BONNER GENERAL HEALTH

Request for Proposals (RFP)

Independent EHR Implementation Advisory and Subject Matter Expert Consulting Services

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RFP No.: RFP-2026-04

Issue date: November 9, 2026

Issuing organization: BONNER GENERAL HEALTH

Project title: Independent EHR Implementation Advisory and Subject Matter Expert Consulting Services

Funding source: Idaho Rural Health Transformation Program (RHTP), passed through Idaho Department of Health and Welfare (DHW); subgrant RH10539.

Federal award details: Subgrant RH10539 | Assistance Listing 93.778 (per subgrant Scope of Work) | FAIN / federal award identifiers: verify in DHW award records.

1. Invitation and purpose

Bonner General Health (BGH) invites qualified consulting firms and independent healthcare technology consultants to submit proposals for professional advisory, project support, and subject matter expert consulting services related to the implementation of a future Electronic Health Record (EHR) system and associated clinical and business applications.

BGH is conducting a separate competitive procurement for an Enterprise Electronic Health Record, Revenue Cycle, and Cloud Hosting Solution. The EHR platform has not yet been selected. Consulting services procured under this solicitation will support BGH throughout planning, implementation, testing, training, go-live, and optimization activities associated with the selected solution.

The purpose of this solicitation is to establish one or more contracts with qualified firms capable of providing experienced healthcare consulting resources on an as-needed basis during the implementation and stabilization period.

BGH reserves the right to award contracts to multiple firms and to procure only those services determined necessary during project execution.

2. Issuing contact and communications

All questions and communications must be directed in writing to: Jeremy Welser, Director of Information Systems, jeremy.welser@bonnergeneral.org, 208-255-3671. Contact with other employees, evaluators, clinicians, board members, or project stakeholders about this RFP is prohibited during the open solicitation unless expressly authorized in writing. Unauthorized contact may result in disqualification.

3. Procurement schedule

Milestone	Date / time / time zone
RFP issued / public notice	11/09/2026
Optional pre-proposal meeting / site visit	NONE
Deadline for written questions	11/23/2026, 4:00 PM, PST
Answers / addenda issued	11/25/2026
Proposal submission deadline	11/30/2026, 4:00 PM, PST
Anticipated evaluation / interviews	12/01/2026 – 12/08/2026

Anticipated notice of intent to award	12/11/2026
Anticipated contract execution / notice to proceed	12/21/2026

The organization may amend this schedule by written addendum. Respondents are responsible for checking https://bonnergeneral.org/bids-and-rfps for addenda.

4. Scope of work / specifications

4.1 Background:

Bonner General Health is a rural healthcare system headquartered in Sandpoint, Idaho and operates a Critical Access Hospital along with associated ambulatory and specialty care services.

BGH is pursuing modernization of its healthcare information systems through acquisition and implementation of a new enterprise EHR solution.

Key organizational characteristics include:

- 25-bed Critical Access Hospital
- Approximately 12,500 annual Emergency Department visits
- Approximately 1,000 annual inpatient discharges
- Approximately 82,000 annual clinic visits
- Approximately 65 providers
- Approximately 470 EHR users

The selected EHR vendor will provide implementation services as part of the software implementation. BGH seeks independent consulting support to supplement internal resources, provide specialized expertise, assist with governance and project oversight, and support successful implementation outcomes.

4.2 Objectives and deliverables:

BGH anticipates engaging consulting resources on an as-needed basis throughout implementation and stabilization.

Respondents may propose services in one or more functional categories.

