

**CHEROKEE NATION
REQUEST FOR PROPOSAL**

**ELECTRONIC HEALTH RECORD FOR A
PUBLIC HEALTH DEPARTMENT**



**Purchasing Department
On Behalf of the
Cherokee Nation Health Services**

**CHEROKEE NATION
P.O. Box 948
Tahlequah, OK 74465
(918) 453-5000**

REQUEST FOR PROPOSAL ELECTRONIC HEALTH RECORD FOR A PUBLIC HEALTH DEPARTMENT

Introduction:

The Cherokee Nation is the federally recognized government of the Cherokee people and thereby has sovereign status granted by treaty and law. Tribal sovereignty is right to self-governance. The seat of tribal government is the W.W. Keeler Complex near Tahlequah, Oklahoma, capital of the Cherokee Nation. The jurisdictional area of the Cherokee Nation (hereinafter referred to as Nation) covers 14 counties in Northeastern Oklahoma.

At this time, the Cherokee Nation is seeking services from a contractor to provide an electronic public health record software system for the Cherokee Nation Public Health Nursing Program. The Nation is seeking proposals from interested parties with qualifications, credentials, and previous experience providing services for organizations similar in size and scope. The service timeframe will extend from date of fully executed agreement with successful party through an anticipated ending date of September 30, 2027. Complete information regarding the scope of work and specifications are provided in this Request for Proposal (RFP).

The Nation will be accepting proposals from Indian and Non-Indian parties. Indian preference will be given only to responding parties who provide proof of current certification from the Cherokee Nation Tribal Employments Office (TERO) located in Tahlequah, Oklahoma, telephone number (918) 453-5000. Indian preference will be applied in accordance with Cherokee Nation Acquisition Management Policy and Procedures. Proof of TERO certification must accompany and be included in proposal submittal.

General Information:

1. **Purpose of the Request for Proposal (RFP):** The NATION, is soliciting detailed, proposals from contractors interested in providing software services for the Public Health program as outlined in this RFP for the NATION. The complete scope of work and specifications are included in this RFP.

2. **TERO CERTIFICATION & INFORMATION:** Indian preference will be given only to responding parties who provide proof of current certification from the Cherokee Nation Tribal Employments Office (TERO) located in Tahlequah, Oklahoma, telephone number (918) 453-5000. Proof of TERO certification must accompany and be included in proposal submittal.

TERO requirements may apply to award of contract. Successful bidder must complete required TERO paperwork and pay all applicable fees in accordance with current TERO Legislation for this project.

Please direct any questions for Cherokee Nation Tribal Employment Rights Office (T.E.R.O.) in written format by deadline, **December 6, by 5:00 p.m. CT** to Johnna Riggs at email johnna-riggs@cherokee.org as specified in this RFP. These questions will be addressed by TERO and included in any addendum issued by **December 10, by 5:00 p.m. CT** on the website www.cherokeebids.org with bid announcement (reference section 8 and 9).

