

REQUEST FOR PROPOSALS #2022-028
Dental EMR Cloud Based Solution
RESPONSE ADDENDUM #1
November 9, 2021

QUESTIONS

Q1: Please clarify what you are referring to in item 18 on the IT Solutions Requirements document - "Solution will provide system health notifications/dashboard"

A1: This pertains to notifications regarding upcoming updates/feature changes with time to prepare and train users. In addition, notifications/dashboard to see current usage on storage and overall "health" of how we use the system.

Q2: What solution are you currently using to store your digital images and in what file format are they stored?

A2: We store digital images in Patterson Eaglesoft and they are in .eop format.

Q3: What are the current sizes of your practice management and imaging databases (ex. 150GB)

A3: The image database is approximately ~175 GB. The SmartDocs and all other data account for ~100 GB.

Q4: Number of clinical providers (Dr.'s)?

A4: Here is a breakdown of the users by location. The student numbers stay the same, however, the students change each year. Once a class graduates, the current process is to deactivate their account. Then, once the new class comes in, they have accounts created for them. It depends on what is considered a provider.

Bangor:

- 2Y Dental Hygiene – 20 students
- 3Y Dental Hygiene – 20 students
- Dental Assisting – 12 students
- Expanded Functions Dental Assistant – 10 students
- Full-time faculty – 8
- Staff – up to 6
- Part-time faculty – 18

TOTAL: ~94

Lewiston*:

- Dental Assisting – 8 students
- Expanded Functions Dental Assistant – 8 students

- Faculty
TOTAL: ~22

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GRAND TOTAL: ~120

Q5: Number of users (staff)?

A5: See A4.

Q6: Number of workstations?

A6: The Bangor location has 60 staff/clinic computers and 40 student laptops for an approximate total of 100 workstations. The Lewiston* location has 8 staff/clinic computers, but this number will increase with future expansions at either location. A grand total of ~108 workstations with room for expansion in the future.

* These numbers will change as Dental Hygiene program plans future expansion to Lewiston Location.

** It should be assumed that additional staff, new student laptop programs, and even additional locations are all future possibilities, so these current figures could yet grow substantially. Scalability is crucial.