution to be supported; 25 providers**
11. Is a cloud-based system that utilizes private cloud technology acceptable? **Yes**
12. Our organization aggregates data from its collaborative members to form one of the country's largest repositories of health data for historically underserved populations; ECMHD would retain ownership of only its patient data and not all data within the collaborative cloud environment. Are these terms acceptable to your organization? **Yes, as long as the private cloud environments meet HIPAA and HITECH guidelines**
13. 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. Would this be acceptable in the event our organization is selected to proceed to the demo stage of ECMHD's evaluation process? **Yes**
14. Please note that our organization is unable to sign any external contracts and instead requires member organizations to review and sign our Master System Agreement. We will include a copy of our MSA with our response, and acknowledge the terms, conditions, and provisions of the general terms and conditions set forth in the RFP, but wanted to clarify that the submission of a proposal for this opportunity would not constitute a formal agreement between our organization and ECMHD or an expression of consent to those terms and conditions. **Agreed. The County will review your Master System Agreement and report any items to you if not in agreement.**
15. Per pages 35-36 of the RFP: "Price adjustments, if necessary, will be acceptable upon proper documentation, at the time of contract renewal only." Please note that our organization historically assesses annual increases in maintenance fees due to increasing costs year over year, and these may not necessarily align with the renewal of a contract with ECMHD (the timing/terms of which do not appear to be stated in the RFP). Would this be acceptable for ECMHD? **I would suggest you approach your pricing for years 10/1/2026 to 12/31/2029 with a fixed pricing schedule. If you believe the price within those years will increase by a certain percentage, I suggest you specify that in your proposal.**
16. Page 11 - Appendix A includes a heading titled "Data:" followed by "General Requirements – Important Features" and then a table. However, there does not appear to be any table, or content associated with the "Data:" heading. Could you please confirm whether a table or additional section was intended to be included here, and if so, provide the missing requirements, information, template, etc.? **Thank you for catching that the DATA heading is misplaced. It should be above the table on page 10 and not below it, so this table belongs with the DATA title:**

Requirement	Yes	No	In Development	Comment
You will provide a current, comprehensive data dictionary at no extra charge.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
You will provide data dictionary updates, in real time as changes are made, for the life of the contract.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
You will provide access to the API at no extra charge, with routine updates for the life of the contract including request for changes and new features.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
You will provide a weekly, full SQL backup, to be stored at the customer site, at no extra charge for the life of the contract.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Essex County may record all software demonstrations and training sessions to share them with staff who may be unable to attend the scheduled event at no extra charge.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Is a special license required for form and report development? Are there any restrictions on the number of users who can develop forms and reports?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.

17. Page 31 – SECTION III: Company Profile and History requests that we identify an “Account Manager” and provide a résumé reflecting relevant project experience. Could you please clarify the specific responsibilities of the “Account Manager”? Is this referring to an individual who will serve as the Implementation/Install Project Manager for the project, or if you are seeking information about a separate ongoing account-management role after system go-live? **if there is someone who will be navigating the implementation with us and is different from the primary contact post-implementation, then please spell that out.**

END OF ADDENDUM # 1