



## STATE OF INDIANA

### Request for Information 25-82982

Indiana Department of Administration

On Behalf of the  
Family and Social Services Administration and Indiana Veterans Home

Request for Information For:  
Electronic Health Record System

Response Due Date and Time:

~~September 8, 2025 @ 3:00 PM ET~~

**September 22, 2025 @ 3:00 PM ET**

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### Section One

#### General Information and Requested Products/Services

##### 1.1 Introduction

In accordance with applicable Indiana Code provisions, Rules, and Policies, the Indiana Department of Administration (IDOA), acting on behalf of FSSA and IVH, requires Electronic Health Record System for FSSA, DMHA, ISPHN, and IVH.

##### 1.2 Definitions and Abbreviations

Following are explanations of terms and abbreviations appearing throughout this RFI. Other special terms may be used in the document, but they are more localized and defined where they appear, rather than in the following list.

IC	Indiana Code
Installation	The delivery and physical setup of products or services.
Prime Contractor	Refers to the entity responding to the solicitation.
Products	Tangible goods or manufactured items as specified in this solicitation
Proposal	An offer as defined in IC 5-22-2-17

Respondent	An offeror as defined in IC 5-22-2-18; and any entity or person who does business with the State and is registered as same. The State will not consider a proposal responsive if two or more offerors submit a joint or combined proposal. One entity or individual must be clearly identified as the company who will be ultimately responsible for performance of the contract.
Services	Work to be performed as specified in this solicitation
State	The State of Indiana
State Agency	As defined in IC 4-13-1, "State Agency" means an authority, board, branch, commission, committee, department, division, or other instrumentality of the executive, including the administrative, department of State government

### 1.3 Purpose of the Request for Information (RFI)

The purpose of this RFI is to gather feedback and information for the Family and Social Services Administration regarding a Electronic Health Record System. Responses to this RFI will provide important input for the State's implementation of a Electronic Health Record System. The feedback and information gained from this RFI may be used in the development of a future competitive solicitation process, leading to the designation of a provider(s) best suited to meet the State's needs. The State may elect to limit participation in any future competitive solicitation to vendors that respond to this RFI.

### 1.4 Background

The Indiana State Psychiatric Hospital Network (ISPHN) provides comprehensive, holistic, and compassionate inpatient psychiatric care to Hoosiers of all ages who have been involuntarily ordered to hospital treatment. To support this mission, ISPHN uses an integrated Electronic Health Record (EHR) system to ensure thorough documentation and seamless delivery of care. The EHR interfaces with applications that manage medication administration, pharmaceutical inventory, clinical documentation, medical records, lab and imaging results, dietary orders, billing, reporting, and communication with external providers.

### 1.5 Goals

This project involves the selection, implementation, and support of comprehensive Electronic Medical Records (EMR) system designed to meet the clinical, administrative, and regulatory needs of

- Acute care hospitals
- Long term care facilities

The EMR system must facilitate seamless, secure, and compliant documentation, data sharing, and workflow integration across diverse healthcare environments.

See Attachment C - Scope of Work supplemental information

## 1.6 RFI Outline

Attachment	Description
Attachment A	Q&A Template
Attachment B	Prior RFP Zip
Attachment C	Scope of Work
Attachment D	Infrastructure Overview
Attachment E	AI Technical Questions

Respondents should submit responses to the RFI describing how they will meet the specific requirements of this RFI, and the deliverables included within. All narrative responses must be provided to the State in Microsoft Word format. Respondents must structure their responses according to the sections outlined below to facilitate the State’s review of the responses. **THE TOTAL RESPONSE SHOULD NOT BE MORE THAN TWENTY-FIVE PAGES IN LENGTH.**

If you would like to provide response/feedback to this RFI for a potential solicitation for FSSA, you must provide your response to the State as shown in the RFI Timeline and Response Submission section below.

## 1.7 Summary of Milestones

The following timeline is only an illustration of this RFI process. The dates associated with each step are not to be considered binding.

