

Bid No. SP-18-0034 – EHR and Billing System Contract Negotiations Agreement

Pursuant to R15:19-11-229, the State determined it was in its best interest to conduct negotiations with the top scoring Bidder to RFP SP-18-0034. This document, Contract Negotiations Agreement, is incorporated in the resulting contract.

A. Order of Precedence

The documents listed below represent all of the components of this contract. They are hereby incorporated by reference. In the event of an inconsistency or conflict between or among provisions of this contract, the inconsistency shall be resolved by giving precedence in the following order:

1. Contract, including any negotiated items.
2. Final RFP SP-18-0034, including Templates T1-T7, SP-18-0034 Questions & Answers, Attachments A and B, and SP-18-0034 Procurement Library.
3. The Contractor's Proposal, including Oral Presentation Documents, and Written Clarifications.

B. Attachment 4, Implementation and Supportability Project Plan (ISPP) 3.0

Assumptions:

Modify the following as shown below:

1. Virtual training methods will be employed when available and deemed appropriate. Travel Costs for State Staff, per master agreement, will be borne by ASH for any offsite Training.
2. Data conversion/transfer/necessary mapping of terminology and data from the legacy system to the Open Vista EHR System **must** take place prior to Go-Live as required by Section 2.7.4 of the RFP.
3. Change management during the implementation phase, will be a recurring event managed by Medsphere, in cooperation with leadership, department leads, clinical application coordinators, and subject matters experts (SMEs). All costs for Change Management are included in Medsphere's Cost Proposal.

C. Attachment 4, Implementation and Supportability Project Plan (ISPP) 7.0

Controlling Documents:

Delete the following:

Master Services and Subscription Agreement: The Agreement is a detailed and formal document. It identifies all terms and conditions required to ensure all executive stakeholders on the same page.

D. Attachment 4, Implementation and Supportability Project Plan (ISPP) 8.0

Implementation and Deployment:

Delete the following:

Note that the below chart is for the initial site only; each site thereafter will take three (3) to four (4) months to implement. It is also conceivable that the first site would only take five (5) to six (6) months as much of the solution is ready to go/configure.

E. Attachment 4, Implementation and Supportability Project Plan (ISPP) 9.0 Supportability and Maintainability:

Delete the last sentence of Section 9.1 Maintenance and Support Concept and replace with the following:

From this point forward, the ASH facility and Medsphere **shall** comply with the Ongoing User Support requirements set forth in Section 2.7.7 of the RFP.

F. Pricing

1. Exhibit A includes Medsphere's revised Final Pricing.

G. Payment Schedule and Invoice Processing

1. Medsphere has provided the State with a proposed Payment Schedule included as Exhibit B. The Arkansas State Hospital and Medsphere **shall** agree to a final payment schedule within thirty (30) days of Contract Award.

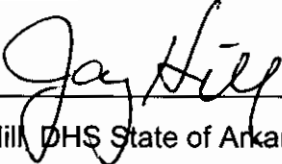
H. Additional Interface Pricing

1. Pricing provided in Table 15 of Medsphere's Final Pricing Spreadsheet is a total not to exceed cost for Medicaid Eligibility & Determination System and 3rd Party Insurance & Eligibility Verification.

I. DHS Business Associate Agreement

1. Exhibit C includes the finalized Business Associate Agreement.

The undersigned hereby agree that this Contract Negotiations Agreement accurately and completely reflects all items discussed in negotiations which will be incorporated into the contract. No further amendments or additions to the contract are required.

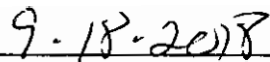


Jay Hill, DHS State of Arkansas

Richard
Sullivan

Digitally signed by Richard Sullivan
DN: dc=com, dc=medsphere, ou=Corp,
ou=Users, ou=Corp, cn=Richard Sullivan,
email=richard.sullivan@medsphere.com
Date: 2018.09.16 04:59:37 -0700

Richard Sullivan, Medsphere Systems Corporation



Dated

Dated

September 16, 2018

Dated

SP-18-0034 EHR and Patient Billing System
Department of Human Services/Arkansas State Hospital
Template C-1 - Cost Workbook

Instructions: Insert your company's name on this tab in the yellow highlighted cell.
 No further information is necessary to be completed on this tab.

The Total Costs for each category listed on this tab will be automatically inserted once the Vendor fills information on the second tab.