4.3 Tasks / technical requirements:

Project Management and Governance

Services may include:

- Project planning and scheduling
- Executive reporting
- Project governance support
- Risk and issue management
- Meeting facilitation
- Vendor oversight and coordination
- Deliverable review
- Budget monitoring
- Readiness assessments
- Go-live planning

Ambulatory Clinical Operations

Services may include:

- Clinic workflow assessment
- Scheduling and registration optimization
- Provider workflow review
- Documentation workflow recommendations
- Operational readiness activities
- EHR build review and validation

- End-user training support
- Go-live assistance

Laboratory Information Systems

Services may include:

- Laboratory workflow analysis
- Instrument integration review
- Interface validation
- Result routing and reporting review
- Regulatory workflow support
- Testing and validation assistance
- Go-live support

Pharmacy Operations

Services may include:

- Medication management workflow review
- Pharmacy system integration review
- EHR medication build validation
- Order set review
- Regulatory and compliance support
- Testing activities
- Go-live support

Additional Functional Areas

BGH may elect to procure consulting assistance within:

- Revenue Cycle
- Patient Access
- Health Information Management
- Reporting and Analytics
- Interoperability
- Interface Management
- Change Management
- Training
- Organizational Readiness
- Post-Implementation Optimization

4.4 Location and access:

Vendors may provide remote services where applicable. Site visits and on-site work will be conducted at:

520 N. Third Ave.

Sandpoint, ID, 83864

4.5 Schedule and milestones:

Project work shall be completed between 12/18/2026 and 12/31/2028 (exact dates to be determined).

4.6 Standards and compliance:

The Respondent shall demonstrate compliance with all applicable federal and state healthcare regulations, industry standards, and security requirements, including HIPAA. The Respondent shall identify all applicable certifications and standards maintained by its organization.

5. Minimum respondent qualifications (pass/fail)

☐ Legally authorized and appropriately licensed to perform the proposed work in Idaho and at the project location.

☐ Demonstrated experience completing at least 3 comparable projects within the last 2 years.

☐ Qualified project manager and key personnel with relevant credentials and availability.

☐ Ability to meet the required schedule and deliverables.

☐ Acceptable references and evidence of financial and technical capacity.

☐ Disclosure of actual or potential organizational conflicts of interest and any relationship with the organization or project personnel.

☐ Agreement to required federal award contract terms, record access, audit, and applicable compliance requirements.

☐ Not suspended, debarred, or otherwise excluded from federal awards/transactions; organization may verify status in SAM.gov.

Failure to meet a mandatory requirement may result in a proposal being deemed nonresponsive, subject to the RFP and applicable law.

6. Proposal format and required contents

Submit one searchable PDF through email no later than the deadline. Any quote, bid or proposal received after the time and date set for closing at the place designated in the formal solicitation is late, will not be considered. Proposal must be signed by an individual authorized to bind the respondent.

☐ Cover letter identifying respondent, legal name, address, UEI (if applicable), primary contact, and authorized signatory.

☐ Executive summary and understanding of project objectives.

☐ Technical approach / work plan, including methodology, assumptions, risks, quality assurance, and how each requirement will be met.

☐ Detailed project schedule, milestones, staffing plan, and availability.

☐ Firm qualifications, relevant project experience, and at least 2 reference with contact details.

☐ Itemized price proposal using Attachment A; identify labor, materials, equipment, travel, freight, installation, training, maintenance, taxes, options, and any recurring charges separately.

☐ Pricing assumptions, exclusions, escalation provisions, warranty, service levels, and lifecycle costs.

☐ Exceptions, deviations, and requested contract changes (identify each; silence means acceptance of the RFP terms subject to contract negotiation).

☐ Disclosure of conflicts of interest, organizational relationships, gifts/benefits, and any assistance in drafting the specifications or RFP.

☐ Certifications in Attachment B, including suspension/debarment, lobbying where applicable, and compliance with federal/state requirements.

☐ Subcontractor list; identify any substitutions or contingent arrangements.

7. Pricing instructions

Provide a firm, not-to-exceed price or other clearly defined pricing structure. The organization may reject proposals that are materially incomplete or contain unpriced mandatory scope. Cost-plus-a-percentage-of-cost and percentage-of-construction-cost pricing are prohibited for federal-award contracts.

The organization will evaluate price for completeness, reasonableness, and total cost of ownership. The organization may request supporting cost information or clarification.

