



MONTGOMERY

COUNTY COMMUNITY COLLEGE

Request for Proposals
RFP #1 FY 27
Dental Practice Management System

Date of Issue	September 23, 2026
Pre-Proposal Q&A Conference	September 29, 2026 @ 9AM
Questions Deadline	October 12, 2026 @ 12 PM
Proposals Due Date	October 19, 2026 @ 12 PM

Submit Proposal Documents to PennBid – <https://pennbid.bonfirehub.com>

RFP Contact
Vicki Giammarco
purchasing@mc3.edu

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Section A. INVITATION TO SUBMIT PROPOSAL

Montgomery County Community College will receive proposals for the provision of implementation, migration, training, and ongoing support of a **Dental Practice Management System (DPMS)** for use by the College's Dental Hygiene Clinic and associated instructional program for **Montgomery County Community College, RFP# 1 – FY27**. The proposed solution will replace the College's current Dentrix Enterprise environment and support student learning, patient care, clinical operations, imaging workflows, reporting, compliance, and practice management functions.

Proposal Documents, including specifications, will be available to interested Proposers beginning September 23, 2026, through PennBid. Registration is free. A **mandatory Pre-Proposal conference** will be held on September 29, 2026, at 9 a.m. EST. Further details are available on PennBid. Questions will be accepted through PennBid through October 12, 2026, 12:00 p.m. Eastern Standard Time.

Proposals must be uploaded to PennBid, <https://pennbid.net/> by **12:00 p.m. Eastern Standard Time, October 19, 2026**.

Proposals must include the designated forms in the Request for Proposal documents. Proposals shall conform to all other requirements as more fully set forth in the proposal documents, including compliance with all applicable laws and regulations.

The College reserves the right to reject any or all proposals or any part thereof or items therein and to waive informalities and/or technicalities, as it deems best to protect its interest.

Section B. BACKGROUND

Montgomery County Community College (MCCC)

Montgomery County Community College serves students through campuses in Blue Bell, Pottstown, and online. The College maintains a Dental Hygiene Program that operates a clinical environment supporting both patient care and student instruction.

The College currently utilizes Dentrix Enterprise as its dental practice management system, DEXIS for imaging, and TalEval for student competency evaluation. These systems support patient scheduling, treatment documentation, billing activities, clinical education, competency tracking, and radiographic imaging.

The College seeks a modern, secure, scalable, cloud-forward Dental Practice Management System that will:

- Replace Dentrix Enterprise.
- Support academic clinical workflows.
- Improve user experience.
- Preserve historical data and records.
- Support instructional assessment workflows.
- Improve reporting capabilities.
- Maintain compliance with HIPAA and FERPA requirements.
- Support integration with DEXIS or provide a comprehensive imaging migration strategy.

The preferred implementation target is production readiness for the Spring 2027 semester.

Section C. INSTRUCTIONS TO PROPOSERS

Proposal Document Availability

- A. The Proposal Documents have been prepared by the Purchasing Department of the Montgomery County Community College located at 340 DeKalb Pike, Blue Bell, PA 19422. The Proposal Documents are made available via the PennBid website only for the purpose of obtaining Proposals for this Project. Their availability does not grant a license for other purposes.
- B. Proposer shall verify that the documents are complete and shall notify the Purchasing Department should the documents be incomplete, or upon finding discrepancies or omissions in the Proposal Documents. Proposer shall be responsible for the completeness of their set of Proposal Documents. No allowance or concession will be made to a Proposer who complains of missing portions of Proposal Documents subsequent to the award of Proposal. All requests for clarifications must be submitted via the PennBid Portal in writing no later than the date specified. All clarifications, modifications and corrections to the Proposal Documents shall be issued in the form of Addenda and posted to the PennBid Portal. Addenda listing revisions and changes to the Proposal Documents shall become a part of and take precedence over original Proposal Documents and shall be so honored by Proposers in preparing their Proposals.

Definitions

- A. Proposal Documents: Invitation to Submit Proposal, Instructions to Proposer, Proposal Form, form of Non-Collusion Affidavit, form of Agreement, Specifications, Campus Map and other sample proposal and contract forms, and all Addenda issued prior to Proposal opening.
- B. Proposer: Person or entity submitting a Proposal.
- C. Proposal Sum: Monetary sum identified by Proposer in Proposal form.
- D. Contract Documents: Proposal Documents and Form of Agreement between College and Contractor (hereinafter "Agreement").
- E. Contractor: Successful Proposer, i.e., Proposer to whom contract is awarded.
- F. Services: All services (including, without limitation, all supplies and equipment necessary to perform such services) identified to be provided under the Contract as detailed in the Specifications.
- G. College: Montgomery County Community College, its agents, employees and/or authorized representative.

