Business Services
Contracts Office
5735 47th Avenue   Sacramento, CA 95824
(916) 643-

REQUEST FOR PROPOSALS FOR MEDICAL BILLING SOFTWARE

I.   INTRODUCTION

The Sacramento 7]hml b]Z]YX`GW\cc``8]ghf]Whf]fl 8]gfhWf] cf`Î G7I G8`Ï) is seeking proposals from qualified firms who can provide a web-based logging/billing software, along with the professional services necessary to implement said system. This software must meet the requirements set forth in this RFP, including the ability to collect and process Medi-Cal electronic student health services for documentation of all health-related services.

Interested firms are asked to submit a recommended implementation plan and to clearly specify the areas where services will be provided, a proposed staffing plan indicating the quantity and types of software and human resources that will be provided/leveraged, and the roles and responsibilities of the District project team in the implementation process. Implementation plans should include, but are not limited to:

> Software installation and configuration;
> Applicable network and hardware requirements;
> Technical architecture and proposed/available integration models (articulation of APIs, Web Services, etc.);
> Security architecture;
> Data model;
> Data conversions/integration

The District is interested in recommendations on how to implement best practices to ensure project success, knowledge transfer and positive system acceptance, while keeping project costs at reasonable levels.

To control the cost of the system, the District will make every reasonable attempt to use the software as proposed without modification. However, the proposal must also contain an estimated configuration and/or modification cost based on experience with other customers to effectively achieve the necessary District requirements, including rates and timeframes for development work as well as articulation of support and maintenance impacts. The requirements cobhU]bYX`]b`h\]g`F : D`fYdfYgYbh`h\Y`8]gfhWfMÑj`]g]cb` of how Medi-Cal billing will work. As such, we realize that the requirements may exceed the offerings currently available in the marketplace. For this reason proposals will be evaluated in their entirety with attention to immediate functionality as well as flexibility to accommodate changing requirements and technology.

Proposals should clearly delineate how the software system can best satisfy the stated requirements of the District and how the implementation approach will minimize the risk of delayed implementation.

The District expects to consider only proposals demonstrating forward-thinking systems which will sustain the District well into the future. The application system is required to be an existing software system incorporating the operational functions described in this RFP.

A.   Background

Established in 1854, Sacramento City Unified School District is one of the oldest K-12 school districts in the western United States. SCUSD serves 43,175 students on 75 campuses spanning 76 square miles; SCUSD employs 4,213 people and operates with a budget of $383 million.

G7I G8 Ñ¦ghì XYbhg´fYZ´YWÌh\Y´f]VX´X]j Yfg]hmÌh\Uh]gh\Y\´U`a Uf_`cZ´GUW7Ua Ybhc¦Ñ¦WIbhfU`ÌWÌm`´Our student population is 37.1% Hispanic or Latino; 17.4% Asian; 17.7% African American; and 18.8% white. About 5.3% of students are of two or more races or ethnicities. Residents within SCUSD speak more than 40 languages; 38% of students do not speak English at home.

B.   Current Infrastructure

A successful software application from a qualified Proposer g\U``]bhY[fUhY´k ]h\´G7I G8 Ñ¦gb¦`Y´@8 5D´ authority Microsoft Active Directory and role based authentication or support a single sign-on (SSO) methodology.  ±h]g´Ugc´Ubh]W]dUhYX´h\Y´gmghYa ´k ]``´VY]bhY[fUhYX´k]h\´h\Y´8]gfh]Wg´9FD´UbX´G=G´ application systems.

II.   GENERAL INSTRUCTIONS

Interested firms are invited to submit one original plus two (2) hard copies, and one (1) electronic copy of h\Y´F: D´cb´UdcfhUV`Y´Î h\i a ´V-Xf]j Yï´]b k f]hY´dfchYWYX´D8 : Zcfa Uh¦

The complete response, together with any and all additional materials, shall be enclosed in a sealed envelope addressed and delivered no later than 4:30 p.m. on Tuesday, April 26, 2016 to the following address:

<div align="center">
Sacramento City Unified School District
Contracts Office
5735 47th Avenue
Sacramento, CA 95824
</div>

H\Y´gUYX´Ybj´YcdY´g\U``VY´a Uf_YX´cb´h\Y´ci hg]XY´ck Yf´YZh´VdfbYf´]h\´h\Y´k cfXgÎ´F: D´for Medi-Cal Billing Software"¦´¨±h]g´h\Y´fÑ¦gg´Y´fYgdcbg]V]`]hmhc´Ybgi fY´h\Y]f´fYgdcbgY´]g´fYWY]j YX´df]cf´hc´h\Y´ scheduled closing time for receipt of Proposals. No corrected or resubmitted Proposals will be accepted after the deadline. Faxed responses are not appropriate for submission and will neither be accepted nor considered.