8. Evaluation and award

Proposals will be evaluated using the criteria and relative weights in Attachment C. The organization intends to award to the responsible respondent whose proposal is most advantageous, considering the published evaluation factors and price. The organization may establish a competitive range, conduct written clarifications or oral presentations/interviews, request best-and-

final offers, verify references, and negotiate with the apparent successful respondent, if permitted by the RFP and applicable rules. Any material change to the RFP will be issued by written addendum to all prospective respondents.

The organization reserves the right to reject any or all proposals, waive minor informalities that do not prejudice competition, cancel or reissue this RFP, or make no award, consistent with applicable requirements. No contract exists until a written agreement is fully executed by authorized representatives.

9. Federal and other funding requirements

The selected contractor must comply with all applicable requirements flowing down from the RHTP subaward and federal award, including applicable provisions of 2 CFR Part 200, Appendix II; applicable civil rights and nondiscrimination requirements; applicable domestic preference and recovered-materials requirements; record retention and access; and any additional terms included in the final contract. The respondent must identify any inability to comply in its proposal.

The organization is a subrecipient of federal financial assistance and is not the federal awarding agency. The contractor will have no direct contractual relationship with CMS or the U.S. Department of Health and Human Services by virtue of this procurement.

10. Questions, addenda, and protests

Questions must be submitted by the published deadline to the published contact. Responses that modify the RFP will be issued only by written addendum. Respondents must acknowledge all addenda. Protest procedure: Bonner General Health shall consider all protests in a manner that promotes full and open competition, fairness, and compliance with applicable procurement requirements.

A protest must be submitted in writing to the Chief Executive Officer within five (5) business days of the occurrence, giving rise to the protest. The protest must contain a detailed statement of facts, supporting documentation, and the specific relief requested.

Bonner General Health reserves the right to request additional information, conduct fact-finding, and consult legal counsel as necessary.

A written decision shall be issued to the protestor. Bonner General Health's decision shall constitute the organization's final administrative determination.

11. Submission instructions

Submit to:

Jeremy.welser@bonnergeneral.org

520 N 3rd. Ave., Sandpoint, ID, 83864

Subject / envelope marking: RFP-2026-04 — CONFIDENTIAL PROPOSAL.

Deadline: 11/30/2026, 4:00 PM, PST. The respondent bears responsibility for timely receipt.

Proposals submitted in response to this RFP will be treated as confidential during the evaluation and contract award process to the extent permitted by applicable law.

Respondents shall clearly identify any portion of their proposal that they consider proprietary, trade secret, or confidential commercial information. Bonner General Health does not guarantee that any information designated by a respondent will be exempt from disclosure and reserves the right to disclose proposal materials if required by law, regulation, court order, audit, funding agency request, or other legal obligation.

Pricing, scoring summaries, and the identity of the selected vendor may be disclosed following contract award.

12. Attachments

- Attachment A — Price Schedule / Cost Proposal
- Attachment B — Respondent Certifications and Disclosures
- Attachment C — Evaluation Criteria and Scoring Weights

ATTACHMENT A — PRICE SCHEDULE

Respondent: RFP No.: RFP-2026-04

Line	Resource Category	Hourly Rate	Overtime Rate (if applicable)	Weekend Rate (if applicable)	Onsite Rate (if applicable)	Notes / assumptions
1	Project Manager					
2	Clinical Consultant					
3	Ambulatory Consultant					
4	Laboratory Consultant					
5	Pharmacy Consultant					
6	Revenue Cycle Consultant					
7	Interface Consultant					
8	Technical Consultant					
9	Training Specialist					
10	Change Management Consultant					
11	Other					

Respondents shall indicate travel reimbursement methodology

ATTACHMENT B — RESPONDENT CERTIFICATIONS AND DISCLOSURES

The undersigned certifies on behalf of [Respondent legal name]:

☐ The information submitted is true, complete, and accurate to the best of the signer's knowledge.