Preparation And Submission of Proposals

DELIVERY

Proposer shall be solely responsible for the delivery of their Proposal in the manner and time prescribed. All Proposals must be received by the College at the place designated in the Invitation to Proposal, prior to the time designated in the Invitation to Submit Proposals for Proposal opening. Proposals not received in the time frame or manner as outlined will not be accepted.

PROPOSAL FORMS

Proposals shall include forms as furnished by the College. Proposals should be prepared simply, providing straightforward and concise responses to requests for information and descriptions of qualifications and capabilities.

WITHDRAWAL OF PROPOSALS

Proposals will remain firm and non-withdrawable for one hundred twenty (120) days after the opening of Proposals and will thereafter remain firm and non-withdrawable until the Proposer provides written notice to the College's Purchasing Department that the Proposal has been withdrawn.

SIGNATORIES

- (1) If the Proposer is an individual, the Proposal shall be executed by him, personally; his signature shall be witnessed; his business address shall be stated, and any trade name employed in the conduct of his business shall be stated.
- (2) If the Proposer is a partnership, the Proposal Form shall be executed in the name of the partnership by each of the partners, or a general partner authorized for this purpose; the signatures of the partners shall be witnessed; the business of the partnership shall be stated; and the business address of the partnership shall be stated.
- (3) If the Proposer is a corporation, the Proposal Form shall be executed in its name and on its behalf: (a) by the President or Vice President and attested by the Secretary or Assistant Secretary, and the Corporate Seal shall be affixed; or (b) by a duly authorized agent of the corporation whose authority to act, as of the date of the Proposal, shall be established by a certified copy of a resolution by the Board of Directors of the proposing corporation authorizing said agent to sign the Proposal on behalf of the corporation, submitted with the Proposal. The business address of the corporation and state of incorporation shall be stated.
- (4) If the Proposer is a limited liability company, the Proposal Form shall be executed in its name and on its behalf: (a) by all of the members if the company is member-managed, or by the managing member if the company is manager-managed, or (b) by a duly authorized agent of the company whose authority to act, as of the date of the Proposal, shall be established by a certified copy of a resolution by the members of the proposing company authorizing said agent to sign the Proposal on behalf of the company, submitted

with the Proposal. The business address of the company and state of formation shall be stated.

(5) If the Proposer is a joint venture, each party of the joint venture shall execute the Proposal Form under their respective seals in a manner appropriate to such party as described above.

(6) Electronic signatures (including signatures that have been transmitted via facsimile or email) are intended to authenticate, execute, and adopt the Proposal Form and have the same force and effect as manual signatures pursuant to the Pennsylvania Uniform Electronic Transactions Act, 73 P.S. § 2260.101 *et seq.*

PROPOSAL SUBMISSION

All Proposals shall be submitted via PennBid and must include uploaded files of the Proposal and Non-Collusion Affidavit.

ADDENDA

Prior to the opening of Proposals, Proposer may be furnished bulletins for additions, corrections, or modifications to Contract Documents. These bulletins, in the form of addenda, are to be included in the Proposal and are part of the Contract. Failure of the Proposer to acknowledge any/all Addenda on his Proposal may be sufficient cause for rejection of his Proposal. The College intends that all Proposers shall have equal access to information relative to this RFP, and that this RFP contains adequate information. No information communicated, either verbally or in writing, to or from a Proposer shall be effective unless confirmed by an addendum to this RFP, or in the Proposal. It is the responsibility of each submitting Proposer to ascertain prior to submitting its response that all issued Addenda have been received. Addenda will be posted through PennBid.

CLIENT REFERENCES

Each Proposer shall submit as part of its Proposal:

- A list of references, preferably from higher education, ideally from community colleges within the Commonwealth of Pennsylvania, of similar scope and size to the College.
- A list of service contracts that have expired or been terminated in the past three (3) years.

All references to be complete with name of the organization, contact person, address, phone number, email address, type of facility and length of time servicing the account.

FINANCIAL STATEMENTS

Proposer shall submit a copy of its financial statements upon request by the College.

FINALITY OF DECISION

Any decision made by the College, including the Contractor selection, shall be final.

RELEASE OF CLAIMS

Each Proposer by submitting its Proposal releases the College from any and all claims arising out of, and related to, this RFP process and selection of a Contractor.

CONTRACTOR BEARS PROPOSAL COSTS

A recipient of this RFP is responsible for any and all costs incurred by it or others acting on its behalf in preparing or submitting a Proposal, or otherwise responding to this RFP, or any negotiations incidental to its Proposal or this RFP. All Proposals submitted will become the property of the College.

