

COVER PAGE
PIKE COUNTY HEALTH DEPARTMENT



ELECTRONIC HEALTH RECORD
Request for Proposal

1/09/2026

Overview

Pike County Health Department is seeking to implement an electronic health record (EHR) system specific to local public health operations. Ease of use, connections to other state and local systems, patient appointments and reminders are among the technology improvements that are important in this search as Pike County Health Department desires to move away from paper charting.

Pike County Health Department seeks the assistance of an experienced company that can accomplish all the functionality identified in this RFP. Pike County Health Department also seeks a company that has the capability of integrating additional features and functionality that may be identified in the future. The experienced company should have a team of experts who understand local governmental public health, to help us achieve our vision all while providing 24/7/365 support.

Situational Analysis

Pike County Health Department is seeking to enter into a professional services agreement with a qualified vendor to tailor and implement a new EHR based on the above strategy. Pike County Health Department currently documents health care encounters using paper forms in conjunction with several state systems for immunizations, prescribing, patient management, lab reporting etc. Pike County Health Department currently uses Microsoft Office calendars for patient appointments and lacks an efficient method for patient appointment reminders.

Background

Pike County Health Department (PCHD) is the local public health agency serving the residents of Pike County in eastern Kentucky. PCHD is a non-profit public service agency governed by the Pike County Board of Health, with a mission “to provide services and education to safeguard the health of our community” and a vision of leading the community in prevention. PCHD has provided public health services to Pike County’s citizens for nearly a century and continues to play a central role in protecting and promoting community health.

From its main location in Pikeville, an additional clinic site in Belfry, and with a third location in Phelps projected to be completed by late-summer or early fall (2026). PCHD delivers a broad array of clinical and community-based services, including immunizations; family planning; chronic disease prevention and management (such as diabetes services); WIC and breastfeeding support; HANDS home-visiting services for new and expectant parents; sexually transmitted disease (STD)/HIV testing and treatment; tuberculosis services; cancer prevention programs; environmental health and plumbing inspections; tobacco prevention; and vital statistics services; cancer prevention programs; environmental health and plumbing inspections; tobacco prevention; and vital statistics services. In partnership with local and statewide organizations, PCHD also operates the BearCare Public Health Dental Clinic, which provides preventive and restorative oral health services to uninsured, underinsured, and Medicaid-enrolled children in Pike County.

At present, PCHD documents most clinical encounters using paper medical records alongside several state-operated electronic systems for immunizations, prescribing, patient management, laboratory reporting and other program-specific functions. Appointment scheduling is primarily managed through Microsoft Office calendars, and PCHD lacks an integrated solution for patient reminders and consolidated clinical/billing workflows. This fragmented approach creates inefficiencies, increases the risk of documentation errors, and limits PCHD’s ability to generate timely, comprehensive data for grant reporting, quality improvement, and population health analytics.

To better support its multidisciplinary team—which includes public health nurses, advanced practice providers, physicians, dentists and dental hygienists, social workers, health educators, environmental health specialists, administrative staff, and billing personnel—PCHD seeks to implement an integrated electronic

health record (EHR) and payment management system specifically configured for local public health operations. The future system will streamline documentation and billing, enhance care coordination across programs, improve patient engagement through scheduling and reminder capabilities, and position PCHD to participate more fully in statewide health information exchange and other emerging data-exchange initiatives.

The number of anticipated system users is approximately 20 staff across clinical, administrative, and billing roles.

Specifications

The EHR must be a fully integrated, user-friendly system capable of tracking, documenting, and storing all actions from the first patient interaction until billing completion. To this end it must be compliant with all legal and professional standards while being capable of tracking and reporting needed data to maintain all grant standards current, and the ability to adapt to future needs, including potential of expansion to interface with the Kentucky Health Information Network.

The following are specifications for the electronic health records and payment management system:

- System software, which includes:
 - All CPT and ICD upgrade current and future
 - Federal Meaningful Use MU
 - Clearinghouse charges for connectivity to commercial and government payers including Medicaid, Medicare, BCBS, etc.
- Implementation which includes:
 - Training for staff prior to 'go-live' date
 - Availability of vendor IT support on 'go-live' day
 - Import data from .xls or .csv files
 - Template assistance for data management needs
- System Interoperability
 - Bi-directional Connection to state Immunization registry through HL7 2.5.1 and SOAP Transport Layer
 - Connection to state HIE
- Data conversion (from .xls or .csv files)
- Remote Training/IT Support after implementation
- Upgrades/updates for system
- Client Eligibility search function
- Build custom forms or import forms in the system
- Patient ID Scanning
- Patient Portal
- Scheduling function
- Multi-site/clinic support for current and planned locations, including location-based scheduling, role-based access controls, and consolidated clinical/financial reporting across sites.
- Claims billing & submission
- Payment postings
- Client reminder system
- Report functions for clinical and financial data
- Reports (Patient, Clinical, Billing, Financial and others)
- Data management back up system
- Have up-to-date HIPAA security and privacy plans and cooperate in investigating security incidents
- Ability to function or to print clinical paper forms to use when system is down due to power outages or maintenance issues

- Provide core patient care data via a PDF format or Continuity of Care (CCD) export (in XML text format) upon request
- At least three references of other EHR users

Format for Proposal

Pike County Health Department will evaluate vendor experience, qualifications and capabilities for developing and implementing a new Pike County Health Department EHR. The response should be formatted to address all items outlined below:

Responders are required to submit a written narrative addressing each of the underlined section items including section bullets:

All proposals submitted in response to this RFP must contain the following information in the stated order:

- Name, address, telephone number, facsimile number of the vendor
- Description of the vendor (corporation, partnership, etc.) and year established
- State of incorporation, if any, and type of ownership
- Names of all partners, principals and/or owners of the vendor
- Name and biography of all proposed vendor(s)/facilitator(s)
- Name, title and business address of person responsible for submitting the proposal
- List of proposed subcontractors, if any, and the scope of work they will perform
- Description of the scope of involvement of Pike County Health Department staff
- Narrative proposal on what approach you will take to implementing an electronic health records and payment management system in Pike County.
- Narrative proposal on scope of work as identified above
- An estimate of time required to complete the project and a proposed timeline of work tasks, with the date of final completion of the project.
- A breakdown of the vendor's rates, fees and charges for services, by phase and for total project, and a proposed payment schedule.
- At least three references, including individual contact name, name of company and phone number, the County may contact regarding the installation of an electronic medical records and payment management system in an organization of comparable size and scope.