3. **Conflict of Interest and Restrictions:** If any contractor, contractor's employee, subcontractor, or any individual working on the proposed contract may have a possible conflict of interest that may affect the objectivity, analysis, and/or performance of the contract, it shall be declared in writing and to johnna-riggs@cherokee.org no later than **December 6, by 5:00 p.m. CT.** The NATION will determine in writing if the conflict is significant and material and if so, may eliminate the contractor from submitting a proposal.
4. **Verbal Instructions:** Interested parties shall not initiate or execute any negotiation, decision, or action arising from any verbal discussion with any Cherokee Nation employee. Only written communications from the designated Contact Person at Cherokee Nation may be considered a duly authorized expression on behalf of the NATION regarding this RFP. Additionally, only written communications from interested parties are recognized as duly authorized expressions on behalf of the vendor. The same instructions shall apply to any subsequent award and agreement communications.
5. **Contact Person:** Any additional information required or questions regarding this RFP should be submitted, by specified deadline, in written format only to Cherokee Acquisition Management, Johnna Riggs, by email to johnna-riggs@cherokee.org in the email subject line list: **RFP – ELECTRONIC HEALTH RECORD FOR A PUBLIC HEALTH DEPARTMENT.**
6. **Deadline for Receipt of Proposals:** Proposals may be e-mailed to Cherokee Acquisition Management, Johnna Riggs, by email to johnna-riggs@cherokee.org no later than **December 13, 2024 by 5:00 p.m. CT.** Proposals received after this deadline will not be considered and will not be considered for award. No responding party may withdraw their proposal within 90 days after proposal due date.
7. **Contractor's Review and Questions:** Contractors should carefully review this RFP for errors, questionable or objectionable materials, and items requiring clarification. Contractors shall put these comments and/or questions in writing and submit them to the Cherokee Acquisition Management no later than **December 6, by 5:00 p.m. CT** to johnna-riggs@cherokee.org in the email subject line list: **RFP – ELECTRONIC HEALTH RECORD FOR A PUBLIC HEALTH DEPARTMENT.**
8. **Addendum to the RFP:** The NATION reserves the right to issue written addendums to revise or clarify the RFP, respond to questions, and/or extend the due date of proposals. Any and all such interpretations and any supplemental instructions will be in the form of written addenda, and will be posted on the Nation's bid website

www.cherokeebids.org with bid announcement no later than **December 10, 2024 by 5:00 p.m. CT.** No interpretation of the proposal specifications will be made to any interest party orally. Failure to receive any issued addendum or interpretation shall not relieve responding party from any obligation contained in submitted proposal. All addenda so issued shall become part of the contract documents.

9. **Cancellation of the RFP:** The NATION retains the right to cancel, modify or amend the RFP process at any time, at the NATION's sole discretion. The NATION shall not be responsible for costs incurred by contractors for proposal preparation.
10. **Proposal Withdrawal and Correction:** A proposal may be corrected or withdrawn by a written request received prior to the date of opening proposals.
11. **Multiple Proposals:** The NATION shall not accept multiple proposals from the same contractor.
12. **Disclosure of Proposal Contents:** A proposal's content shall not be disclosed to other contractors.
13. **Retention of Proposals:** All proposals and other material submitted become the NATION's property and may be returned only at NATION's option.
14. **Cost of Proposal Preparation:** Any and all costs incurred by contractors in preparing and submitting a proposal are the contractor's responsibility and shall not be charged to the NATION or reflected as an expense of the resulting contract.
15. **Delivery of Proposals:** NATION assumes no responsibility or liability for the transmission, delay, or delivery of proposals by either public or private carriers.
16. **Media Announcements:** Any and all media announcements pertaining to this RFP require the NATION's prior written approval.
17. **Other Governmental Requirements:** It is the responsibility of the contractor to indicate within their proposal the applicability of any other federal, state, municipal, or other governmental statutes, regulations, ordinances, acts, and/or requirements.
18. **Qualification of Responding Party:** The Nation may make such investigations as deemed necessary to determine the ability of the responding party to perform the work. The responding party shall furnish to the Nation all such information and data for this purpose upon request. The Nation reserves the right to reject any proposal if the evidence submitted by, or investigation of, such responding party fails to satisfy the Nation such responding party is properly qualified to carry out the obligations of the contract and to complete the work contemplated therein. Conditional proposals will not be accepted.
19. **Binding Contract:** This RFP does not obligate the NATION or the selected contractor until a contract is signed and approved by both parties. If approved, it is

effective from the date of final approval by the Contracting Officers. The NATION shall not be responsible for work done, even in good faith, prior to final approval of the proposed contract.

20. Concerns with the Special or General Provisions: If a contractor has concerns with either the Special or General Provisions, they should put their comments and/or questions in writing and submit them to Cherokee Purchasing Department (Attn: Johnna Riggs) no later than **December 6, 2024 by 5:00 p.m. CT.** This will allow time for an addendum to the RFP to be issued, if required, to all recipients of the initial RFP.