DISCLOSURE OF PROPOSAL CONTENT

The laws of the Commonwealth of Pennsylvania require public information be available for examination by all interested parties. No Proposals shall be disclosed until after an award has been made. The College reserves the right to destroy all Proposals if the RFP is withdrawn; the award of the Contract is withdrawn; or otherwise in the normal course of business. Trade secrets or proprietary information submitted by a Proposer in connection with this procurement transaction shall not be subject to public disclosure (except as required by law); however, the Proposer must invoke protection prior to or upon submission of the data or the materials and must identify the data or other materials to be protected and state the reason why protection is necessary. **Proposers shall submit, in a separate section of the Proposal, any information considered proprietary and any copyrighted material and clearly identify the information as proprietary and/or copyrighted information. Proposers may not declare their entire Proposal proprietary, nor may they declare proposed pricing to be proprietary.** References may be made within the body of the Proposal to proprietary information; however, all information contained within the body of the proposal not in the separate section labeled proprietary shall be considered public information.

EXCEPTIONS TO RFP

Any exceptions to the terms and conditions contained in this RFP or any other special considerations or conditions requested or required by the Proposer MUST be specifically enumerated by the Proposer and be submitted as part of its Proposal, together with an explanation as to the reason such terms and conditions of this RFP cannot be met. The selected Contractor(s) shall be required and expected to meet the RFP requirements as set forth in this RFP in their entirety, except to the extent exceptions are expressly set forth in the Contractor's Proposal and those exceptions are expressly accepted by the College and expressly incorporated into the Agreement in writing.

ORAL INTERVIEWS

The College will require qualified Proposers to participate in an oral interview and negotiation process to discuss their Proposal and to answer any questions the College may have regarding the RFP and Contractor's Proposal.

QUESTIONS & CLARIFICATIONS

Inquiries for information regarding this Request for Proposals should be submitted via the

PennBid website.

Modification And Withdrawal

Proposals may be modified and withdrawn until the Bid closes via PennBid. Negligence by Proposer in preparing his Proposal confers no right of withdrawal or modification of his Proposal after such Proposal has been opened.

Qualifications

Prior to the award of contract, College may require satisfactory evidence to show that the Proposer is fully prepared in every way to perform the Contract timely and that he has been regularly engaged in such business. Proposer shall be prepared to furnish evidence that all certificates and public licenses have been properly maintained, are current, and shall attest that his company has never defaulted on any public contract. The College may make such reasonable investigations as deemed proper and necessary to determine the ability of a Proposer to perform the work. The Proposer shall furnish the College all such information and data pertinent to the evaluation of the Proposer's response to this Request for Proposals upon written request from the College.

Collusive Proposals

A. More than one Proposal for one contract from an individual, partnership, corporation, company, or an association under the same or different names will be grounds for rejection of all Proposals in which such Proposer is interested. Any and all Proposals will be rejected if there is any reason for believing that collusion exists among any of the Proposers. Participants in such collusion will not be considered in future Proposals.

B. By submitting its Proposal, the Proposer certifies that it has not combined, conspired, or agreed to intentionally rig, alter or otherwise manipulate, or to cause to be rigged, altered or otherwise manipulated its Proposal for the purpose of allocating purchases or sales to or among persons, raising or otherwise fixing the prices of the goods or services, or excluding other persons from dealing with the College.

C. By submitting its Proposal, the Proposer certifies that its proposal is made without collusion or fraud and that it has not offered or received any kickbacks or inducements from any other Proposer, supplier, manufacturer or related entity in connection with its proposal; and that it has not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised.

D. Proposer shall submit with their Proposal, a Non-Collusion Affidavit in the form contained in the Proposal Documents.

Reservation Of Rights

The College reserves the right, in its sole and absolute discretion (for this provision and all other provisions contained in this RFP), to accept or reject, in whole or in part, any or all Proposals with or without cause. The College further reserves the right to waive any irregularity or informality in this RFP process or any Proposal, and the right to award the Contract to other than the Proposer submitting the best financial proposal (low bidder). The College reserves the right to request additional information from any or all Proposers. The College reserves the right to negotiate with one or more Proposers concerning their Proposals.

Proposal Rejection

The College reserves the right to reject any and all Proposals, or parts of a Proposal, when a rejection is in the College's interest. The College reserves the right to reject a Proposer if he is not in a position to perform the contract or has previously failed to perform similar contracts properly or on time.

Contract

- A. The College reserves the right to award a contract for one or more of the items set forth in the Specifications, or for all items set forth in the Specifications.
- B. The Contract Documents form the Contract.
- C. Failure of the Proposer who is selected to execute the Agreement within 10 days, shall constitute a default by such Proposer and the College may, at its sole discretion, award the contract to another Proposer or re-advertise for Proposals, and the defaulting Proposer shall pay to the College the difference between the amounts of his Proposal and any higher amount for which the College may contract for the required services, plus any advertising, consulting, legal or other expenses incurred by reason of the default.

Familiarity With Proposed Work

The Contract is entered into by the College with the understanding that the Contractor, prior to submission of his Proposal, acquainted itself with the requirements of all Instructions to Proposer, Specifications, and other Proposal Documents, and that it has obtained all necessary information for completion of the Services during the term of the Contract. The Contractor shall not at any time after the execution of the Contract set up any claims whatsoever based upon insufficient data or incorrectly assumed conditions, nor shall the Contractor claim any misunderstanding in regard to the nature, conditions or character of the Services to be provided under the Contract, and Contractor shall assume all risk resulting from any changes in the conditions which may occur during the progress of the work.

