



YUROK TRIBE
REQUEST FOR PROPOSAL
ELECTRONIC HEALTH RECORDS SYSTEM
CONSULTANT

Yurok Tribe
190 Klamath Blvd.
Klamath, CA 95548

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Dear Prospective Bidder:

The Yurok Tribe (the "Tribe") is seeking **a consultant to assist with transitioning to a new Electronic Health Records (EHR) system.** Technical questions or requests for clarification shall be directed, in writing, to the email address below. The Tribe's responses to a proposer's question(s) will be provided via return email only to the proposer asking the question(s), and not shared with other respondents.

RFP Bid Response Representative:

- Name: Springwind Marshall
- Company: Yurok Tribe
- Address: PO Box 1027
- City, State, Zip: Klamath, CA 95548
- Telephone: 707-445-2422 x1925
- Email Address: smmarshall@yuroktribe.nsn.us

1. General Information

Key Dates:

The following table outlines the Tribe's key dates and events in this RFP process:

<u>Date</u>	<u>Event</u>
2/14/25	RFP is Available
2/14/25 – 3/21/25	Questions and Answer Period
3/21/25	Deadline for receipt of proposals to the Tribe's Office
3/24/25 – 3/28/25	Oral interviews with selected respondents
3/31/25	Selection completed/contract negotiations begin

Proposal for Submission Instructions:

Submit a single electronic PDF file of your proposal to the RFP Bid Response Representative, preferably by email, by 5:00pm (PT) on the deadline date.

2. Rules Governing Proposals

Confidentiality:

The content of all proposals will be kept confidential throughout the selection process and afterward. Copies of any proposal will not be shared with other respondents.



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Late Submissions:

Proposals not received prior to the date and time specified will not be considered and will be returned to the proposer unopened.

Acceptance / Rejection of Submittal:

The Tribe reserves the right to reject any or all responses to this RFP, to waive minor irregularities in any proposal or in the RFP procedures, and to accept any proposal presented which meets or exceeds these specifications and which is deemed to be in the best interests of the Tribe. However, the requirements for timelines shall not be waived.

Proposal Evaluation:

A committee of individuals representing the Tribe will perform the evaluation of all proposals. Following this evaluation process, the committee may elect to ask certain respondents to complete an oral interview before the committee. The purpose of the interview is to allow those further selected firms expansion and discussion of their written responses.

Oral Interviews:

Oral interviews are provided at the sole discretion of the Tribe and are for the purposes of allowing the Tribe to broaden their understanding of certain selected respondents.

Final Selection:

The final selection of the successful respondent(s) is scheduled to be completed by **Friday, March 31st, 2025**.

Insurance Requirements:

Include Proof of Insurance furnished by the respondent's carrier to guarantee the respondent is properly insured. The respondent, once awarded, must file with the Tribe certificates of insurance prior to the commencement of work as additionally insured with Liability Insurance, Comprehensive General Liability insurance, and Professional Liability insurance.

Respondent shall require and verify all subcontractors, if applicable, maintain insurance, including workers' compensation insurance, subject to all of the requirements stated herein prior to work.

3. Selection Criteria

- Specialized experience, capabilities, and technical competence, which the organization may demonstrate with the organization's proposed approach and methodology to meet the project requirements.



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- Specialized and qualified project team members with an extensive list of qualifications, education, and relevant experience for each.
- Records from previous projects, quality of work, ability to meet schedules, cost control and contract administration.
- If a qualified Native American-owned company comes within 5 % percent of the lowest qualified bidder's total bid, that company may match the lowest bid and receive the award unless the original lowest bidder is a Native American-owned business. A Native American-owned business must be a non-profit or for-profit entity where an Indian or Indians own at least 51% interest and where such Indian or Indians have managerial and operational control of the business operations. Other factors can be found in section 4403 of the Tribal Employment Rights of the Yurok Tribe. The ordinance and other TERO documents can be found at the following link <https://www.yuroktribe.org/tero> . Any contractor claiming Native American preference shall fill out and submit the Application for Contractor/Business Certification.
- Contractors must comply with the YTC for work funded by or conducted on behalf of the Yurok Tribe, including the contractor providing the TERO Office with an Indian Preference Plan, describing how the contractor intends to meet those obligations. See [YTC4501-4602](#).
- All professional services contracts are subject to the Tribe's Employment Rights Ordinance (TERO) and policies and a 1% TERO fee will be assessed on services. See [YTC4601-04](#).

