



RFP Format and Content

The request for proposal (RFP) content should be in a tightly structured outline format so that the vendors can respond point by point. This format ensures that all of your questions are covered and facilitates comparisons among all vendor responses. Your cover letter to the vendors should specify that their proposals must follow the same order as the outline, the only exceptions being the items that are informational and do not require a response. The following is a guide you can use when developing your request for proposal outline.

I. Cover Letter

II. Background Information About Your Practice

- A. Goals for EMR implementation
- B. Size and location
- C. Specialty
- D. Description of physical space
- E. Legacy practice management system
- F. Current computer hardware
- G. Current network information
- H. Your practice's desired HIT/PMS system functionality (prioritized)
- I. Required interfaces

(Request information from the vendor about each of the items listed in sections III-XII.)

III. System Developer Information

- A. Company history
- B. Number of employees (separate numbers for sales, support, research and development, and management)
- C. Financial statements
- D. History of the developer's practice management system product
- E. List of all current practice management system users in your practice's geographic area and list of users similar to your practice in size and type, including how long they have been using the software, and which version they are using currently

IV. Product Description

- A. How the vendor's product performs the functions described in your practice's desired functionality
- B. Other functions it performs
- C. Product brochures and other marketing materials
- D. Software versions and release dates

V. Hardware and Network Requirements

VI. Customer Maintenance and Support

VII. Vendor Training

VIII. Implementation Plan

IX. Interface History and Capabilities

X. Proposed Costs and Payment Schedule

XI. Warranties

XII. Sample Contract