Human Relations Act

The Pennsylvania Human Relations Act, Act 222 of October 27, 1955, P.L. 744, 43 P.S. §951 *et seq.*, prohibits discrimination because of race, color, religious creed, ancestry, age, sex, national origin, handicap or disability, by employers, employment agencies, labor organizations, contractors and others. Contractor does hereby agree to comply with the provisions of this Act, as amended, which

are hereby made part of the Contract. Contractor's attention is directed to the language of the Commonwealth Non-Discrimination Clause as set forth in 16 Pa. Code §349.101.

<https://www.mc3.edu/about-mccc/policies-and-procedures/procurement-policies>

Waiver Of Consequential Damages

Contractor waives claims against the College for consequential damages arising out of or relating to the Contract, including, but not limited to, damages incurred by the Contractor for principal office expenses including the compensation of personnel stationed there, for losses of financing, business, and reputation, and for loss of profit except anticipated profit arising directly from the Services.

Fees, Permits and Certifications

Contractor, its employees and agents shall secure, at its sole cost and expense, and maintain all necessary permits, licenses and certifications as required by federal, state and local laws, regulations and ordinances, which are legally required prior to and during the work, unless otherwise specified by the College. All costs and fees for same shall be the sole responsibility of the Contractor.

This RFP is exempt from PennBid fees.

Taxes

- A. Contractor is responsible for sales taxes and any other applicable taxes related to the Services provided under the Contract.
- B. The College is exempt from Federal Excise and State Sales and Use Tax on all tangible personal property purchased or leased by it for its use or consumption. The Contractor shall pay all County, City, State and Federal taxes required by law enacted at the time proposals are received and resulting from the work or traceable thereto, under whatever name levied. Said taxes shall not be in addition to the contract price between the College and the Contractor, as the taxes shall be an obligation of the Contractor and not of the College, and the College shall be held harmless for same by the Contractor. Exemption certification will be supplied upon request.

All Applicable Laws, Statutes, Regulations And Standards

- A. Contractor shall comply with all applicable federal, state, local and industry statutes, regulations, ordinances, codes and standards. The failure to specifically reference or include said matters in the Contract Documents does not excuse Contractor from compliance with same.
- B. The Contractor shall comply with any and all laws, rules, regulations, ordinances, and College policies, applicable to providing the Services contemplated under the Contract. The Contractor, including its employees and agents, shall be responsible for knowing the

College's policies concerning appropriate behavior of persons in its schools, and on its properties including, for example, the prohibitions of sexual harassment, alcohol, and smoking, and shall comply with all such policies. In the event any federal, state, local or other governmental body's laws, rules, ordinances, or regulations are revised, changed, or amended, or in the event there are revisions, changes or amendments to the College's policies, the Contractor shall comply with all such revised, changed or amended laws, rules, ordinances regulations or policies, at no additional cost to the College.

- C. All Services to be furnished by the Contractor and the Contractor's working conditions and employment practices shall comply with all applicable state and federal requirements, including, but not limited to, the Occupational Safety and Health Act.

Payment

Invoices received and approved by the College will be paid within thirty (30) days, provided all Services for which payment is requested have been completed in accordance with the Contract and Contractor is in full compliance with all requirements of the Contract.

Financial Statements

Monthly Billing Statements showing sufficient detail to track the expenses per individual activity are to be submitted to the Business Office. The firm also agrees to allow its books and billing statements to be audited by the College or its accountants at any time after a 3-day written notification of intent to do so. The firm is expected to submit yearly summary Billing Statements on a July to June schedule to the office listed above.

Failure To Finish or Complete Contract

In the event Contractor shall neglect or refuse to complete the Services as required, or any part thereof, or to replace any work which is rejected, then the College is authorized and empowered to services in conformity with the Contract from such party or parties, and in such manner as it shall elect at the expense of the Contractor, or to cancel the Contract; reserving to itself, nevertheless, all rights for damages, including attorney's fees, legal costs, and additional professional fees, which may be incurred by the College. The foregoing rights and remedies shall be in addition to, and not in limitation of, any other rights and remedies available to the College at law or in equity.

Governing Law

The Contract shall be governed by the law of the Commonwealth of Pennsylvania. As between the College and Contractor, any applicable statute of limitations shall commence to run and any alleged cause of action shall be deemed to have accrued as provided by the laws of the Commonwealth of Pennsylvania. The College reserves all rights and privileges applicable to it pursuant to the doctrine of nullum tempus occurrit regi.

