**STATE OF MAINE**

**Department of Education***Office of School and Student Supports*



**REQUEST FOR INFORMATION**

**RFI# 202210176**

**Comprehensive Electronic School Health Record**

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| --- | --- |
| **RFI Coordinator** | *All communication regarding this RFI must be made through the RFI Coordinator identified below*.  **Name:** Emily Poland **Title:** School Nurse Consultant  **Contact Information:** [emily.poland@maine.gov](mailto:emily.poland@maine.gov) |
| **Submitted Questions Due** | *All questions must be submitted to the RFI Coordinator identified above by:*  **Date:** November 30, 2022, no later than 5:00 p.m., local time |
| **Response Submission** | **Submission Deadline:** December 30, 2022, no later than 5:00 p.m., local time  **Submit to:** [**Emily.Poland@Maine.gov**](mailto:Emily.Poland@Maine.gov) |

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# **PUBLIC NOTICE**

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**State of Maine**

**Department of Education**

**RFI# 202210176**

**Comprehensive Electronic School Health Record**

The State of Maine, Department of Education, Office of School and Student Supports, is seeking information regarding a secure, Web-based, comprehensive electronic documentation system for health services (physical, mental, oral, etc.) that all public schools may use as a paperless, uniform, complete, confidential, and billable platform, and has the capacity to be used statewide.

A copy of the RFI, as well as the Question & Answer Summary and all other related documents to this RFI, can be obtained at the following website: http://www.maine.gov/dafs/bbm/procurementservices/vendors/rfis

Responses must be submitted to: [Emily.Poland@Maine.gov](mailto:Emily.Poland@Maine.gov) and be submitted by 5:00 pm, local time, on December 30, 2022.

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**RFI DEFINITIONS/ACRONYMS**

The following terms and acronyms shall have the meaning indicated below as referenced in this Request for Information:

|  |  |
| --- | --- |
| **Term/Acronym** | **Definition** |
| **RFI** | Request for Information |
| **RFP** | Request for Proposal |
| **State** | State of Maine |
| **Department** | Department of Education |
| **FOAA** | Maine Freedom of Access Act |
| **Respondent** | Any individual or organization submitting a response to this RFI. |
| **EHR** | Comprehensive Electronic School Health Record |
| **HIPAA** | Health Information Portability and Accountability Act |
| **FERPA** | Family Education Rights and Privacy Act |
| **SAU** | School Administrative Unit |

**State of Maine - Department of Education**

**RFI# 202210176**

**Comprehensive Electronic School Health Record**

# **PART I INTRODUCTION**

## A. Purpose and Background

This Request for Information (RFI) is an information gathering and market research tool, not a formal solicitation of a specific requirement (such as in a “Request for Proposals” document). The State of Maine, Department of Education, Office of School and Student Supports (Department) is seeking information regarding a Comprehensive Electronic Health Record (EHR) system from interested parties as defined in this RFI document. This is an opportunity for interested parties to help the Department better understand a marketplace and/or specific subject matter.

Supporting a student's success has become more than having strong academic support. Schools have been increasingly tasked with ensuring that students have foundational physical, behavioral and mental health supports which require the employ of highly specialized professionals within medical and mental health fields. Schools are not adequately equipped to efficiently and confidentially document these services in a way that is in line with professional best practices or can demonstrate their use or increased need. An EHR that is fully interoperable with the larger school information systems or other data management system could be leveraged and scaled to improve clinical care, research, and to inform public health decision-making based on real-time data.

## B. Current Conditions

The Department is committed to creating sustainable infrastructure that strengthens the capacity of our educational system. The mission of the Department is to promote the best learning opportunities for all Maine students by providing information, guidance, and support to our schools, educators, and leaders and by providing adequate and equitable school funding and resources. The Department strives for a whole student approach in that we envision a state where all students are healthy, safe, engaged, supported, challenged, and prepared for the future.