Proposed Cost

All-inclusive/Lump Sum pricing is required. Pricing should include:

- Development cost
 - o Days/hours of training, number of employees to be trained, on-site or virtual
 - o All products/functionality included
- Cost for future

Additional Company Products (if applicable)

- Provide brief descriptions of additional products offered by the company

Proposal Procedures

Anticipated Proposal Schedule

EVENT	DUE DATE
RFP Issued	Friday, January 16, 2026
Deadline for submitting questions	Friday, February 6, 2026, by 4:00 p.m. Eastern

Distribution of responses to questions	Wednesday, February 11, 2026
RFP SUBMISSION DUE DATE	Monday, March 2, 2026, by 4:00 p.m. Eastern
Method and deadline of submittal	ELECTRONIC copy in .pdf. Be sure to email to both addresses provided.
Interviews/Demonstrations (if needed)	Week of February 9–13, 2026
Anticipated award	Friday, March 27, 2026 *Date Subject to Change*

*Dates subject to change.

*Funding Contingency: Issuance of a contract and any Notice to Proceed are expressly contingent upon grant award and availability of grant funds. If grant funding is not awarded or is delayed, Pike County Health Department reserves the right to cancel this solicitation, delay award, or modify the project schedule and scope.

Inquiries and Addenda

All inquiries concerning this project or the scope of work must be made no later than Wednesday, February 11, 2026 and should be directed to **Jimmie Cecil** jimmie.cecil@ky.gov & **Payton May** may.payton@bitsourceky.com. Questions must be submitted in writing, e-mail **Jimmie Cecil** jimmie.cecil@ky.gov & **Payton May** may.payton@bitsourceky.com. All questions will receive a written response and will be emailed by time Wednesday, February 11, 2026.

Submissions of Proposals

Submissions must be received by **Monday, March 2, 2026, by 4:00 p.m. Eastern**. Electronic copies in .pdf must be emailed to **Jimmie Cecil** jimmie.cecil@ky.gov & **Payton May** may.payton@bitsourceky.com with a subject line "Pike County Health Department EHR Submission"

Submittals that are not received on or before the specified deadline will not be accepted (no exceptions). Pike County Health Department reserves the right to request follow-up information or clarification from vendors in consideration. Vendor is responsible to ensure delivery by the date and time included. Any questions regarding the specifications or the process are to be addressed to Pike County Health Department Administrative Resource Center at 606-509-5527.

Effective Period of Proposals

All proposals must remain valid for 90 days after the proposal due date.

Evaluation of Proposals

Submission of proposals will be evaluated as follows:

- (1) An offeror's technical qualifications and experience will be evaluated; (see criteria below)
- (2) Interviews may be conducted with only the most qualified offerors with the best responsive submissions.

Firm selection will be based on the following weighted criteria:

25 points Experience and capability of staff available for the project.

- 30 points Past record of performance of the design and implementation of a website. Will focus on recent projects, with respect to such factors as quality of work, ability to meet schedules, and strength of references. Cost estimates of the project will be considered.
- 25 points Ability to perform work, availability of staff, projects currently in process and services to be provided by outside consultants if any.
- 15 points Capacity and capability of the firm to perform the work.
- 5 points Experience with county government officials and government projects.

Selection Process

The selection process will involve the following phases:

Phase 1: A Pike County Health Department review team will evaluate vendor submittals. The initial review will determine conformance to submission requirements and whether responses meet minimum criteria established above and determine the top proposals and notify a short- list group of firms to move onto Phase 2.

Phase 2: In person or remote demonstration of product and Interview of RFP respondents.

Phase 3: The review team will check references given.

Phase 4: The selection of the winning proposal and the execution of a contract, while anticipated, is not guaranteed by the County. The County reserves the right to determine which offering is in the County's best interest and to award the contract on that basis, to reject any and all offerings or portions thereof, waive any irregularities of any offering, negotiate with any potential offeror (after proposals are opened) if such is deemed in the best interests of the County.

Other Information

Rejection of Rights

The Pike County Health Department Board of Commissioners reserves the right to reject any and all submittals for business reasons and reserves the right to resolicit proposals or change the closing date for any such business reason.

Anti-Discrimination Clause

Pike County Health Department is an equal opportunity employer and will not discriminate against any proposer because of race, color, religion, sex, sexual orientation, gender identity or national origin. Any person or group which enters into a contract with the County must agree to comply with any and all applicable federal and state laws regarding the prohibition of discrimination. All vendors, by submitting a proposal, shall accept the affirmative duty to ascertain and comply with such laws.

Cost of Preparation

No reimbursement will be made for any costs incurred prior to a formal notice to proceed under any appropriately executed contract. Pike County Health Department will issue a Notice to

Proceed only after confirmation of grant award and availability of funds; if grant funding is not awarded, the Department may cancel the procurement without liability.

Public Information

All information submitted by any vendor in response to this Request will be considered public information on and after the date that the County awards a contract or rejects all submittals.