

**GNMH Request for Proposals for Electronic Health Record (EHR)  
Project Management Consultant**

**Introduction**

Greater Nashua Mental Health (GNMH) is seeking a Project Management Consultant to provide guidance and assistance in the selection of a new electronic health record (EHR) system, including identifying primary objectives and target dates related GNMH requirements and Vendor SLA (Service Level Agreements). The system to be selected must either meet the organization's clinical, operational, financial, reporting, and regulatory requirements; or be designed in a manner that will allow integration with other products to realize expected functionality. Selected technology is expected to be responsive to changing needs related to organizational operations and record keeping over time. GNMH is seeking a consultant with the flexibility to manage the selection project working closely with GNMH's Information Technology (IT) Team. It is GNMH's intention that staff from other disciplines will be directly involved in many aspects of the project. Qualified consultants should have experience and resources available to facilitate the EHR selection process, exceptional project management skills and facilitation experience. Responses should include information about the company's relevant project experiences in this and related areas, as well as references.

**Background**

Greater Nashua Mental Health is 501c3 nonprofit organization and one of 10 state designated community mental health centers in NH, providing comprehensive behavioral health services to approximately 5,000 individuals annually. GNMH provides an array of evidence-based mental health and substance use disorder services to individuals of all ages, specialized services for the deaf and hard of hearing, and primary health care to for individuals aged 16 and up. GNMH's primary service catchment area is the Southern Hillsborough County region including Nashua, Amherst, Brookline, Hollis, Hudson, Litchfield, Mason, Merrimack, Milford and Mont Vernon, and a statewide service area for both the Deaf and Hard of Hearing and SUD programs.

Mental health services are available for children and adults and include intake and assessment, psychological assessments, court ordered mental health evaluations, case management, individual and group therapy, community based functional support services, psychiatric services, Assertive Community Treatment (ACT) teams, Rapid Response Mobile Crisis Assessments, short term Crisis Apartments, outpatient crisis services, short and long term housing assistance and supports, Individual Placement and Support Supported Employment (IPS-SE), health mentoring, co-occurring disorder treatment, and a mental health court program. Substance use services include individual and group therapy, an Intensive Outpatient Program (IOP), LADAC evaluations, and a drug court program. The Integrated Care program provides primary health care currently in partnership with a local Federally Qualified Health Center (FQHC).

**Point of Contact**

Questions and correspondence regarding this solicitation should be directed via email to the primary GNMH Contact:

Maureen Ryan  
Chief Operating Officer  
[ryanm@gnmhc.org](mailto:ryanm@gnmhc.org)

## Scope

The Scope of Work outlined below has been established to serve as a reference in the preparation of the proposal, respondents may offer additional services which support the goals of this RFP.

Roles and/or Required services for EHR Project Management Consultant are as follows:

- Provide project management and facilitation services in developing a needs assessment. GNMH wishes to have a consultant establish subject matter expert work groups consisting of various clinical and employee groups and facilitate on-going meetings to review, confirm, enhance, and update a needs assessment to define EHR functionality expectations desired by GNMH.
- Provide consultation developing market assessment identifying EHR software that will meet functionality and affordability specifications.
- If it is determined an RFP or RFI is appropriate the consultant is accountable for the complete development of the RFI/RFP document package; RFI/RFP distribution plan; and development of RFI/RFP evaluation instruments.
- The selection process should involve the assessment of multiple vendors to ensure inclusion of any possibly innovative or non-traditional software solutions. It is anticipated that EHR systems may vary widely in approach, therefore GNMH wishes to have comprehensive evaluation instruments which will allow fair and unbiased evaluation.
- Assist the GNMH project team in coordinating, structuring, and conducting the evaluation process including vendor demos and reference reviews.
- Report findings and recommendations to the designated GNMH project lead.
- Meet with GNMH Project Lead, Senior Leadership Team (SLT), subject matter work groups, and finance/purchasing staff and others as needed by conference call, video conference, or in person as requested.
- Upon selection of the EHR system, work with the GNMH project lead to develop and implement negotiation strategy and secure favorable purchase, implementation, and reoccurring cost terms.
- Work with the GNMH project lead, IT department and EHR vendor to develop implementation planning primary objectives and target dates, with necessary levels of GNMH resource commitment and appropriate vendor SLA (Service Level Agreements) for implementation and ongoing support.

## Proposal Requirements

Interested parties should submit the following for consideration:

- Name of Vendor, local address, telephone number, e-mail address and contact name.
- Background information, including brief history of the Proposer's firm and a description of all services it provides.
- Draft Project Plan including approach, deliverables, estimated timeline for completing the scope of work and any potential problems or obstacles perceived with the project as proposed.
- Qualifications and experience of the Proposer specifically related to the services sought by this RFP.
- At least three (3) business references (including names of individuals, their titles, organizations, mailing address, telephone number, and e-mail address) relative to provision of a similar project in both size and scope.
- Cost proposal which clearly identifies all elements of cost and billing practices, including cost categories.
- Any contingencies or conditions on the proposal.
- Any conflict of interest (financial, personal, or other) which may create, or cause the appearance of, a conflict while acting as a consultant of GNMH on this matter.

### **Timeframe**

- GNMH is looking to contract with a consultant for this project on or before July 1, 2022
- GNMH is looking to complete EHR implementation by June 30, 2023

### **Confidentiality**

The consultant and sub-contractors shall abide to health information privacy laws set forth in the Health Insurance Portability and Accountability Act (HIPAA) and CFR42 part 2.

### **Quality**

All work shall be performed as specified in the final contract and in no way, shall any time limits set forth by the consultant interfere with the quality of work performed and compliance with the agreement. All work performed under the agreement shall satisfy, as a minimum, the requirements and standards set forth herein.

### **Proposal Submissions**

Responses to this RFP are due May 27<sup>th</sup> and should be mailed to:

Maureen Ryan, COO  
Greater Nashua Mental Health  
100 West Pearl St.  
Nashua, NH 03060