



Mental Health Mental Retardation
Authority of Harris County

**REQUEST FOR INFORMATION
DOCUMENT SCANNING AND IMAGING SERVICES
AUGUST 2011
Project# 12/0002**

This Request for Information (RFI) does not represent an order or obligation on the part of MHMRA of Harris County Texas to any recipient. All expenses involved with responses to this request are the sole responsibility of the Recipient.

Introduction

Mental Health and Mental Retardation Authority of Harris County (MHMRA) is one of the largest mental health centers in the United States, serving more than 30,000 persons in the Houston metropolitan area who suffer from mental illness and/or mental retardation. We serve the "priority population" – adults who are diagnosed with severe and persistent mental illness, children with serious emotional disturbances, and people diagnosed with moderate to severe mental retardation. The major divisions of the agency are: Adult Mental Health, Mental Retardation, Child & Adolescent Services, and Comprehensive Psychiatric Emergency Program (CPEP). CPEP includes a Psychiatric Emergency Service, 23 hour Observation, Crisis Stabilization Unit, Crisis Residential Unit, Mobile Crisis Outreach Team, and 24 hour Hotline.

The Mental Health Mental Retardation Authority of Harris County (MHMRA) invites qualified companies herein after referred to as "Provider," "Proposer," "vendor," or "Supplier" to submit information for **Document Scanning and Imaging Services** in response to this solicitation. MHMRA is the largest community based provider of clinical services to mental health and mental retardation consumers in the United States. The Agency has fixed pricing budgets and all pricing quoted should remain fixed for the duration of the contract. Our goal is to employ best practices and cost effectiveness.

RFI Purpose

The Mental Health Mental Retardation Authority (MHMRA) of Harris County is seeking a comprehensive Document Scanning and Imaging Services solution which enables the scanning of MHMRA documents that includes Medical Records, HR records, or any other documents MHMRA deems necessary to be scanned. In accordance to HIPPA regulations, Vendor must be able to secure all documents from time of pick up, and be able to provide and verify all tracking information, including chain of custody until boxes arrive back at MHMRA. MHMRA must have the discretion of how documents should be scanned; Vendor must be able to scan documents as multipage TIFF or searchable PDF. Vendor must also be able to read and index barcode pages which may contain up to 12 barcodes, along with a vendor provided separator page to break each barcode and following pages into a single document. Index values will need to be returned to MHMRA in a form that can be imported along with documents with MHMRA's current imaging system – Knowledge Lake Capture Server.

Our expectation is to seek out available solutions and review each product through an onsite review process at our Agency facilities.

Based on information available to us you are being contacted because we believe you may have a solution to MHMRA's request. If so, please provide any information that you deem necessary for this RFI. In addition, please provide your company's contact and background information for future contact with us.

Upon receipt of your information, we will assume that you are interested in being considered for an RFP, which will follow shortly after the review process. In addition, please indicate if you are interested in adding customizations to your application to suit our needs should the product not currently fulfill the desired result.

Schedule of Events and Timelines

RFI issue date:	Monday, August 8, 2011
Deadline for questions/clarifications to this RFI: (Close of business)	Monday, August 15, 2011
Deadline for responses to questions/clarifications: (Close of business)	Wednesday, August 17, 2011
Deadline for submission of RFI:	Wednesday, <u>August 24, 2011 @ 10:00 A.M.</u>
Demonstration/presentation of products/services (if necessary)	Mon-Fri., Aug. 29 – Sept. 1, 2011

Instructions to Recipients

1. You are requested to complete the enclosed questionnaire and return by **Wednesday, August 24, 2011 @ 10 A.M.**
2. All vendors responding to this RFI may be required to make a demonstration/presentation of products/services following the deadline for submission upon request by MHMRA. MHMRA shall not be responsible for expenses incurred by a vendor in the preparation and submission of Information. This provision also includes any costs involved in providing an oral presentation/demonstration of products/services.
3. Please list the question (included in the attached questionnaire) before each response.
4. All questions/clarifications must be submitted on or before Monday, August 15, 2011.