Claims And Disputes

Claims, disputes, or other matters in question between the parties to the Contract arising out of or relating to the Contract or breach thereof shall be exclusively litigated in the Court of Common Pleas of Montgomery County and shall not be subject to arbitration, except for compulsory arbitration as provided by the applicable rules of civil procedure. Pending resolution of any claim and/or dispute, unless otherwise agreed in writing, Contractor shall proceed diligently with performance of the Contract so as to avoid delay in the schedule of completion of the Project.

Right To Contract with Others

The College reserves the right to contract with other service providers for additional services.

Assignment And Subcontracting

The Contractor shall not assign, convey, encumber, subcontract, or otherwise transfer its rights or duties under the Contract, in whole or in part, without the prior written consent of the College. A description of any work the Contractor proposes to subcontract shall be submitted to the College for review and approval along with the name and address of the individual, firm, or corporation that is the proposed subcontractor. This submittal shall also include a list of the key personnel that the subcontractor will assign to the project. All work performed by any subcontractor shall be coordinated by the Contractor and the Contractor will be responsible to the College for all work performed by any subcontractor or special consultant.

Non-Appropriation of Funds

Any resultant contract shall terminate immediately upon exhaustion of properly appropriated funds should the Board of Trustees fail to appropriate sufficient funds for its continuation. If the College determines, in its discretion, that it lacks adequate funds to pay part or all of the payments for the Services described in the Contract, the College's obligation under the Contract will terminate as of the date that the funding expires without further obligation to the Contractor.

Ownership Of Documents

- A. All finished or unfinished information or materials, documents, data, studies, surveys, drawings, maps, models, photographs, and reports or other materials prepared by or for the Contractor under any resultant contract shall, at the option of the College, become College property and shall be delivered to and remain the property of the College upon completion of the work or termination of the Contract. The College shall have the right to use and reproduce the data and reports submitted hereunder, without additional compensation to the Contractor.
- B. Any documents provided to the Contractor by the College shall be returned to the College upon request.

Royalty And License Fees and Copyright, Trademark and Patent Protection

- A. In submitting its Proposal, the Contractor certifies that there has been no violation of
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copyrights or patent rights in manufacturing, producing, or selling the commodities or services to be ordered as a result of this Request for Proposals.

- B. Unless specified otherwise in the contract, the Contractor shall pay all royalty and license fees relating to the items covered by the contract.
- C. In the event any third party shall claim that the manufacture, use and sale of the goods offered hereby constitutes an infringement of any copyright, trademark, or patent, the Contractor shall indemnify and hold harmless the College from any cost, expense, damage, or loss incurred in any manner by the College on account of such alleged infringement.

Additional Services

The College may add to the scope of Services or make changes in the scope of Services any services of a similar nature to those specified in the Specifications of this Request for Proposals as mutually agreed to at a price mutually agreed upon.

Nondiscrimination

If the resultant contract exceeds \$10,000, during the performance of the contract, the Contractor agrees as follows:

- A. The Contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, or national origin, except where religion, sex or national origin is a bona fide occupational qualification reasonably necessary to the normal operation of the Contractor. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this non-discrimination clause.
- B. The Contractor, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, will state that such Contractor is an equal opportunity employer.
- C. Notices, advertisements, and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.
- D. The Contractor will include the provisions of the foregoing subparagraphs A, B and C in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or supplier.

Precedence Of Documents

Unless otherwise noted, the precedence of documents shall be as follows: the Contract, the Request for Proposals and the Contractor's response to the Request for Proposals.

Section D. SPECIFICATIONS

Project Background

Montgomery County Community College operates a Dental Hygiene Clinic that currently utilizes Dentrix Enterprise as its Dental Practice Management System, DEXIS for digital imaging, and TalEval for student competency evaluation and assessment activities. Historical patient records, schedules, charting information, clinical notes, imaging records, financial records, and educational records are maintained within these systems.

The College seeks a comprehensive replacement solution that supports both clinical operations and educational workflows. The resulting system must support faculty, students, administrators, clinical staff, and information technology personnel.

Scope of Services and Timeline

The selected vendor shall provide:

- Software licensing or subscriptions
- Project management
- System implementation
- Configuration services
- Data migration services
- Imaging integration or migration
- Identity and security configuration
- Training services
- Testing support
- Go-live support
- Post-implementation stabilization services
- Ongoing maintenance and support services

The College's preferred implementation timeline supports production use by the beginning of the Spring 2027 semester.

Project Objectives

The objectives of this project include:

1. Replace Dentrix Enterprise with a modern supported platform.
2. Improve clinic and educational workflows.
3. Preserve historical records and imaging data.
4. Support competency management and student assessment.
5. Maintain DEXIS integration or provide a comprehensive migration approach.
6. Improve security, compliance, and audit capabilities.

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7. Reduce reliance on local infrastructure through hosted or SaaS deployment models.
8. Expand reporting and analytics capabilities.

Desired Specifications

Responses will be used for evaluating vendor responses.