Currently, Maine public schools provide education and health-related services to more than 173,000 children. Hearing and vision screenings occur annually, immunizations are monitored, chronic and acute health conditions are managed, students receive mental health treatment, and more. State reporting in 2022 showed almost 9,000 students have a diagnosis of asthma alone. Standardized documentation of services provided in schools is currently an area of great need as evidenced by only 34% of schools having an electronic system designed for documenting health visits for nursing services, monitoring health data such as immunizations and reporting data crucial to meeting the health needs of our greatest asset - children. Ninety-three (93) school administrative units reported using paper-only charting systems in a survey conducted by the Department in 2019. There is currently no standardized system for documentation of mental health visits in Maine schools.

**C. Challenge Statement**

This RFI is intended to explore what solutions are being used in the market that provide a standardized documentation of services provided in schools, are comprehensive to include all aspects of health, and potentially aid in billing for services provided.

## D. General Provisions

1. All contact with the State regarding this RFI must be made through the aforementioned RFI Coordinator. No other person/ State employee is empowered to make binding statements regarding this RFI.
2. This is a non-binding Request for Information. Therefore, no award shall be made as a result of the RFI process.
3. Issuance of this RFI does not commit the Department to pay any expenses incurred by a Respondent in the preparation of their response to this RFI. This includes attendance at personal interviews or other meetings and software or system demonstrations, where applicable.
4. Issuance of this RFI in no way constitutes a commitment by the State of Maine to issue a Request for Proposal (RFP).
5. All responses should adhere to the instructions and format requests outlined in this RFI and all written supplements and amendments, such as the Summary of Questions and Answers, issued by the Department.
6. All submissions in response to this RFI will be considered public records available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA) (1 M.R.S. §§ 401 et seq.): [State of Maine Freedom of Access Act](http://www.mainelegislature.org/legis/statutes/1/title1sec401.html)
7. All applicable laws, whether or not herein contained, shall be included by this reference. It shall be Proposer’s/Vendor’s responsibility to determine the applicability and requirements of any such laws and to abide by them.

# **PART II INFORMATION SOUGHT**

The Department seeks information regarding an EHR and welcomes responses to this RFI, including creative suggestions and feedback to enhance and expedite all future processes while providing efficient, reliable and high-quality outcomes. Respondents are not required to submit responses pertaining to every question, but the Department encourages interested parties to respond to any or all relevant aspects of the RFI.

The Department seeks detailed yet succinct responses that demonstrate the Respondent’s experience and/or familiarity with the subject matter. **As this is not a competitive RFP process,** **Respondents must not provide any specific cost or customized pricing documentation in their response.**

1. **General Information** 
   1. Provide a brief overview of yourself and your organization, as applicable.
      1. Name of respondent
      2. Organization and affiliation
      3. Address (organizational, if responding on behalf of an entity)
      4. Contact information (phone number(s) and email address(es))
   2. Please identify your experience with providing a EHR system, as defined in this RFI.
2. **Feedback Requested**

The pandemic has highlighted the connection between education and health. Never before has there been such an awareness of the impact of community health on our schools. Registered nurses, licensed clinical social workers, school counselors, occupational therapists, and others are among the support staff providing essential services to students, yet our schools in Maine are not adequately equipped to efficiently and confidentially document these services in a way that is in line with professional best practices or can demonstrate their use or increased need. While some districts provide an EHR for some of these services, it is not consistent across the state and is not transferrable from one school to another as a student moves through the system.

Over time, implementing a EHR will reduce the disproportionate impact on vulnerable families who may not have awareness or access otherwise to these supportive systems apart from the school community. A comprehensive EHR will allow for uniform and confidential documentation of the services the support staff in schools are providing to all students, improve communication or referrals within school specialists, transfer these confidential records to a receiving school when necessary, and collect the needed data for state and federal reporting without requiring more of our local school staff.  In addition, aligned with public health service standards, a statewide comprehensive EHR supports the identification of health disparities and effectively directs response efforts to health needs in school communities fostering equitable distribution of resources in response to identified needs.