The NATION reserves the right to not award or to cancel the award of a contract to a contractor who will not agree to all of the Special or General Provisions of said contract. It is the intent of the NATION to utilize only the NATION'S terms and conditions for any subsequent agreement based on award from this RFP.

An award for this project will be made subject to available funding. Firms are cautioned that proposals should be submitted initially on the most favorable terms, from both a technical and cost standpoint.

21. Governing Laws and Contract: The Cherokee Nation will make this RFP and the successful Contractor's proposal a part of the contract. This RFP and any subsequent contract and related documents shall be construed under the laws of the United States and where applicable, the Cherokee Nation. Nothing in this RFP, any subsequent documents or contract or related documents shall be construed as a waiver of limitation upon the Nation's sovereign immunity. To the extent this statement is found to be inconsistent with any other language in this RFP or any subsequent document or contract or related document, this statement shall control. This statement shall survive the completion or termination of any subsequent contract. In the event of any dispute which may affect this Agreement, the Contractor agrees the Agreement shall be governed by the laws of the United States, and where applicable, the laws of the Cherokee Nation. The Cherokee Nation will make the final decision on the contract format to be utilized for any award(s) under this procurement. There will be no Arbitration, Mediations or Indemnification clauses, and the Nation will not waive sovereign immunity. By submitting a proposal in response to this RFP, the Contractor agrees to these terms and conditions.

22. Additional Terms and Conditions: The NATION reserves the right to include additional terms and conditions during contract negotiations. However, these terms and conditions must be within the scope of the original RFP and will be limited to price, clarification, definition, and administrative and legal requirements.

23. Contract Negotiations: Upon completion of the evaluation process, contract negotiations may commence. If the selected contractor fails to provide the necessary information for negotiations in a timely manner, negotiate in good faith, or cannot

perform the contract for any reason, including completion of the project within the amount of funds available for the project and/or as proposed, the NATION may terminate negotiations and negotiate with the next highest ranked contractor, or terminate award of the contract. The NATION shall not be responsible for costs incurred by the contractor resulting from contract negotiations.

Terms and Conditions

Acceptance of Conditions Governing the Procurement: Vendors must indicate their acceptance of conditions governing this procurement in their cover letter.

Acceptance of Business Associate Agreement: Vendors must indicate willingness to establish agreement should it be necessary to access protected health information.

Incurring Cost: Any costs incurred by the vendor in preparation, transmittal, or presentation of any proposal, or material submitted in response to this RFP shall be borne solely by the vendor. The vendor is responsible for all costs associated with travel for on-site demonstrations upon the Nation's request.

Amended Proposals: Any vendor may submit an amended proposal before the deadline for receipt of proposals. Such amended proposals must be complete replacements for a previously submitted proposal and must be clearly identified as such in the transmittal communication.

Vendor's Right to Withdraw Proposal: Vendors will be allowed to withdraw their proposals at any time prior to the deadline for receipt of proposals. The vendor must submit a written withdrawal request addressed to Johnna Riggs at johnna-riggs@cherokee.org.

Proposal Offer Firm: Responses to this RFP, including proposal prices, will be considered firm for 90 days after the date of receipt of the proposal.

Proprietary Information: Any restriction on any data included in any proposals must be clearly stated in the proposal itself. Each and every page of the proprietary material must be labeled or identified with the word "PROPRIETARY".

Location of Services: Remote Work.

Term of Proposed Contract: NATION anticipates establishing a contract with a performance period ending September 30, 2027.

General Responsibility: The successful contractor will provide all necessary tools, equipment, parts, supplies, labor and supervision to provide the services as outlined in this RFP scope of work.

Contractor's Compensation: Compensation to the contractor shall be based on specific price and/or rates identified in the Contractor's proposal, as negotiated. This shall include any proposed subcontractor pricing.