Deployment, Hosting and System Availability Requirements

The proposed solution shall support:

- SaaS or vendor-hosted deployment is preferred.
- Browser-based access with minimal local client installation where feasible.
- Role-appropriate access from College-managed devices, with the ability to restrict access by location.
- Automatic software updates or clearly managed release cycles.
- High availability, backup, disaster recovery, and business continuity capabilities.
- Documented service level agreements for uptime, response, and restoration.

Patient Management

The proposed system shall support:

- Electronic patient records
- Medical history management
- Dental history management
- Consent management
- Electronic signatures
- Document scanning and storage
- Recall management
- Appointment reminders
- Patient communications
- Audit-ready document retention capabilities
- Store all consent forms inside the patient chart, including HIPAA, radiology, treatment, and minor consent forms, with digital signature support for students, instructors, and dentists.
- Support uploading PDFs or scanned forms, auto-tagging forms to the correct visit, and retrieval for audits, accreditation, or legal review.
- Ensure notes, signatures, and consents are permanently linked to the patient record, timestamped, audit-tracked, and locked after required instructor or dentist sign-off.

Scheduling Requirements

The proposed system shall support:

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- Multi-provider scheduling
- Student scheduling
- Faculty scheduling
- Multi-chair scheduling
- Operatory scheduling
- Clinic session scheduling
- Waitlist management
- Appointment conflict detection
- Appointment confirmation workflows
- No-show management and reporting

Clinical Documentation Requirements

The proposed solution shall support:

- Medical histories
- Dental histories
- Restorative charting
- Periodontal charting
- Oral examinations
- Treatment plans
- Clinical notes
- Progress notes
- Faculty review workflows
- Student documentation review
- Instructor sign-off processes

Student Learning and Competency Requirements

The system shall support:

- Competency management
- Competency tracking
- Faculty evaluations
- Clinical grading
- Student remediation tracking
- Instructor calibration rubrics
- Accreditation reporting
- CODA-related reporting
- Productivity reporting
- Clinical activity reporting by student and instructor

D-

- Fully customizable competency frameworks by clinic level and lab level, including clinical competencies, patient requirements, radiographic requirements, remediation standards, grading scales, radiographic expectations, and patient experience requirements.
- Ability to assign students to specific levels, track progress separately by level, and identify repeated competency or skill deficiencies requiring remediation.
- Clinical activity tracking by student, faculty member, provider, procedure, and clinic session.

Imaging Requirements

The College currently uses DEXIS. Vendors must either:

Option A

Continued Integration with Existing DEXIS Environment.

- Provide integration with DEXIS imaging software.
- Allow patient records to be linked between the practice management system and DEXIS.
- Support launch or context-sensitive access to DEXIS from within the patient chart where feasible.
- Provide access to current and historical radiographs with minimal workflow disruption.
- Support future DEXIS software upgrades or clearly document version constraints.
- Identify supported DEXIS versions, integration architecture, licensing dependencies, and known limitations.
- Describe responsibility boundaries between the DPMS vendor, DEXIS vendor, the College, and any implementation partners.

OR

Option B

Provide complete migration to a new imaging platform.

- Migration of all historical patient images.
- Migration of image metadata and preservation of patient-image relationships.
- Maintenance of image quality and diagnostic value.
- Preservation of imaging history, annotations where available, and audit records where supported.
- Validation and verification procedures to confirm complete and accurate migration.
- Required downtime, migration timeline, staffing needs, licensing costs, and long-term support model.
- Training for faculty, students, clinical staff, and IT support personnel.
- Documented export process to avoid future proprietary lock-in.

Imaging Functionality Requirements

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The proposed imaging solution shall support:

- Intraoral radiography.
- Bitewing imaging.
- Periapical imaging.
- Full mouth series imaging.
- Bitewing series, full mouth series, and panoramic imaging, including compatibility with the College's existing Kavo 3D panoramic machine or a fully documented replacement acquisition workflow.
- Panoramic imaging.
- Intraoral camera integration.
- CBCT integration, if available or applicable.
- Image annotation and measurement tools.
- Instructor annotation tools and student self-assessment capabilities for radiographic grading, competency review, and remediation workflows.
- Automatic saving of acquired images to the correct patient record and availability of images during grading, competency evaluation, and remediation.
- Ability to manage image capture, radiographic experiences, retakes, sensor type, and related documentation in support of accreditation standards.
- Side-by-side image comparison.
- Secure export and sharing capabilities.
- DICOM support where applicable.
- Ability to import radiography images received from external sources.
- Audit logging of image access, modification, export, and deletion where supported.

Billing and Financial Management

The proposed system shall support:

- Procedure coding and fee schedules.
- Patient billing and statements.
- Insurance information management.
- Electronic claims processing where required.
- Insurance eligibility verification where supported.
- Payment processing and posting.
- Refund management.
- Payment plans if applicable.
- Financial reporting and export capability.
- General ledger or institutional finance export capability where required.