This Request for Proposals does not commit Sacramento City Unified School District to award a contract or pay any costs incurred in the preparation of a response to this request. The District reserves the right to accept all or part of any responses or to cancel in part or in its entirety this Request for Proposals. The District further reserves the right to accept the response that it considers to be in the best interest of the District.

All requirements must be addressed in your proposal. Non-responsive proposals will not be considered. All responses, whether selected or rejected, shall become the property of the District. Firms are responsible for checking the District website periodically for any updates or revisions to the RFP.

The District will consider and evaluate proposals from any firm that can provide both the software and services requested as well as those who have partnerships as Joint Ventures for this project. Should firms decide to submit proposals under a Joint Venture partnership, the proposal shall clearly define which firm shall be the lead or prime firm in the proposal. Should a contract be awarded, it will be done through the firm which is identified as the lead or prime. All other firms shall be considered as subcontractors through the lead/prime firm. The submission must be for all components of the RFP. In the event a proposal contains only a portion of the requirements, the submission will be deemed non-responsive.

Requests for Information

Questions related to this RFP should be submitted in writing to kimt@scusd.edu no later than Friday, April 15, 2016. SdYWﬀmﬁF： DˌZcfˌMedi-Cal Billing GcZﬁk UfYﬁ ﹞bˌﬁ﹀Yˌgﬀ V⁄YWﬀ﹞bY"ˈF YgdcﬁbgYgˌﬁc˙Uˋˋ questions received will be posted on the District website, www.scusd.edu, Contracts Office page.

All contact regarding this Request for Proposals during the submittal preparation and evaluation period must be done in writing through the Sacramento City Unified School District Contracts Office.

In the event a firm has contact with any official, employee or representative of the District in any manner contrary to the above requirements, said firm may be disqualified from further consideration.

Submission Format

The proposal must, at minimum, address all mandatory and desired services, equipment, material, etc. Responses will fully describe how the services will be performed and any other information helpful in the decision making process.

III.   SCOPE OF SERVICES

The District is seeking comprehensive Medi-Cal Billing Software that can meet its current and future information system needs and service requirements.

Set-up, maintenance, and reporting are required for each functional area. Live data from all functional areas should be available to anyone authorized access by the District. The following is a detailed scope by each functional area:

A)   General Features

The proposed software must be an established, robust billing application which is currently used in the K-12 marketplace for managing the complex tasks of a health billing system such as those described in this RFP.

1. System is browser-based and web-hosted. System must be securely accessible via any reasonably current standard web browser (Chrome, Firefox, Safari, and Internet Explorer).

2. *User logins must be authenticated via Active Directory. Application security must utilize AD.*

3. Provide comprehensive LEA school-based health logging/billing software with flexibility for documentation *optional* and the ability to collect and process Medi-Cal electronic student health services for documentation of all health-related services via the Internet.

4. Provide all LEA school-based health billing system version software upgrades/testing and the installation of the upgrades at no cost to the District during the term of the Agreement including upgrades to ensure compliance with all California and federal Medicaid/Medi-Cal LEA Billing mandates and regulations. As well as amend system/software to adjust to the ever changing Centers for Medicaid changes (i.e. Free-Care Rule) and Department of Health Care Services.

5.

14. Document retention and history stored in the LEA billing system

15. Adhere to all Education Code and District policies and procedures pertaining to the confidentiality of student information.

B)   Billing Software Abilities

Provide documentation and billing software for school based health services to include but not limited to:

16. Web-based software to support documentation and electronic claim submission of school based health services.

17. Satisfies electronic signature billing requirements.

18. User friendly front end screens for easy entry of school based health services by different provider types.

19. Pre-billing checks to support full Medi-Cal billing compliance (credentials, parental consent, provider supervision requirements, Medi-Cal eligibility, etc.).