Subcontracts: Contractor is solely responsible for fulfillment of the contract terms. NATION will make payments only to the Contractor. Contractor must identify in response to this RFP any subcontractors that may perform services on the project. Except for those subcontractors identified by the Contractor in response to the RFP, Contractor shall not subcontract any portion of the services to be performed under this contract without prior written approval of NATION. The NATION reserves the right to approve or disapprove any subcontractors.

Contractor shall notify NATION no less than ten (10) days in advance of its desire to subcontract and include a copy of the proposed subcontract with the proposed subcontractor. Any subcontract must be in writing and contain provisions consistent with the Contractor's obligations pursuant to this contract.

Approval of any subcontract shall not obligate NATION the subcontractor against NATION or its agents, employees, representatives, directors, officers, successors or assigns.

The Cherokee Nation, in giving such acceptance, assumes no responsibility in connection with the terms of the subcontract and their performance will be the responsibility of the Contractor. All sums due to any suppliers must be paid or will be paid within ten (10) days of receipt of any money received from the Cherokee Nation under any executed Agreement.

Debarment, Suspension, Proposed Debarment, and Other Responsibility Matters:

The responding party certifies to the best of its knowledge and belief that the person, the firm, or any of its principals are not presently debarred, suspended, proposed for debarment, or declared ineligible for the award of contracts by any Federal agency or Indian tribe. The bidder will also certify they have not, within a three-year period preceding this Request for Proposal, been convicted of or had a civil judgment rendered against them for: commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, Local or Tribal) contract or subcontract; violation of Federal or State antitrust statutes relating to the submission of offers; or commissions of embezzlement, theft, forgery, bribery, falsifications or destruction of records, making false statements, and are not presently indicted for, or otherwise criminally or civilly charged by a governmental entity with, commission of any of the offenses enumerated in this provision. The responding party certifies they have not, within a three-year period preceding this Request for Proposal, had one or more contracts terminated for default by a Federal, State, Local or Tribal agency.

DRUG AND TOBACCO FREE WORKPLACE:

- Any Contractor performing work for the Cherokee Nation agrees to publish a statement notifying all employees, subcontractors, and other workers that the unlawful manufacture, distribution, dispensing, possession or use of a controlled

substance is prohibited in the Contractor's workplace and specifying the actions that will be taken against violators of such prohibition.

- The Nation will consider lack of enforcement or lax enforcement of the statement by Contractor a default of the contract.
- The Contractor further agrees to provide all persons engaged in performance of the contract with a copy of the statement.
- A copy of responding party's Drug Free Workplace statement shall be included with the proposal or else the successful responding party will be deemed to accept and agree to use the statement provided by Nation.
- The Contractor understands and recognizes that all Cherokee Nation buildings, whether leased or owned, and the grounds surrounding those facilities are considered by the Nation to be a tobacco free workplace. The Contractor will ensure all employees, subcontractors, and other workers will abide by this policy.

Availability of Funds: Any contract awarded as a result of this RFP is contingent on the appropriation of funds. A contract award may be terminated or reduced in scope if sufficient appropriations or authorizations do not exist. This vendor will be notified in writing of such terminations. The vendor will accept, as final, the Nation's decision as to whether sufficient appropriations and authorizations are available.

Legal Review: The Nation requires that all vendors agree to be bound by the general requirements contained in this RFP. Any vendor concerns must be properly brought to the attention of Pam Jumper and Michelle Parsons, Cherokee Nation Purchasing.

Governing Law: This RFP and subsequent agreements shall be governed by, construed, and enforced in accordance with the laws of the United States, and where applicable, the laws of the Cherokee Nation.

Contract Terms and Conditions: The contract between the Cherokee Nation and the vendor will follow the standard format of the Cherokee Nation.

Vendor's Terms and Conditions: Vendors must submit with the proposal a complete set of any additional terms and conditions that they expect to have included in a contract negotiated with the Cherokee Nation.

Right to Waive Minor Irregularities: The proposal evaluation committee reserves the right to waive minor irregularities. This right is at the sole discretion of the proposal evaluation committee.