☐ The signer is authorized to submit this proposal and bind the respondent.

☐ The respondent has disclosed all actual, potential, or apparent conflicts of interest and any relationships with the organization, its employees, officers, board members, evaluators, or project personnel.

☐ The respondent did not assist in drafting this solicitation, specifications, or statement of work in a manner that would create an unfair competitive advantage, except as fully disclosed here: [details / none].

☐ The respondent is not suspended, debarred, or otherwise excluded from participation in federal awards or transactions, and authorizes the organization to verify eligibility.

☐ The respondent will promptly notify the organization of any change in the foregoing status before contract award or during performance.

☐ The respondent will comply with applicable federal, state, and local laws and the final contract, including applicable federal award requirements.

☐ The respondent will maintain required records and permit access by the organization, pass-through entity, federal awarding agency, inspectors general, and auditors to records pertinent to the contract as required by law and contract.

☐ The respondent has identified all proposed subcontractors and will not substitute or add material subcontractors without required written approval.

Exceptions / disclosures (attach additional pages): _____

Authorized signature: _____ Printed name/title: _____

Date: _____ Respondent legal name: _____

ATTACHMENT C — EVALUATION CRITERIA AND SCORING

The weights below will be used to score the RFP.

Criterion	Weight	What evaluators should assess
Technical approach	20%	Completeness, feasibility, fit to stated requirements, quality methodology, risk management.
Relevant experience / past performance	20%	Comparable projects, demonstrated outcomes, references, healthcare / rural facility experience where relevant.
Qualifications of proposed personnel	15%	Depth of experience and certifications/education/training
Availability and capacity	10%	Ability to provide staffing resources and scale on-demand as needs arise
Price / total cost of ownership	15%	Total evaluated price, completeness, lifecycle costs, assumptions, reasonableness.
Functional fit / alignment	20%	Alignment of proposed solution with organizational needs and goals

BGH may:

- Interview finalists
- Request demonstrations of expertise
- Verify references
- Request clarifications
- Negotiate pricing
- Award to one or more respondents

Scoring scale: 5 = Excellent / exceeds requirements with strong evidence; 4 = Very good / fully meets with added strengths; 3 = Acceptable / meets requirements; 2 = Weak / partially meets or material concerns; 1 = Poor / significant deficiencies; 0 = Does not address / unacceptable.

Weighted score formula: (evaluator's raw score ÷ 5) × criterion weight. Add weighted scores for total score out of 100. Example: raw score 4 on a 25-point criterion = 20 points.

Criterion	Weight (points)	Raw score 0–5	Weighted score	Evaluator notes / proposal page
Technical approach	20			
Relevant Experience	20			
Qualifications of personnel	15			
Availability	10			
Price / total cost	15			
Functional alignment	20			
TOTAL	100			

Lowest evaluated responsive price receives full price points; other proposals receive (lowest evaluated price ÷ proposal's evaluated price) × available price points.

Tie-breaker: Higher functional alignment, then lower evaluated price.

Evaluator certification and individual score sheet

I certify that I have reviewed the organization's conflict-of-interest policy and disclose any actual, potential, or apparent conflict, including financial interests, family/household relationships, employment relationships, gifts, or other interests involving any respondent or proposed subcontractor. I will maintain confidentiality, evaluate only against the published criteria, avoid outside communications, and document scores with proposal-specific evidence.

Evaluator name/title: _____ Signature: _____ Date: _____

Conflict disclosure / mitigation / recusal: _____

Respondent being scored: _____ Proposal received: _____

Individual scores and rationale (attach notes and cite proposal page numbers):

_____

_____

_____

_____

Consensus evaluation record

Evaluation panel members: [names/titles]. Meeting date(s): [dates]. Consensus methodology: [describe]. Record any score changes and rationale; retain original individual score sheets.

Respondent	Mandatory screen	Consensus score / 100	Rank	Disposition / rationale