20. Provides different administrative role-based permissions and access levels.

21. Allows for multiple supervisors for service approval i.e. SLPAs, COTAs, Trained Health Care Aides, LVNs.

22. Ability to upload service records via excel or other provided template.

23. Be accessible the District's Medi-Cal system users to include but not limited to School Nurses, Speech/Language Pathologists, Psychologists, Occupational/Physical Therapists, Mental Health Providers, Audiologists, Transportation Coordinators, Medi-Cal Reimbursement Specialist, Program Records Data Entry and provide the following functionality to:

    a.   Set-up and maintain large caseloads.

    b.   Log services and screenings provided both billable and those logged for compliance.

    c.   Provide the ability to record billable and non-billable services, and ensure that only billable services are billed.

    d.   Have features that can be customized to meet the needs of different groups.

    e.   Have the ability to log groups or the same service for 599.98 Tm 0.012 Tc(169BT/F8 12 Tf1 0 0 1 y)y 12 1

b. Services recorded by date of service or by entry date

c. Sub categories of services, either by provider type and/or service type

d. Services provided by student

e. Service authorization reports which require supervision approval/acknowledgement

f. Service claim status report, i.e., paid claim, pending, needs approval

25. Ability to run real-time fiscal reports detailing claim reconciliation, the status of all reimbursable services; paid or denied.

26. Ability to run real-time fiscal reports for CPE cost settlement reporting- Cost and Reimbursement Comparison Schedule (CRCS).

27. Software includes compliance edit checks to validate data meeting State Of California requirements for Medi-Cal billing

28. Provide electronic process for creating Occupational Therapy and Physical Therapy intervention plans which in turn captures physician authorization data needed to validate Medi-Cal billing. This electronic process accomplishes the following:

a. Online intervention plan creation by practitioner

b. Electronic transfer of information to physician

c. Online collaboration between physician and practitioner

d. E-signature by physician of service intervention plans

29. Integrate Medi-Cal eligibility files to identify all billable LBOP services, on a retro and monthly eligible basis.

30. Perform data checks to ensure the data being extracted is valid. Reconcile the remittance advice after extracting data from the state to the District pertaining to all eligible reimbursements.

C)   Customer Support/Training/Updates

a. For SaaS solutions, systems updates (hardware and software) are the responsibility of the firm and must be scheduled and deployed in a manner consistent with best practices.

b. System updates, patches, enhancements and bug fixes are to be scheduled, tested, validated and communicated in a timely and transparent manner consistent with industry standard best practices.

a. Legal name and address of the company.
b. Legal form of the company (corporation, partnership, etc.).
c. Subsidiaries and affiliations.
d. Address and phone number of the office that will be primarily responsible for providing services for this Proposal.

a. Relevant Experience: Provide a description of the five (5) most relevant and comparable software/consulting services contracts held by thea.

a. Include customer references for five (5) current like-sized school district customers including customer name, scope of project, contact name, contact address, contact phone number, and contact email address.

G. Sub-Proposer Requirements

Any sub-proposers performing services against this agreement must be fully listed and detailed in the proposal submitted. State a complete description of any work proposed to be provided by any sub-dfcdcgYfñjWdUV]ñrïUbX`k]``]b[bYgg`hc`WUffmci h the work. For each proposed sub-proposer, include firm name and address, and management contact person. Include descriptive information concerning sub-dfcdcgYfñjcf[Ub]nUh]cb`UbX` abilities include evidence of all proposed sub-dfcdcgYfgñjU]X`dYfa]hg`UbX`]WbgYg`=bW`XY`U minimum of three (3) customer references including contact names, address, phone numbers, e-mail, and other contact information for each reference, for similar type of work that each sub-proposer has performed within the last five (5) years (public education in particular). Include descriptive information concerning sub-dfcdcgYfñjYa d`cmYYgž]b`dUh]W`Uf`hcgY`h\Uhk]``VY` directly involved in providing services to the District.

H. Proposed Software System

Define the level of integration among these areas and provide examples of how the integration increases efficiency and improved levels of data integrity.

1) Provide the name of the system application you are proposing, the version/release of software and the date when this version/release first became available, and address the following:

a. Database(s) utilized

b. Support for Browsers

c. Features/Subsystems (components of Fully Integrated System)

d. Describe the standard features for each subsystem

2) Identify other subsystems offered by your company that are integrated with the proposed system. State whether these are standard features of the proposed software or are optional modules.

a. What are the effects from adding optional systems as specified on any aspect of operations?

b.