The Nation reserves the right to determine a proposal acceptable in terms of meeting RFP requirements. The Nation reserves the right to accept or reject any and all proposals received and to negotiate with offerors regarding the terms of their proposals or parts thereof. The Cherokee Nation reserves the right to award a contract in the best interests of the Cherokee Nation.

Ownership of Proposals: All documents submitted in response to this RFP shall become the property of the Cherokee Nation. Responses received will be retained by the Acquisition Management Department.

Prompt Payment: The successful firm agrees to pay all sums due to subcontractors, laborers and material suppliers within ten (10) days of receipt of payment by the Cherokee Nation.

Review of Proposals

1. **Proposal Format:** Proposals must be single sided/double spaced original (excluding staff resumes and references) and may be emailed to Johnna Riggs, johnna-riggs@cherokee.org in the email subject line list: **RFP – ELECTRONIC HEALTH RECORD FOR A PUBLIC HEALTH DEPARTMENT.**
Proposals must be received no later than December 13, 2024 by 5:00 p.m. CT.
2. **Table of Contents:** The proposal will have a table of contents with page numbers and pages numbered throughout the proposal (see specifics under Specifications Section).
3. **General Information:** Brief introduction which includes (see specifics under Specifications Section):
 - 1) The contractor's name and address;
 - 2) Statement that indicates the proposal is valid for at least 90 days from the proposal submission deadline;
 - 3) Statement that indicates the contractor's willingness to perform the services described in this RFP;
 - 4) Proof of any other licenses and/or registrations as required by this RFP;
 - 5) A statement that all staff and other resources which are required to perform the services described in this RFP will be made available by your organization over the life of the anticipated contract;
 - 6) Statement that the signatory has authority to bind the contractor; and
 - 7) Signature of authorized individual.
4. Specific requirements listed in the Specifications provided by the Nation's Health Services Department in this RFP must be included in responses.
5. **TERO CERTIFICATION:** Indian preference will be given only to responding parties who provide proof of current certification from the Cherokee Nation Tribal Employments Office (TERO) located in Tahlequah, Oklahoma, telephone number (918) 453-5000. Indian preference will be applied in accordance with Cherokee Nation Acquisition Management Policy and Procedures. Proof of TERO certification must accompany and be included in proposal submittal.

6. **Responsiveness:** Prior to evaluation, each proposal shall be reviewed to determine whether or not it is responsive. Nonresponsive proposals shall be eliminated and will not be evaluated. Factors that may result in a proposal being declared nonresponsive are:
- a. Not providing evidence of meeting the Minimum Requirements.
 - b. Substantive and material conflicts of interest which were not declared and/or were declared and determined to be significant enough that the NATION requested the potential contractor not submit a proposal.
 - c. Substantive and material noncompliance to requirements of the RFP proposal submission guideline.
 - d. Not providing a price, if applicable.
7. **Evaluation Process:** An evaluation committee consisting of NATION employees shall evaluate responsive proposals. Each proposal shall be independently evaluated by each member of the evaluation committee. The evaluation will be based on the evaluation factors and values stated in this RFP. Discussions, presentations, and/or site visits, if held, may result in individual evaluation committee members changing their scores. Evaluation factors not specified in this RFP may not be considered.
8. **Evaluation Factors:** The evaluation factors are listed below and must be clearly stated and addressed in the proposal.

SPECIFICATIONS	POINTS
User Interface and Usability	10
Functionality and Features	10
Performance and Reliability	5
Integration Capabilities	5
Security and Compliance	10
Support and Training	10
Cost and Value	30
Scalability and Flexibility	5
Customer Satisfaction	5
Indian Preference – TERO Certification must accompany response	10
TOTAL	100

9. **Notice of Award:** After award of Contract, award information will be posted on the Nation's website www.cherokeebids.org with RFP announcement.