Reporting and Analytics Requirements

D-

The proposed solution shall support:

- Patient activity reporting.
- Appointment statistics and no-show reporting.
- Procedure utilization.
- Treatment completion rates.
- Recall and continuing care reporting.
- Student productivity reporting.
- Faculty supervision metrics.
- Clinic participation and utilization.
- Revenue and billing reports.
- Operational dashboards and key performance indicators.
- Student progress reports by patient category and clinical requirement, including child, adult, geriatric, special needs, periodontal staging, calculus level, radiographic experiences, sensor type, and retakes.
- Clinic completion reports, radiographic experience logs, competency completion summaries, instructor grading analytics, and accreditation-ready documentation aligned with CODA needs.
- Ad hoc report creation and export to Excel, CSV, or other usable formats.

Security and Compliance

The solution shall provide:

- HIPAA compliance support.
- FERPA support where educational records are involved.
- Encryption of data in transit and at rest.
- Role-based access control.
- Multifactor authentication support.
- Microsoft Entra ID, SAML 2.0, OpenID Connect, or equivalent identity integration where available.
- Audit logging for access, modification, deletion, export, administrative activity, and authentication events.
- Data retention, legal hold, and export capabilities.
- Security incident response procedures.
- Vulnerability management and patching processes.
- SOC 2 report availability or equivalent third-party assurance documentation.
- Business Associate Agreement availability where applicable.

Data Migration Requirements

The vendor shall provide a comprehensive migration strategy covering:

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- Patient demographics
- Clinical records
- Treatment histories
- Scheduling information
- Documents and consent forms
- Student evaluation data
- Imaging records (if applicable)
- Historical audit information where available
- Dental and periodontal charting data where extractable.
- Referral, provider, student, and faculty relationships where applicable.
- Scanned attachments and forms.

Migration Deliverables

- Data mapping document
- Migration plan
- Test migration results
- Validation report
- Reconciliation report
- Issue log and remediation plan
- Cutover plan
- Downtime estimate
- Rollback plan
- Post-go-live validation support

Integration and Interoperability Requirements

The proposed solution shall support, where applicable:

- Microsoft Entra ID or Active Directory integration.
- SAML 2.0, OpenID Connect, or supported single sign-on method.
- Microsoft 365, Outlook, Exchange Online, and Teams compatibility.
- DEXIS integration or alternative imaging integration/migration as described above.
- Payment processor integration.
- Reporting exports to institutional reporting platforms.
- API availability for supported future integrations.
- Documented data export capabilities for future portability.

Training Requirements

Training shall include:

- Administrator training
- Faculty training

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- Clinical staff training
- Student training materials
- Train-the-trainer sessions
- Documentation
- Video content
- Sandbox environments

Support and Service Level Requirements

The vendor shall provide:

- Phone, email, web portal, and ticket-based support.
- Severity definitions and response times.
- Escalation procedures.
- After-hours or emergency support availability.
- Account management and customer success support.
- Maintenance windows and release notifications.
- Knowledge base and self-service support resources.

Pricing of Proposal

The pricing proposal must include all the following:

- Software licensing/subscriptions
- Implementation services
- Project management
- Data migration
- DEXIS integration or migration
- Training
- Support and maintenance
- Optional modules
- Third-party licensing
- Five-year recurring cost projections

Proposed Timeline of Vendor Activities

Vendor will provide a detailed timeline of activities to describe implementation of program through completion including:

- Project kickoff and governance.
- Discovery and workflow design.
- System build and configuration.

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- Integration setup.
- Data migration and validation.
- Testing and user acceptance testing.
- Training and change management.
- Go-live support.
- Post-go-live stabilization and optimization.

Financial Stability

The Vendor shall provide the last three years' annual reports, or comparable documents, including detailed profit loss, assets and liabilities, and other relevant financial data.

Bankruptcy/Default/Adverse Conditions

i. Litigation, Penalties and Bankruptcy:

The Proposer shall submit:

- A description of any and all investigations, indictments or pending litigation by any federal, state or local jurisdiction relating to the Vendor, any officer, director, partner or member thereof, any affiliate or any related company;
- A list of all criminal convictions within the last five years relating to the Vendor, any officer, director, partner or member thereof, any affiliate or any related entity;
- A list of all civil penalties, judgments, consent decrees and other sanctions within the last five years, as a result of any violation of any law, rule, regulation, or ordinance in connection with its business activities relating to the Vendor, any officer, director, partner or member thereof, any affiliate or any related entity;
- A list of all actions occurring within the last five years which have resulted in revocation or suspension of any permit or authority to do business in any jurisdiction relating to the submitting entity, any officer, director, partner, or member thereof, any affiliate or any related entity;
- A list of all actions occurring within the last five years that have resulted in the barring from public bidding relating to the Vendor, an officer, director, partner, or member thereof, any affiliate or any related entity; and
- A list of all bankruptcy and other similar proceedings within the past

five years relating to the Vendor, any officer, director, partner, or member thereof, any affiliate or any related entity.

