

## Request for Proposal (RFP) for a Mobile Health Unit

### 1. Introduction

The Martin County Health Department is requesting proposals for a Mobile Health Unit (MHU) to improve access to healthcare services for underserved populations. The unit should be fully equipped with necessary medical equipment, technology, and capable of providing a wide range of healthcare services to communities in remote or underserved areas.

### 2. Objectives of the Mobile Health Unit

- To provide accessible and affordable medical care to individuals in remote and underserved areas.
- To reduce barriers to healthcare services by offering mobile healthcare solutions.
- To deliver a range of services, including but not limited to preventive care, health screenings, vaccination, maternal health services, and chronic disease management.
- To enhance public health outreach and education.

### 3. Scope of Work

- Design & Construction:** The MHU should be designed as a fully functional healthcare unit, featuring a customizable layout that includes spaces for consultations, medical examinations, administrative work, and storage of medical supplies. The design must ensure easy access, patient privacy, and operational efficiency. Preference is one exam room with a sink and hot water, an exam table and provider chair, a small waiting room/triage area with room for a small desk and space for at least two waiting chairs. A bathroom, retractable steps, and an automatic retractable awning are also needed. A custom vinyl wrap with the logo and full color imagery should also be part of the design. The interior should be easily traversed by a 6'5" tall person. Auto-leveling features should be included. Bonus features will be considered, but they need to be priced as optional upgrades with a set price for each to meet standard specifications. Examples include:
  - A divider allowing the front waiting area to be segregated for an additional exam room if needed.
  - Telehealth equipment is set up in the exam room for specialty consults.
  - Other advanced options as vendor may wish to include for consideration.

- Equipment & Technology:** The unit must be equipped with modern medical equipment such as examination tables, diagnostic tools, lab testing equipment, telemedicine capabilities, and refrigeration for vaccines and medications. The mobile unit should also have internet access for telemedicine consultations and access to patient records. Starlink-enabled wireless internet should be included.
- Transportation & Mobility:** The unit should be mounted on a reliable and durable vehicle or a trailer that ensures easy mobility between service locations. The vehicle should be designed to withstand varying terrain, weather conditions, and frequent use.

Proposed units should NOT require a CDL license or any special driving skills and should be easily maneuverable on rural, curvy mountain roads, and should NOT be more than approximately 32ft in length.

- Operations & Staffing:** The vendor should provide recommendations for operational and staffing models. This includes the number of healthcare professionals, administrative staff, and technical support required to operate the MHU effectively.

### 4. Proposal Requirements

Vendors are asked to submit proposals that include the following:

- Executive Summary:** An overview of the proposed solution, highlighting the key features and benefits of the mobile health unit.
- Design Plan:** A detailed design concept and layout for the mobile health unit, including dimensions, materials, and interior design.
- Technical Specifications:** A description of all medical equipment and technology to be included in the MHU. This should include the specifications for diagnostic tools, telemedicine systems, and any other relevant technologies. Proposals may contain no more than three configurations/lengths/sets of specs.
- Cost:** A detailed budget breakdown that includes costs for the design, construction, equipment.
- Experience & Qualifications:** A summary of the vendor's relevant experience, including past projects for mobile health units or similar healthcare delivery systems.
- Staffing and Operational Plan:** A plan for how the MHU will be operated, including staffing, training, and maintenance.
- References:** At least two references from past clients who can speak to the vendor's ability to deliver similar projects on time and within budget.

### 5. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- Design and Functionality:** The comprehensiveness and practicality of the design, including its adaptability for different healthcare services.
- Cost:** The total cost of the project, including construction, equipment, and ongoing operational costs.
- Experience & Expertise:** Proven experience in designing and deploying mobile health units or similar projects.
- Project Timeline:** Ability to meet the proposed timeline for project delivery and deployment.
- Sustainability:** Consideration for long-term operation, including maintenance, durability, and ease of use.

### 6. Submission Instructions

- Proposals must be submitted by April 15, 2025.
- Proposals should be submitted electronically to [cindy.maynard@martinhealthky.org](mailto:cindy.maynard@martinhealthky.org) or in a sealed envelope to the following address:  
Martin County Health Department  
PO Box 346  
Inez, KY 41224

### 7. Contact Information

For any inquiries related to this RFP, please contact:  
Cindy Maynard  
Finance Manager  
606-298-7752  
[cindy.maynard@martinhealthky.org](mailto:cindy.maynard@martinhealthky.org)

### 8. Conclusion

We look forward to reviewing your proposal and partnering to create an innovative mobile health unit that will significantly improve healthcare access for underserved communities. Thank you for your time and effort in responding to this RFP.