**INFORMATION, SCOPE OF WORK & SPECIFICATIONS
PROVIDED BY
CHEROKEE NATION HEALTH SERVICES**

**Electronic Health Record Specifications for Public
Health Nursing Program**

1. Public Health Specific Solutions

- **OSSIS interface:** Documentation of vaccinations.
- **PHIDDO interface:** Documentation of reportable conditions.
- **Internal Referrals:** Send referrals to other Cherokee Nation Public Health Program/services.
- **External referrals:** Send referrals to other providers and community resources (health departments, community services, Tobacco quit lines, etc.).
- **Mass Vaccination Feature/capability:** Supports workflows to accurately manage and maintain patient records before, during, and after mass vaccination events.
- **Case Management Capability:** Track referrals, trigger task(s) for follow-up, task(s) assignment.

2. User Management

- **User Roles and Permissions:** Define different user roles (e.g., doctors, nurses, administrative staff) and their access permissions.
- **User Authentication:** Implement secure login mechanisms (e.g., password, biometric authentication).
- **User Activity Logging:** Track and log user activities for audit purposes.
- **Single Sign on:** Authentication process for users regardless of the domain, platform, or technology they are using.
- **Messaging:** Internal messaging feature allowing HIPAA compliant communication amongst staff.

3. Patient Management

- **Patient Registration:** Capture and store patient demographic information.
- **Patient Identification:** Ensure unique patient identifiers to avoid duplication.
- **Patient History:** Maintain comprehensive patient medical history, including past visits, diagnoses, treatments, and medications.
- **Patient contactless experience:** Allows patients access to their patient portal.
- **Patient communication:** Send appointment reminders and messages to patients.
- **Electronic patient consent forms:** Allows patient and staff electronic signatures.
- **Telehealth:** Supports the use of telehealth visits via computers and mobile devices.

4. Documentation

- **Encounter Notes:** Allow for detailed documentation of patient encounters.
- **Templates and Forms:** Provide customizable templates and forms for common clinical scenarios.
- **Bar code Scanning:** Allows for quick and accurate entry of medication data into the system.

5. Order Management

- **Lab Orders:** Facilitate electronic ordering of laboratory tests and customization for Point of Care testing.
- **Imaging Orders:** Enable electronic ordering of imaging studies.
- **Medication Orders:** Support electronic prescribing.

6. Data Exchange and Interoperability

- **HL7/FHIR Integration:** Ensure compatibility with Health Level 7 (HL7) and Fast Healthcare Interoperability Resources (FHIR) standards.
- **Interoperability with Other Systems:** Enable seamless data exchange with other healthcare systems (e.g., pharmacies, labs).
- **Data hosted by vendor:** No servers needed on users end.
- **Billing application or option:**

7. Reporting and Analytics

- **Custom Reports:** Allow for the creation of custom reports based on specific criteria.
- **Management Dashboard:** Generate performance metrics and dashboards for monitoring public health indicators.
- **Data Analytics:** Support advanced data analytics for public health research and planning.
- **Time and Effort tracking:** Tracking and reporting activities of staff, clinics, and your organization.
- **Immunization Inventory:** Allows for inventory management and mapping to funding sources.
- **Medication Inventory:** Allows for inventory management and mapping to funding sources.

8. Security and Privacy

- **Data Encryption:** Implement encryption for data at rest and in transit.
- **Access Control:** Enforce strict access controls based on user roles.
- **Compliance:** Ensure compliance with relevant regulations (e.g., HIPAA).

9. Mobile and Remote Access

- **Cloud Based System:** Allows for accessing the EHR system remotely using laptops/iPads.
- **Remote Access:** Enable secure remote access for authorized users.

10. System Maintenance and Support

- **Build/Maintenance:** Hosted by the vendor.
- **System Updates:** Regular updates and patches to keep the system secure and functional.
- **Technical Support:** Provide 24/7 technical support for system users.
- **Training:** Offer training programs for users to ensure effective use of the system.

11. Scalability and Performance

- **Scalability:** Ensure the system can handle increased data volume and user load.
- **Performance Optimization:** Optimize system performance to reduce latency and improve response times.