ii. Defaults:

The Proposer shall submit a description, in detail, of any situation in which the Vendor's firm (either alone or as part of a joint venture), or a subsidiary of the Vendor's firm, defaulted or was deemed to be in noncompliance of any contractual obligations, explaining the situation, its outcome and all other relevant facts associated with the event described. Please also provide the name, title and telephone number of the principal manager of the contract user who asserted the event of default or noncompliance.

iii. Other Adverse Situations:

The Proposer shall submit:

- A description of any present facts known to the Vendor that might reasonably be expected to affect adversely either its ability to perform or the viability of any affiliated entity that might reasonably be expected to supply financial support.
- A description of any procurement that it has conducted that resulted in a protest, regardless of whether the protest was successful or unsuccessful.

Other Services

The Vendor should describe any other services that may be of interest to Montgomery County Community College.

Proposal Format

i. Cover Page and Overview: Provide a brief description of the Vendor submitting this proposal and overview of the project including:

- a. Identification: Legal name, mailing address, and website of the Vendor submitting the proposal.
- b. Contact: Name, title, email address and telephone number of the person to be contacted to discuss questions regarding the proposal.
- c. Provide a list of any current memberships or agreements with public purchasing contracts, cooperative purchasing programs, and/or purchasing alliances.
- d. Overview of Proposal: Include no more than two (2) pages, with a brief summation of the proposal and underlying philosophy of firm for providing this service/solution.

ii. Proposal Response: Provide a detailed description of services and

capabilities for each section of the detailed specifications.

- a. Responses should align with the detailed specifications.
 - b. Any exceptions should be noted clearly to the specifications outlined.
 - c. If the Vendor does not have a response to a requirement, the Vendor shall state, “unable to perform.”
 - d. Any variations to services, capabilities, or timeline shall be noted with an explanation.
- iii. Cost: Please include an itemized quote for all costs, as indicated in the “Pricing of Proposal” section of the RFP.
- iv. References: The proposer shall submit a minimum of three (3) verifiable references which the Vendor has performed related services for. References should be capable of speaking to Vendor’s qualifications and working relationships.
- v. Additional Support Documents: Vendor may submit or make available, through links, examples of training materials, resources, or other relevant information.
- vi. Not Confidential: Bid responses, in whole or in part, are not to be marked confidential or proprietary.

Vendor Deliverables and Key Personnel

The Vendor shall be responsible for all tasks and deliverables required to complete the project as described. It is anticipated that this shall include but not be limited to:

- i. Providing a narrative outlining experience in offering this solution to institutions of higher education. This will include:
 - a. number of years Vendor has offered service;
 - b. number of current clients (identifying total number of colleges);
 - c. and any other compelling information.
- ii. Identifying one person who will be responsible for all activities required to fulfill said contract and who will be vested with the authority to make decisions and commitments on behalf of the contracted party during the contractual period.
- iii. Communicating and meeting with Montgomery County Community College staff in person and/or via teleconference throughout the contractual period.
- iv. Awarded vendor will provide a list of all key personnel as part of this project including:
 - a. Job titles and years of employment with Vendor;

- b. Work contact information (email, phone);
- c. Role they will play in connection to the RFP and project.

RFP Assessment Evaluation

Responses to this RFP will be evaluated by a team. In selecting the semi-finalists and finalist, the College will consider the following factors in combinations. These factors will be reviewed and scored according to the following matrix:

1. Functional Requirements
2. Educational Workflow Support
3. Imaging Integration or Migration Strategy
4. Data Migration Approach
5. Security and Compliance
6. Implementation Methodology
7. Support and Training
8. Cost
9. Financial Stability
10. Higher Education Experience

Demonstrations

Shortlisted vendors may be required to provide a scripted demonstration using scenarios provided by the College. Demonstrations should focus on real clinic workflows and should include, at minimum:

- Configuration of custom competency frameworks by clinic level and lab level, including remediation standards, grading scales, patient requirements, radiographic expectations, and progress tracking.
- Patient intake and registration.
- Appointment scheduling for student clinic operations.
- Student clinical documentation.
- Faculty review and sign-off.
- Dental and periodontal charting.
- DEXIS launch and access to historical images, or demonstration of the proposed alternative imaging workflow.
- Treatment planning and progress notes.
- Reporting for student productivity and clinic operations.
- Accreditation reporting for student progress, clinic completion, radiographic experiences, competency completion, instructor grading analytics, and CODA-ready documentation.
- Security role administration and audit logging.
- Data export and reporting capabilities.

Content of Proposal

Any addenda to these documents will be sent to Vendors and will become part of this RFP. No oral statements, explanations, or communications by anyone shall be of any effect unless incorporated into the addenda.

END OF DOCUMENT