The Department seeks to increase efficiency in:

1. The coordination of screening and the provision of mental health services
2. The coordination of nursing and public health in SAUs
3. Billing to Medicaid funding for school-based services birth to 22 years of age
4. Coordinate the care of students receiving healthcare in school

The Department seeks information about solutions that will:

1. Consolidate the timely collection and accurate reporting of student data and information
2. Ensure differentiated, secure access to student data and maintain access history
3. Allow for interoperability with existing State and Local data systems and other authorized vendor programs
4. Provide for the creation of customizable student and aggregate reports for multiple user levels
5. Provide for the uniform system of documentation for social work, school counseling, or mental health professionals that is paperless, complete, and confidential in order to streamline any referral system and mandatory reporting to the state or national level
6. Provide a uniform system of documentation for health (nursing) services that is paperless, complete, confidential to streamline mandatory reporting to the state or national level
7. Be customizable to include evidence-based screening tools
8. Facilitate third party reimbursement to schools for healthcare provided to students
9. Have the ability to interact with the [state immunization registry system](https://www.maine.gov/dhhs/mecdc/infectious-disease/immunization/immpact.shtml)
10. Have record portability for access to be transferred from one school unit to another
11. Meet industry standards for privacy and confidentiality related to HIPAA and FERPA

# **PART III KEY RFI EVENTS AND PROCESSES**

## Questions

**1. General Instructions**

1. It is the responsibility of each interested party to examine the entire RFI and to seek clarification, in writing, if they do not understand any information or instructions.
2. Interested parties should use **Appendix B** (Submitted Questions Form) for submission of questions.
3. The Submitted Questions Form must be submitted by e-mail and received by the RFI Coordinator, identified on the cover page of this RFI, as soon as possible but no later than the date and time specified on the RFI cover page.
4. Submitted Questions must include the RFI Number and Title in the subject line of the e-mail. The Department assumes no liability for assuring accurate/complete/on time e-mail transmission and receipt.

**2. Question & Answer Summary**

Responses to all questions will be compiled in writing and posted on the following website: http://www.maine.gov/dafs/bbm/procurementservices/vendors/rfis. It is the responsibility of all interested parties to go to this website to obtain a copy of the Question & Answer Summary. Only those answers issued in writing on this website will be considered binding.

## Submitting the Response

1. **Responses Due**

Responses must be received no later than the date and time listed in the timeline above.

1. **Delivery Instructions**

Responses must be submitted to the RFI Coordinator, via e-mail, listed on the cover page of this RFI document.

1. **Response Format**

Responses to this RFI may be developed in a manner that suits the respondent. All information sough is included within the RFI and all submissions, regardless of format, will be reviewed. Respondents are asked to be brief and to respond to as much of the requested information as possible within the RFI. Clearly format the response to follow the outline of the RFI to allow for comparison and clarity.

# **PART IV REVIEW OF RESPONSES RECEIVED**

# **General Information**

1. The Department will review responses received for the purpose of gathering information and market research only. The Department will not score or rate responses received.
2. The Department reserves the right to communicate and/or schedule interviews/presentations with Respondents, if needed, to obtain clarification of information contained in the responses received and/or additional information to enhance marketing research efforts.

**APPENDIX A**

**STATE OF MAINE**

**Department of Education**

## RESPONSE COVER PAGE

**RFI# 202210176**

**Comprehensive Electronic School Health Record**

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| **Lead Point of Contact - Name/Title:** | | |  | | |
| **Organization Name (if applicable):** | | |  | | |
| **Tel:** |  | | **Fax:** |  | |
| **E-Mail:** |  | | **Website:** | |  |
| **Street Address:** | |  | | | |
| **City/State/Zip:** | |  | | | |

**APPENDIX B**

**State of Maine**

**Department of Education**

**SUBMITTED QUESTIONS FORM**

**RFI# 202210176**

**Comprehensive Electronic School Health Record**

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| **Organization/Responder’s Name:** |  |

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| **RFI Section & Page Number** | **Question** |
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*\* If a question is not related to any section of the RFI, state “N/A” under “RFI Section & Page Number”.*

*\*\* Add additional rows, if necessary.*