## PUBLIC NOTICE

### Annual Notice of Non-Discrimination

Public Notice Martin County Board of Education Notice of Non-Discrimination

Students, their families, employees and potential employees of the Martin County Schools are hereby notified that the Martin County School System does not discriminate on the basis of race, color, national origin, age, religion, marital status, sex or disability in employment, vocational programs, or activities as set forth in compliance with federal and state statutes and regulations.

Any persons having inquiries concerning Martin County Schools' compliance with Title II, Title IV, Title VI, Title IX and/or Section 504 may contact:

Larry James, Superintendent Martin County Schools PO Box 366 Inez, KY 41224

(606) 298-3572 [larry.james@martin.kyschools.us](mailto:larry.james@martin.kyschools.us)

The Martin County School System offers the following career and technical education programs for all students regardless of race, color, national origin, including those with limited English proficiency, sex or disability in grade 9-12: Business, Office Technology, Health Sciences, Carpentry, Auto Technology, and Electricity. Persons seeking further information concerning the vocational education offerings and specific pre-requisite criteria should contact:

Martin County Area Technology Center

137 Holly Bush Road Inez, KY 41224 (606) 298-3879

<mailto:chad.williams@martin.kyschools.us>

[chad.williams@martin.kyschools.us](mailto:chad.williams@martin.kyschools.us)

<mailto:brian.charles@martin.kyschools.us>

[brian.charles@martin.kyschools.us](mailto:brian.charles@martin.kyschools.us)

To obtain this information in a language other than English, call (606)298-3572.

13,14b

## Request for Proposal (RFP)

**Project Title:** Digitization of Paper Patient Files and EMR System Integration

**Date Issued:** 2/25/25

**Proposal Due Date:** 3/31/25

### 1. Introduction

The Martin County Health Department (MCHD) is seeking proposals from qualified vendors to digitize all paper patient files, securely upload the scanned documents, and prepare import files compatible with any future Electronic Medical Records (EMR) system. The final deliverables must meet healthcare privacy, security, and quality standards.

### 2. Project Overview

- Objective:** Create an efficient, secure digital archive of patient records and ensure the data is properly formatted for integration with a future EMR platform.
- Key Tasks:**
  - Scanning:** Convert paper patient files into a high-resolution digital format.
  - Secure Upload:** Store scanned files on a secure, encrypted platform.
  - Organization & Indexing:** Enable easy retrieval and integration into the EMR system.
  - Quality Assurance:** Validate the accuracy, completeness, and readability of all scans.
  - Compliance:** Adhere to HIPAA and all relevant data privacy/security regulations.

### 3. Scope of Work

#### 3.1 Scanning Paper Patient Files

- Resolution & Format:** All documents must be scanned in a minimum resolution of 300 DPI (color or grayscale as needed) to ensure readability.
- Categorization & Indexing:** Properly categorize files (e.g., medical history, treatment plans, lab results) and use consistent indexing to facilitate retrieval.
- Handling Special Documents:** Clearly outline procedures for scanning oversized, delicate, or double-sided documents.
- HIPAA Compliance:** Maintain strict confidentiality and chain of custody for Protected Health Information (PHI) throughout the scanning process.

#### 3.2 Upload to Secure Server

- Encryption & Access Control:** Store all scanned patient files on a fully encrypted server with role-based access to authorized personnel only.
- Compliance & Monitoring:** Implement industry-standard security protocols (e.g., AES-256 encryption at rest and in transit) and maintain audit trails for file access.
- Retention Policy:** Propose a secure retention/storage solution until the client's EMR platform is finalized or until files are delivered to MCHD.

#### 3.3 Preparation of Import Files (EMR-Agnostic)

- File Formats:** Provide scanned documents in widely accepted, platform-agnostic formats (e.g., PDF, TIFF). Where appropriate, include metadata in CSV, XML, or another standard interchange format.
- Metadata Requirements:** Ensure that essential metadata (e.g., patient identifiers, document type, dates) is included and structured in a way that can be mapped easily to our EMR system.
- Documentation:** Provide clear documentation or guidelines for importing files into an EMR.