Table 1	Total Cost
Table 2 - Licensing Fees (EHR and Billing)	\$ 733,296.00
Table 3 - Licensing Fees (Incident System)	NSP
Table 4 - Implementation (EHR and Billing)	\$ 508,192.00
Table 4A - Project Management	\$ 195,458.00
Table 5 - Implementation Fees (Incident System)	NSP
Table 6 - Training & Change Management	\$ 390,917.00
Table 7 - Billing Conversion	\$ 100,000.00
Table 8 - Hosting	\$ 460,500.00
Table 15 - Other Interfaces	\$ 120,000.00
3 Year Grand Total Cost	\$ 2,508,363.00

Table 2	Approximate Users	Cost Per User/Per		Cost Per Month	Cost Per Year	Cost for 36 Months
		Month	Month			
Licensing Fees - Initial Contract Period (EHR and Billing)	586	\$	34.76	\$ 20,369.36	\$ 244,432.32	\$ 733,296.96
Licensing Fees - Initial Contract Period (Incident System)		\$	-			
			Totals	\$ 20,369.36	\$ 244,432.32	\$ 733,296.96

*Provide the cost per user per month for all licensing fees as required in the RFP. This includes all maintenance and support as required in the RFP.

Table 4	Total Cost
Implementation Fees - EHR and Billing - Implementation Period	\$ 508,192.00

Table 4A	Total Cost
Project Management - Initial Contract Period	\$ 195,458.00

Table 5	Total Cost
Implementation Fees - Incident System	\$ - Not Separately Priced.

*Provide the total, one time cost for all implementation activities necessary to fully implement the system. The cost proposed will be an all-inclusive cost in order for the Vendor to successfully complete all implementation activities in order for the system to Go-Live.

Table 6	Total Cost
Training & Change Management - Year 1	\$ 390,917.00

*Provide the total cost for all training activities required in the RFP.

Table 7	Total Cost
Billing Conversion - 12 Months of records	\$ 100,000.00

*Provide the total, one time cost for conversion of billing records as required in the RFP.

Table 8	Cost Per Month	Cost Per Year	Cost for 36 Months
Hosting - EHR, Billing, and Incident Management for 500 users	\$ 11,000.00	\$ 132,000.00	\$ 396,000.00
Hosting - EHR, Billing, and Incident Management for 86 users	\$ 1,793.66	\$ 21,500.00	\$ 64,500.00
Totals	\$ 12,793.66	\$ 153,500.00	\$ 460,500.00

*Provide the cost per year to host the system as required in the RFP.

Table 9 - Not Evaluated	Annual Licensing Cost for 586 Users	Implementation Fees (One Time Cost)	Yearly Hosting Cost	Yearly Renewal Fees for 586 Users	Interface Cost (One Time Cost)
EMAR/Pharmacy	Incl	Incl	Incl	Incl	Incl

*Provide the cost for the proposed eMAR/Pharmacy solution. Vendors proposing to interface with ASH's existing solution should only fill in the Interface Cost. Vendors proposing an alternative

Table 10 - Not Evaluated	Approximate Users	Cost Per User/Per		Cost Per Month	Cost Per Year
		Month	Month		
Licensing Fees - Renewal Period (EHR and Billing)	586	\$	34.76	\$ 20,369.36	\$ 244,432.32
			Total	\$ 20,369.36	\$ 244,432.32

*Provide the cost per user per month for all licensing fees as required in the RFP. This includes all maintenance and support as required in the RFP.

Table 11 - Not Evaluated	Approximate Users	Cost Per User/Per		Cost Per Year	NSP
		Month	Cost Per Month		
Licensing Fees - Renewal Period (Incident System)	586	\$ -	\$ -	\$ -	

*Provide the cost per user per month for all licensing fees as required in the RFP. This includes all maintenance and support as required in the RFP.

SP-18-0034 EHR and Patient Billing System
 Department of Human Services/Arkansas State Hospital
 Template C-1 - Cost Workbook

Vendor Name Medsphere Systems Corpora

Table 12 - Non Evaluated	Total Cost
Billing Conversion - All other data older than 12 months	Incl
Billing Conversion - Migration of data older than 12 months to New Server	Incl

*Provide the total, one time costs for conversion of billing records as identified in the RFP.

Table 13 - Non Evaluated	Annual Licensing Cost Per User	Implementation Fees (One Time Cost)	Annual Hosting Cost	Annual Renewal Fees Per User	Training Cost (One Time Cost)
Cash Receipts System	Incl	Incl	Incl	Incl	Incl

*Provide the total monthly cost, including all licensing, maintenance, and support fees as identified in the RFP.

Table 14 - Non Evaluated	Cost Per User
Additional Training	\$1,500

*Provide the cost per user for any additional training requested by ASH.