Electronic transmission via email is preferred for both questions/clarifications. The original Proposal, signed in ink, five (5) additional photocopies and an electronic copy (CD-ROM or Floppy) should be submitted in a SEALED ENVELOPE and delivered to the attention of:

Joycie Sheba's email: joycie.sheba@mhmraharris.org
Cc: sharon.brauner@mhmraharris.org
Phone: (713) 970-7116
Fax: (713) 970-7682
Address: MHMRA of Harris County
7011 Southwest Freeway
Houston, TX 77074
Attn: Joycie Sheba, Buyer II
Purchasing Department

Attachments

Exhibit A: Requirements for Document Scanning and Imaging Services

Exhibit B: Document Scanning and Imaging Services RFI Questionnaire

Exhibit A

REQUIREMENTS FOR DOCUMENT SCANNING AND IMAGING SERVICES

Responses should include:

- Name of vendor, Name of Product, mailing address, contact name, telephone number and email address.
- Copies of current product literature which includes the full capabilities as it pertains to our needs
- Brief Description of services and software available.
- Brief company profile
- A list of current customers who would be available for questions and/or on-site demonstrations

Exhibit B

DOCUMENT SCANNING AND IMAGING SERVICES RFI QUESTIONNAIRE

Please provide detailed information for all responses. Interested parties are encouraged to submit along with their RFI response any additional descriptive information about their services, which they believe, might be helpful in the review/evaluation/decision making of this process.

GENERAL

1. Please provide general literature with an executive summary – website references accepted.
2. What are your greatest strengths? How do you differentiate yourself from competitors?
3. Is your firm publicly traded or privately held?
4. In response to an RFP, would your firm provide the most recent financial statements or an independent auditor's statement?
5. Who is the contact for all correspondence (name, title, email address, phone number, etc.) related to this RFI? Who is the contact for any resultant RFP?

VENDOR PROFILE

1. How many years has your company been in business?
2. Does your company have a parent or partner company? If so, what is it and how long has this relationship existed?
3. What were your company's gross and net revenues during the last three years?
4. How many people in total does your company employ?
5. How many employees are dedicated to support, and implement this type of service?
6. How many customers have you provided document scanning and imaging services for? How many in Texas? How many Texas customers are Community MHMR Centers?
7. How many new customers have you acquired due to this type of services in the last two years?

8. Is your company involved now in any litigation with a customer or other entity? Within the past 3 years? If yes, briefly describe.

SUPPLIER QUALIFICATIONS

1. How are the background checks on all employees performed?
2. What is the average age of your scanners?
3. What model of scanners do you use?
4. Can you return index values from barcodes in a .csv file, if not, what other file types can you provide for importing index values?
5. How do you perform Quality Control and verify integrity of supplied .csv file for indexing that all index/barcode values have been captured and added the output file correctly with 100% accuracy?
6. How will you deliver digital form of documents and index files back to MHMRA?
7. How many pages can you scan and index in day?
8. Can you perform Image Quality Control on a page by page basis to ensure every page was scanned correctly?
9. Do you provide boxes for transport?
10. How do you track chain of custody for boxes? Can you provide a flow chart to demonstrate chain of custody for boxes/documents?
11. Explain your method of exporting our currently scanned documents from SharePoint?

TECHNICAL INFORMATION

1. Please provide information on your storage area?
2. Is there onsite security and cameras? Explain
3. Do you adhere to State of Texas HIPPA regulations with regards to Medical Records? Explain
4. How would you perform a test scan to verify process of importing documents to our imaging software is successful?
5. Can you perform an onsite demonstration of your process, or at least show a presentation on how your whole process works, from time boxes leave here to the time they get back?

COST

1. Describe your overall pricing model for this type of project?
2. What is your conversion/implementation *planning* cost?
3. What levels and types of support do you offer? Are these prices covered by the annual maintenance agreement or additional?
4. If there are late or special processing fees assessed, how are they determined?
5. If any of the components of your RFI are outsourced, provide an overview of your outsourcing pricing model.

IMPLEMENTATION SPECIFICATIONS

1. How much time do you require to respond to an RFP?
2. Given your experience with similar customers, what time frames are required for implementation? Please provide visibility by major milestone and time duration.

INTEREST

1. Are you interested in completing an RFP for this project?
2. If selected, would you or a representative from your company be available for a demonstration/presentation of your products/services?

REFERENCE

1. All vendors please submit with their RFI response a minimum of three (3) references where the interested party has provided service (within the last six months to one year) that pertains to this type of project/service. References shall include company name, address, telephone, fax number, email address and contact person. The interested parties must agree to authorize clients to furnish any information required by MHMRA to verify references provided, and for determining the quality and timeliness of previous work performed.