



ESSEX COUNTY OFFICE OF THE MANAGER

7551 Court Street · P.O. Box 217 · Elizabethtown, New York 12932
Telephone (518) 873-3332 · Fax (518) 873-3339

Michael Mascarenas
County Manager

Linda M. Wolf
Purchasing Agent

TO: All Bidders
FROM: Linda Wolf, CPA, Purchasing Agent
DATE: April 10, 2026
SUBJECT: Addendum #2 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 and answers were submitted:

1. Please explain what is driving the County to select a new EHR, and what is driving the selection timeline.
 - Our current contract expires on 12/31/2026
2. What system is feeding the HL7 extract of patient demographic data? – Please expand on this question more, in regards to what you mean by what system. Do you mean what kind of database?
3. Does the County have access to extract the data from its current solution? We do not, the system is entirely hosted by Ensora Health and we have no direct access to the SQL database or file structure.
4. Please confirm the County requires a connection to both HEALTHeLINK and RRHIO, as well as HIXNY.
 - HIXNY only
5. Does any County staff administer or observe passing of medications? If so, please explain under which programs, locations, and client population. What level of staff credential is administering?
 - We do not administer any medications
6. How many telehealth users are required and how many cumulative hours do they compile monthly in the delivery of telehealth services?
 - 20 users x 20 hours per week; 400 hours per week; 1600 hours per month
7. If also providing Group Telehealth, what is the average group size and how many hours of Group Telehealth are delivered monthly on average?
 - We tend to do groups in person. But if using telehealth, it would be approximately 8 hours per month

8. In reference to the RFP statement below, please provide a full description of the County's current technology platform. What other internal or external systems will require an interface with the new EHR? There are no other internal or external systems that require an interface with our EHR. But this depends on our specifications for the bid and if there are needs that aren't met, then we may need interfaces.

“The EHR will build upon the County's current operations and information technology platform, and vastly improve the reliability, functionality, and business processes related to the Department. EHR applications must be customizable to the broad range of programs operated by the Department.”

9. Provide a list of current forms and reports the County wants to continue using.

- There are too many to list. This can be reviewed in your demo.

10. Do you use a billing a billing clearinghouse? If yes, which one? Inovalon

END OF ADDENDUM # 2