Table 15 - Non Evaluated (Other Interfaces)	Not to Exceed Cost
Medicaid Eligibility & Determination System, 3rd Party Insurance & Eligibility Verification	\$120,000.00 Excludes EMAR & Rx as ASH will use MSC solution.

*Provide the total cost per interface as requested in the RFP.

	Master Implementation Payment Plan v. 1.0		Start	Delivery/ Payment	Implementation Amount (\$)	Project Management (\$)	Hosting and License (\$)
1	Vision/Scope	30 d	11/18	12/18	\$69,501		
	Contract Signed	1 d					
	Project Initiation Meeting	1 d					
	On-site Executive Meeting and Enterprise Assessment Kick-Off	2 d					
	Plans Delivery: Implementation, Communications & Issue Resolution, Information Security, Training, and Staffing	30 d					
2	Enterprise Assessment / Plan Delivery	60 d	11/18	2/19	\$69,501		
	Plan Delivery: Disaster Recovery/ Business Continuity						
	Enterprise Assessment (EA) document						
	Project Plan						
	Interfaces Assessment / Requirements						
	Confirm Receipt of All Software / Hosting Analysis / Initial Setup up / CareVue & RCM Software Load						
3	System Setup	60 d	2/19	4/19	\$69,501		
	Finalized Hosting / CareVue & RCM Infrastructure / Environment						
	Load & Conduct Final CareVue & RCM SW Testing / Begin ASH Training						

	Final Hardware and Software Installation/ Setup / Configuration						
	Server Maintenance and Support						
	Peripheral Hardware Installation						
	Interfacing (Coding/Testing)				\$120,000		
4	Data Conversion/Loads	40 d	4/19	6/19	\$100,000		
5	Application Module Design and Build, and ASH Training	120 d	2/19	6/19	\$208,192		
6	Testing and System Validation	115 d	3/19	7/19	\$200,000		
7	Train Users / Change Management	80 d	6/19	10/19	\$390,000		
8	Deployment	30 d	8/19	9/19	\$25,000		
9	Post Implementation	20 d	10/19	11/1/19			
10	OpenVista CareVue & RCM Optimization	20 d	11/19	12/19			
11	Project Management	1 year	11/18	12/19		\$16,288/month x 12 months	
12	Hosting & Licenses	270 d	11/18	12/19			\$33,166/month x 8 months
13	Years 2-3		11/19	11/21			\$33,166/month x 24 months

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BUSINESS ASSOCIATE AGREEMENT**Between****ARKANSAS DEPARTMENT OF HUMAN SERVICES****And**_____
(Business Name)_____
(Business Taxpayer Identification Number)

This Business Associate Agreement (“Agreement”) is made effective on _____, (the “Effective Date”) by and between the Arkansas Department of Human Services (“Covered Entity”) and _____, (“Business Associate,”) (collectively, the “Parties”).

Background

- a) Covered Entity has been designated as a hybrid entity for the purposes of the HIPAA Privacy Rule, and it has designated several of its component agencies as health care components.
- b) In accordance with the laws of Arkansas, Business Associate provides services for Covered Entity unrelated to treatment, payment, or healthcare operations and therefore the Parties believe a Business Associate Agreement is required. The provision of such services may involve the disclosure of individually identifiable health information from Covered Entity to Business Associate.
- c) The relationship between Covered Entity and Business Associate is such that the Parties believe Business Associate is or may be a “business associate” within the meaning of the HIPAA Privacy Rule.
- d) The Parties enter into the Agreement with the intention of complying with the HIPAA Privacy and Security Rule provisions and the Health Information Technology for Economic and Clinical Health (HITECH) Act, that a covered entity may disclose protected health information to a business associate, and may allow a business associate to create or receive protected health information on its behalf, if the covered entity obtains satisfactory assurances that the business associate will appropriately safeguard the information.

DefinitionsCatch-all definition:

The following terms used in this Agreement shall have the same meaning as those terms in the HIPAA Rules: Breach, Data Aggregation, Designated Record Set, Disclosure, Health Care Operations, Individual, Minimum Necessary, Notice of Privacy Practices, Protected Health

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Information (PHI), Required by Law, Secretary, Security Incident, Subcontractor, Unsecured Protected Health Information, and Use.

Specific definitions:

(a) “Breach” shall have the meaning set out in its definition at 45 C.F.R. 164.402, as such provision is currently drafted and as it is subsequently updated, amended, or revised.