4. Project Description

The Yurok Tribe is soliciting proposals from qualified consultants to assist with the transition from TherapyNotes.com to a new Electronic Health Records (EHR) that meets the clinic's operational, clinical, and compliance needs. This transition aims to improve efficiency, data security interoperability, and overall patient care.

Proposed bidders will need to implement a new EHR system that aligns with the clinic's needs and regulatory requirements, ensures seamless data migration from TherapyNotes.com, provide comprehensive staff training for system adoption, establish technical support and system maintenance protocols, and maintain compliance with HIPAA, HITECH, and other relevant regulations.

Scope:

- a) **Project Management & Planning:** Conduct an initial assessment of the current system and clinic needs. Develop an implementation roadmap with key milestones and timelines. Identify and manage potential risks in the transition process.
- b) **System Selection & Configuration:** Assist in selecting the most suitable EHR system based on Yurok Health and Wellness Center's requirements. Configure the new EHR to align with workflows, patient records, and provider needs. Integrate with existing systems, including billing, laboratory, and pharmacy.
- c) **Data Migration & Security:** Perform a full data audit of current records in TherapyNotes.com. Develop a secure data migration strategy ensuring minimal data loss. Test and validate data accuracy post migration. Implement cybersecurity measures and access controls for data



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protection.

- d) Training & staff Support: Provide training sessions for providers, administrative staff, and IT personnel. Offer hands-on support during and after the transition. Develop user manuals and on-demand training resources.
- e) Compliance & Regulatory Requirements: Ensure the new EHR system meets HIPPA, HITECH, and federal regulations. Address interoperability requirements with Indian Health Services (IHS) and other regulatory bodies. Implement audit trails and compliance monitoring tools.
- f) Go-Live & Post-Implementation Support: Establish a phased roll-out approach to minimize disruptions. Conduct real-time troubleshooting and technical support. Provide ongoing system updates and optimization strategies.
- g) Deliverables: Comprehensive project plan and timeline. Data migration and validation report. Fully configured EHR system. Training materials and user guides. Compliance certification documentation. Post-implementation support plan.
- h) Timeline: The estimated project timeline is 6-9 months, with key milestones including:
 - i. Month 1-2: Assessment & EHR Selection
 - ii. Month 3-4: Data Migration & Configuration
 - iii. Month 5: Staff Training & System Testing
 - iv. Month 6: Go-Live & Initial Support Phase
 - v. Month 7-9: Ongoing Support & Optimization
- i) Budget & Cost Estimate: Should include system procurement, data migration, training, and technical support. A breakdown of licensing, implementation, and maintenance cost is required.

5. Response Format (pages are maximum allowed)

- a) Letter of Interest (1 page)
- b) Qualifications of the Respondent (2 pages)
- c) Detailed Presentation of methodology and approach of the Respondent's Team (5 pages)
- d) Specific Project Expertise that relates to the Project Description (5 pages)
- e) Fee Schedule and timeline of completion (1 page)
- f) References (1 page)
- g) Signatures of Representatives

6. Evaluation of Criteria



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The proposals will be evaluated based on the following criteria and point ranges:

Evaluation Criteria	Points
Proposed approach to scope of work	0-20
Level of experience with Tribal health organizations	0-20
Compliance expertise with federal and state regulations	0-20
Quality of training and post-implementation support	0-20
Cost	0-20
References	0-10
Native American preference	0-10
Veteran preference	0-10
Interview, if conducted	0-20
Met all proposal requirements in Request for Proposal	0-10
Total:	0-160