Key Dates	
Activity	Date
Issuance of RFI	July 30, 2025
Deadline to Submit Written Questions	August 11, 2025 by 3:00 PM Eastern Time
Response to Written Questions/RFI Amendments	<del>August 25, 2025</del> <b>September 8, 2025</b>
Due Date for Submissions	<del>September 8, 2025 by 3:00 PM Eastern Time</del> <b>September 22, 2025 by 3:00 PM Eastern Time</b>
Demonstrations/Oral Presentations (if requested)	tbd

## 1.8 Question/Inquiry Process

All questions/inquiries regarding this RFI must be submitted by the date and time outlined in Section 1.7. Questions/Inquiries may be submitted in **Attachment A**, Q&A Template, via email to [KMarch@idoa.IN.gov](mailto:KMarch@idoa.IN.gov) no later than 3 pm ET on the date listed in section 1.7.

The subject line of the email submissions must clearly state the following:

**“RFI 25-82982 Questions/Inquiries – [INSERT COMPANY NAME]”**

Following the question/inquiry due date, Procurement Division personnel will compile a list of the questions/inquiries submitted by all Respondents. The responses will be posted to the IDOA website according to the timetable established in Section 1.5. Only answers posted on the IDOA website will be considered binding and valid by the State. No Respondent shall rely upon, take any action, or make any decision based upon any verbal communication with any State employee.

If it becomes necessary to revise any part of this RFI, or if additional information is necessary for a clearer interpretation of provisions of this RFI prior to the due date for submissions, an Addendum will be posted on the IDOA website. If such Addenda issuance is necessary, the Procurement Division may extend the due date and time of submissions to accommodate such additional information requirements, if required

## 1.9 RFI Clarifications and Discussions

The State may request written responses from and/or remote meetings with Respondents of this RFI. These could include but are not limited to, requests for additional information or clarification on the information provided. Invitations may be extended to Respondents of this RFI subsequent to the receipt of responses, including but not limited to demonstrations of proposed solutions.

## 1.10 Confidential Information

Subject to State law, all information submitted in Respondents’ responses to this RFI 25-82982 are deemed deliberative. If a competitive solicitation results from this RFI, the information contained in the RFI response will be deemed a public record once the resulting solicitation has been awarded and the protest period has ended.

However, proprietary information may be kept confidential if requested and marked clearly in your response submission as “CONFIDENTIAL MATERIAL.” It is the responsibility of the Respondent to ensure that all confidential information is easily identifiable as confidential.

The Public Access Counselor (PAC) provides guidance on APRA. Respondents are encouraged to read guidance from the PAC on this topic as this is the guidance IDOA follows:

- [18-INF-06; Redaction of Public Procurement Documents Informal Inquiry](#)

If the Respondent does not identify the statutory exception, the Procurement Division will not consider the submission confidential. The State also may seek the opinion of the PAC for guidance at the States discretion.

### 1.11 Due Date for Submissions

Respondents interested in providing information to IDOA should submit responses via email to [KMarch@idoa.IN.gov](mailto:KMarch@idoa.IN.gov). All responses must be received no later than September 8, 2025 by 3:00 PM ET. The subject line of the email submission must clearly state the following:

**“RESPONSE TO REQUEST FOR INFORMATION 25-82982”**

Any information received after the due date and time may not be considered.

No more than one RFI response per Respondent may be submitted.

Templates outlined in this document should be returned in their native file format.

The State accepts no obligations for costs incurred by Respondents in anticipation of being awarded a contract.

## **Section Two**

### **Response Preparation Instructions**

#### **2.1 Respondent Requirements**

In order to respond to this RFI, the vendor must have a solution that can provide the services described in the Scope of Work document and this RFI Main Document for FSSA.

#### **2.2 Response Instructions**

Responses should follow the outline provided below. Responses must be kept to a limit of twenty-five pages. Any attachments, appendices, graphics, or timelines not contained in the main body of the document will count towards this page limit.

##### **A. General Information**

1. Please provide the following information about your organization:
  - a. Legal Name of Organization
  - b. Contact Name/Title
  - c. Contact E-mail Address
  - d. Organization Web Site
  - e. Years of Experience Providing Similar Services/Systems

##### **B. Experience**

1. Please describe any current or past solutions your organization has designed, implemented, and/or operated that are relevant or similar in nature to the requirements outlined in this RFI, especially in a government environment. Provide specific examples where possible and how much of the solutions were custom vs. out of the box.