(b) “Business Associate” shall generally have the same meaning as the term “business associate” at 45 CFR 160.103, and in reference to the party to this agreement, shall mean

(c) “Covered Entity” shall generally have the same meaning as the term “covered entity” at 45 CFR 160.103, and in reference to the party to this agreement, shall mean Arkansas Department of Human Services.

(d) “HIPAA Rules” shall mean the Privacy, Security, Breach Notification, and Enforcement Rules at 45 CFR Part 160 and Part 164.

(e) “Protected Health Information” or “PHI” shall have the same meaning as the term “protected health information in 45 CFR 160.103, limited to the information created or received by Business Associate from or on behalf of Covered Entity.

(f) “Required By Law” shall have the same meaning as the term “required by law” in 45 CFR 164.103.

(g) “Secretary” shall mean the Secretary of the United States Department of Health and Human Services or his/her designee.

(h) “Unsecured Protected Health Information” shall have the meaning set out in its definition at 45 C.F.R. 164.402; protected health information that is not rendered unusable, unreadable, or indecipherable to unauthorized persons through the use of a technology or methodology specified by the U.S. Secretary of DHHS in the guidance issued under section 13402(h)(2) of Pub. L. 111-5; as such provision is currently drafted and as it is subsequently updated, amended, or revised.

Unless otherwise defined in this Agreement, terms used herein shall have the same meaning as those terms have in the HIPAA Privacy Rule.

Obligations and Activities of Business Associate

Business Associate agrees to:

(a) Not use or disclose protected health information other than as permitted or required by the Agreement or as required by law;

(b) Use appropriate safeguards, and comply with Subpart C of 45 CFR Part 164 with respect to electronic protected health information, to prevent use or disclosure of protected health information other than as provided for by the Agreement;

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- (c) Report to covered entity any use or disclosure of protected health information not provided for by the Agreement of which it becomes aware, including breaches of unsecured protected health information as required at 45 CFR 164.410, and any security incident of which it becomes aware;
- (d) Business Associate agrees to report to Covered Entity any unauthorized acquisition, access, use, or disclosure of unsecured PHI the Business Associate holds on behalf of the covered entity, including the identity of each individual who is the subject of the unsecured PHI of which it becomes aware, no case later than ten calendar days after the discovery of the breach;
- (e) In accordance with 45 CFR 164.502(e)(1)(ii) and 164.308(b)(2), if applicable, ensure that any subcontractors that create, receive, maintain, or transmit protected health information on behalf of the business associate agree to the same restrictions, conditions, and requirements that apply to the business associate with respect to such information;
- (f) Make available protected health information in a designated record set to the covered entity as necessary to satisfy covered entity's obligations under 45 CFR 164.524;
- (g) Make any amendment(s) to protected health information in a designated record set as directed or agreed to by the covered entity pursuant to 45 CFR 164.526, or take other measures as necessary to satisfy covered entity's obligations under 45 CFR 164.526;
- (h) Maintain and make available the information required to provide an accounting of disclosures to the Covered Entity as necessary to satisfy covered entity's obligations under 45 CFR 164.528;
- (i) To the extent the business associate is to carry out one or more of covered entity's obligation(s) under Subpart E of 45 CFR Part 164, comply with the requirements of Subpart E that apply to the covered entity in the performance of such obligation(s); and
- (j) Make its internal practices, books, and records available to the Secretary for purposes of determining compliance with the HIPAA Rules.

Permitted Uses and Disclosures by Business Associate

- (a) Business Associate may only use or disclose PHI to perform functions, activities, or services for, or on behalf of, the Covered Entity as specified in:

Contract # _____, dated _____,

(known as "the Contract") between the parties, provided that such use or disclosure does not violate the policies and procedures of all HIPAA rules.

- (b) Business Associate may use or disclose protected health information as required by law.
- (c) Business Associate agrees to make uses and disclosures and requests for protected health information consistent with covered entity's Privacy and Security policies and procedures.

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(d) Business Associate may not use or disclose protected health information in a manner that would violate Subpart E of 45 CFR Part 164 if done by covered entity, except for the specific uses and disclosures set forth below.

(e) Business Associate may disclose protected health information for the proper management and administration of business associate or to carry out the legal responsibilities of the business associate, provided the disclosures are required by law, or business associate obtains reasonable assurances from the person to whom the information is disclosed that the information will remain confidential and used or further disclosed only as required by law or for the purposes for which it was disclosed to the person, and the person notifies business associate of any instances of which it is aware in which the confidentiality of the information has been breached. The Business Associate will notify Covered Entity within 10 calendar days of such a disclosure.

(f) Business Associate may provide data aggregation services relating to the health care operations of the covered entity.