#### 3.4 Data Validation & Quality Assurance

- Quality Checks:** Conduct regular QA audits (e.g., random sampling of scanned files) to confirm:
  - Legibility and completeness of scans
  - Proper indexing and metadata tagging
  - Accurate correlation of patient information
- Error Resolution:** Outline a process for identifying, reporting, and correcting errors (missing pages, poor image quality, incorrect indexing) prior to final acceptance.
- Acceptance Criteria:** MCHD must have the opportunity to review and approve batches of scanned files before the project progresses.

#### 3.5 Data Security & HIPAA Compliance

- Security Policies:** Demonstrate how the vendor will maintain HIPAA and other regulatory compliance (e.g., chain of custody logs, secure data transfer, employee training).
- Incident Response:** Provide policies for breach notifications, remediation steps, and timeframe expectations if a data security incident occurs.

#### 3.6 Staff Training & Support

- Training Materials:** Provide instructions for MCHD staff on how to access and navigate the digital archive, as well as how to import the files into any future EMR system.
- Ongoing Support:** Outline the level and duration of post-project support (e.g., assistance with technical issues, scanning corrections, or import troubleshooting).

## 4. Proposal Requirements

### 4.1 Vendor Background

- Company Overview:** Present a brief history of your organization and core competencies in document scanning and healthcare data management.
- Relevant Experience:** Describe previous projects involving medical record digitization, including any work with healthcare clients and understanding of PHI handling.

### 4.2 Project Plan & Timeline

- Milestones & Deliverables:** Provide a detailed plan (including a potential pilot phase) with expected timeframes for scanning, QA, secure upload, and final acceptance.
- Incremental Deliveries:** If applicable, outline the approach for delivering batches of scanned files for ongoing review.

### 4.3 Pricing

- Cost Breakdown:** Include itemized costs for:
  - Document preparation and scanning
  - Indexing and metadata management
  - Secure upload and storage
  - Training and post-project support (if separate)
- Contingencies:** Note any factors that might affect cost (e.g., actual document volumes above estimates, additional metadata requirements).

### 4.4 Data Security & Compliance

- Infrastructure & Protocols:** Explain how you will protect the confidentiality and integrity of the data throughout all phases of the project (including physical transport, scanning environment, and digital storage).
- Certifications & Audits:** List any relevant certifications (e.g., SOC 2, HITRUST) or recent security audits/assessments.

### 4.5 References

- Healthcare Projects:** Provide at least three references from healthcare clients for whom similar projects were completed.
- Use Cases or Samples:** If available, include case studies or samples that demonstrate the quality and usability of your final deliverables.

## 5. Evaluation Criteria

Proposals will be evaluated on:

- Vendor Experience & Qualifications:** Prior experience in digitizing healthcare records and knowledge of regulatory requirements.
- Project Plan & Timeline:** Clarity and feasibility of the proposed schedule.
- Data Security & Compliance:** Strength of security measures, certifications, and adherence to HIPAA.
- Quality Assurance & Accuracy:** Approach to QA and error handling.
- Cost-Effectiveness:** Overall cost and transparency of pricing structure.
- References & Past Performance:** Feedback from healthcare clients on similar projects.

## 6. Submission Instructions

Submit your proposal by **March 31, 2025**. Proposals must include both digital (PDF) and, if desired, physical copies. Address all proposals to:

**Cindy Maynard**  
Finance Manager  
[cindy.maynard@martinhealthky.org](mailto:cindy.maynard@martinhealthky.org)  
PO Box 346  
Inez, KY 41224

**Note:** All proposals will remain valid for a period of 30 days from the submission deadline.

## 7. Questions & Clarifications

Direct all questions regarding this RFP to:

**Deanna Muncy**  
[deanna.muncy@martinhealthky.org](mailto:deanna.muncy@martinhealthky.org)

Questions must be submitted before March 31, 2025. Answers will be shared with all vendors to ensure a fair and transparent process.

## 8. Terms & Conditions

- The Martin County Health Department reserves the right to accept or reject any or all proposals at its sole discretion.
- Any proposal submitted becomes the property of MCHD and will not be returned.
- If the project scope or requirements significantly change, MCHD may issue an addendum or an updated RFP.

**Thank you for your interest in partnering with the Martin County Health Department. We look forward to reviewing your proposal.**