##### **C. Proposed Solution Overview**

Please describe your organization's proposed FSSA Solution based upon the goals described in this RFI. Specifically, please outline the following (referencing experience where applicable):

1. Overview
  - a. Describe your proposed solution for these services and your deployment model. Include details on system installation, updates, and test environments.
  - b. Describe the out-of-the-box features that support State goals and which features would require customization.
  - c. Describe how users' access this, how this access is monitored, and by whom.
  - d. Describe how data ownership and retention is handled.
  - e. Describe the system back-up and disaster recovery processes and systems in place.
  - f. Describe your proposed process for addressing any defects and developing/implementing any necessary enhancements.
2. Mobile Capabilities
  - a. Describe what mobile capabilities, if any, will be available to Suppliers. If your software does offer mobile functionality, please outline what information will be accessible to Suppliers.
3. Financial Data/ Security
  - a. Describe how you will ensure that State information will be kept secure and confidential.
4. Data Enrichment

- a. Describe your suite of data enrichment tools and services, and if / how this suite identifies and validates the status of supplier diversity to ensure reporting metrics are accurately represented.
  - b. Describe the process and necessary requirements for the migration of historical data into your software.
5. Spend Analysis Tools
  - a. Describe your suite of spend analysis tools and if / how this can be used to track and report on diverse spend by multiple facets including category, supplier, location, and type of diversity certification.
  - b. Will dashboarding provide trends summarized clearly?
  - c. Will users have the ability to search by company name, vendor number, partial name, or owner's name?
  - d. Will users have the ability to track and monitor all contracts and subcontracts?
  - e. Describe any tools, and if / how this tool can measure the impact your organizations spend has on the local communities through economic impact reporting.
6. Supplier Discovery Solutions
  - a. Describe any supplier discovery solutions and if / how this procurement network provides FSSA with a searchable database of validated diverse suppliers to grow their diverse supplier portfolio.
7. Supplier Registration Portals
  - a. Describe any supplier registration portals, and if / how this portal gives DSD a channel to collect and manage a centralized repository of supplier data.
  - b. Explain if this portal will allow diverse suppliers to self-report their status and upload diversity certifications.
8. Diversity tools
9. Maintenance and Operations
  - a. Outline any ongoing maintenance and operations occurring following the time at which the system goes live.
  - b. If maintenance and operations are provided by a third party, please provide the name of the third-party service provider, and detail the role of said provider.
10. Other Innovative Functionalities
  - a. Describe any innovative functionalities or solutions you propose.

#### **D. Implementation**

1. Please describe your proposed implementation process, including any applicable software customizations, data transfer requirements, training, etc.
2. Please outline the estimated implementation time period required for your proposed solution, including any potential barriers to implementation.
3. What resources are required from the State for successful implementation and management?

#### **E. Staffing Structure**

1. Please outline the key staff positions, number of staff, and proposed education levels that would be required to provide your proposed Solution for FSSA.

#### **F. Customer Service**



1. Describe the full suite of customer service and technical support offerings provided to both the State and State Suppliers. Specify whether your customer service capabilities will include in-person, telephone, and/or virtual options. Provide the hours of operation for any customer service support.

**G. Training and Support**

1. Describe the training plan, materials, and process for both initial and ongoing needs.

**H. Performance Measures**

1. Please describe any performance measures your organization believes are important to track for potential future FSSA Solutions.

**I. Product Demonstration**

1. In addition to written RFI responses, FSSA may invite any or none of the Respondents to make optional, focused, virtual demonstrations of experience, offerings, methodologies, and expertise applicable to the response. Please recommend an amount of time for a demo of your system's capabilities.

**J. Estimated Cost**

1. Please detail the potential cost for your proposed FSSA Solution, including design, customization, and implementation costs as well as ongoing operation and maintenance costs. Where feasible, please break out these proposed costs as much as possible (e.g., proposed hours and hourly rates, customization costs, and/or costs for ongoing operation, etc.).