Discovery and Notification of Breach or Incident

(a) Business Associate shall implement reasonable systems, policies, and procedures for discovery of possible HIPAA violations and breaches (as defined by HIPAA rules), and shall ensure that its workplace members and other agents are adequately trained and aware of the importance of timely reporting of possible breaches.

(b) Upon the discovery of any HIPAA violation by the Business Associate or any member of its workforce, (which includes, without limitation, employees, subcontractors and agents), with respect to PHI, the Business Associate shall promptly perform a risk assessment to determine whether a breach of unsecured PHI has occurred and whether or not the breach has resulted in any harm to the owner of the PHI as required by HITECH Act.

(c) The Business Associate shall take immediate steps to mitigate any HIPAA violation with respect to the Covered Entity's PHI that is discovered and shall provide the Covered Entity with written documentation of such steps.

(d) If the Business Associate determines that a breach of unsecured PHI may have occurred, the Business Associate shall notify the Covered Entity of such breach or incident within ten calendar days. The Business Associate will specifically notify the DHS Privacy Officer in writing via posted mail as well as email and will confirm receipt of the email immediately by phone.

Such notice shall include:

- (i) A brief description of the occurrence, including the date of the breach and the date of discovery, if known;
- (ii) To the extent possible, the identity of each individual whose unsecured PHI has been, or is reasonably believed to have been, breached;
- (iii) A description of the types of unsecured PHI involved;

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- (iv) A brief description of what the owners of the PHI can do to protect themselves;
- (v) A brief description of what the Business Associate is doing to investigate the breach, mitigate harm to affected individuals, and protect against further breaches; and,
- (vi) Any other information that the Covered Entity reasonably believes necessary to enable it to comply with its obligations under HIPAA.

(e) The Business Associate shall continue to provide the Covered Entity with any additional information related to the required disclosures that becomes available following initial notice of the breach. The Business Associate will fully cooperate with the Covered Entity's investigation.

- 1) For a breach involving unsecured PHI of more than 500 individuals of a state or jurisdiction, the Business Associate shall promptly provide notice of such breach to the Covered Entity, the U.S. Secretary of Health and Human Services and any other federal authorities as required by HIPAA.
- 2) The Business Associate agrees to maintain documentation of all breaches of unsecured PHI for a minimum of six years after the creation of the documentation, and shall make such documentation available to the U.S. Secretary of Health and Human Services upon request.
 - (i) The Business Associate hereby agrees to indemnify and hold the Covered Entity harmless from and against liability and costs, including attorney's fees that are created by any breach resulting from the acts of its employees, agents or workforce members.

Permissible Requests by Covered Entity

Covered entity shall not request business associate to use or disclose protected health information in any manner that would not be permissible under Subpart E of 45 CFR Part 164 if done by covered entity.

Term and Termination

(a) Term. This Agreement shall be effective as of the effective date stated above and shall terminate when all of the protected health information provided by Covered Entity to Business Associate, or created or received by Business Associate on behalf of Covered Entity, is destroyed or returned to the Covered Entity, or if it infeasible to return or destroy the protected health information protections acceptable to Covered Entity are extended to such information in accordance with the termination provisions below, or on the date covered entity terminates for cause as authorized in paragraph (b) of this Section, whichever is sooner.

(b) Termination for Cause. Business associate authorizes termination of this Agreement by covered entity, if covered entity determines business associate has violated a material term of the Agreement and Business Associate has not cured the breach or ended the violation within the time specified by covered entity.

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(c) Obligations of Business Associate Upon Termination.

Upon termination of this Agreement for any reason, business associate shall return to covered entity or, if agreed to by covered entity, destroy all protected health information received from covered entity, or created, maintained, or received by business associate on behalf of covered entity, that the business associate still maintains in any form. Business associate shall retain no copies of the protected health information.

(d) Survival. The obligations of business associate under this Section shall survive the termination of this Agreement.

Miscellaneous

(a) Regulatory References. A reference in this Agreement to a section in the HIPAA Rules means the section as in effect or as amended.

(b) Amendment. The Parties agree to take such action as is necessary to amend this Agreement from time to time as is necessary for compliance with the requirements of the HIPAA Rules and any other applicable law.

(c) Interpretation. Any ambiguity in this Agreement shall be interpreted to permit compliance with the HIPAA Rules.

IN WITNESS WHEREOF, each of the undersigned has caused this Agreement to be executed in its name and on its behalf effective as of the Effective Date at the top of this document.

Business Associate: _____

Signed: _____

Title: _____

Date: _____

DHS: _____

Signed: _____

Title: _____

Date: _____