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a. Indicate what customization of your software will need to occur in order to meet our requirements. Estimate the number of hours for each and advise as to all factors that will affect customization. The District reserves the right to obtain customization from the software proposer, the company that performs the (separate) implementation/integration, or use in-house resources.

b. Identify the programming tools used to customize the software.

c. Describe how customized features are re-applied after upgrades.

6)   Import/Export Tools

a. Describe the tools available and the methods employed to extract data.

b. Describe the standard formats that are used.

c. Describe the tools available and the methods employed to load data from other sources into the database tables.

7)   Database Design

a. Table design ì Describe the table formats and database methodologies of the proposed system.

b. Integrity checks ì Describe the checks used in the proposed system which ensure integrity within/between the tables that make up the database(s).

c. Describe the data dictionary and their definitions.

8)   Facilities for off-loading and retrieving historical data

a. Describe the facilities used to off-load data from the standard database for storing in an archival repository.

b. Within the facility, describe the criteria that can be used to select records for removal and gÑcfU[Y": cf`Yl Ua d`YžÎ F Ya cj Y`U``]bUÑÑj Y`Ya d`cmÏÏ`fYÑÑcfXgÑUbXȧYbXȧh\Ya ˙hc˙h\Y˙UfÏÑ]j U˙ fYdcgÑÑcfmˣ

c. Describe the facility to make use of data in the archival repository.

9)   Documentation: Describe availability of the following documentation:
a. User reference manuals, installation manuals, system administrator manuals, training materials (guides, handouts, quick reference materials)

b. Installation manual

c. Systems Administrators manuals

d.

    c. Are there any required processes that preclude the full and complete operation of the proposed system? If so, please specify how and when these processes are performed and what their impact is.

    d. Data volumes: What are the ranges of data volumes your system(s) can support? Provide specifics considering the size and requirements of the District.

18) Response times: Give response times for the following areas:

    a. Screen to screen within the same module.

    b. Switching time between modules.

    c. Log-in time

    d. Generating the average report.

    e. Describe limitations regarding concurrent users.

19) If you have a workflow system, which email protocols and client software do you support? What open standards do you support for email?

20) If you provide any electronic document management systems, please answer for each system/application:

        iii.   Training

        iv.   Import/input of data accumulated

    b.   Manpower requirements: District and Firm/Consultants ì Estimate what District and Firm resources will be needed to perform each aspect of the Implement Brmp Plan.

    c.   Provide a strategy and brief explanatrmp of your dataconversrmp processes.

J.   Recommendpy/Training Plan

District understands that training is key to a successful project. The Proposer should also present a recommended training plan that will be needed throughout the implementatrmn. The training approach should ben≫with the software installatrmp and continue through the end-user training and post go-live training as needed; as well as continuous training offerings by the Proposer, or other recommendatrmps. Proposers are encouraged to expand mp thetypes of trainings available for their recommended system.

1)   Describe the training strategy normally provided to new clients. Include what subject area and the duratrmp of each training sessrmp. Describe how the training will be delivered, i.e. classroom, webinar, etc. Identify the preferred number of attendees typically in each target audience. What is the maximum number of users that can be trained in mpe sessrmp? What additrmpal training is available? What additrmpal training do you recommend abovethat normally provided?

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L. Ongoing Support and Maintenance

1) Ongoing Support: Describe how ongoing technical support will be provided:

   a. Provide cost information for supporting the software.
   b. Identify hours of availability of the technical support help desk.
   c. Identify methods available to contact technical support help desk.

2) Software Maintenance: Describe how new software releases, system upgrades, and bug fixes are released, distributed and installed.

   a. What is the frequency of software update releases, and how many new releases have there been in the past five years?
   b. What is the impact on the users, technical support personnel, and the database?
   c. Upgrades of the system and application product should not affect in- house tailoring, should be transparent to the user and automatedĺ   address this issue in detail.

M. Cost

Costs should include the complete costs for the system including software, license fees, design & configuration, training, travel, per diem, installation, documentation, discounts, support, operating costs, etc. For each item, indicate if the cost is one-time, annual, or other. In the event the product or service is dfcj]XYX Ún bc UXX]h cbU Vcghž \Y]h Ya g\ci `X VY bchYX Ug Î]bW XYXÏ "þÐ h\Y Yj Ybhž\ Y dfcposal is being submitted including more than one vendor, the form should incorporate all the costs associated with the dfcdcgU i bXYf h\Y YUX dfcdcgYf ñ jbU Y" Preference will be given to proposals that offer a flat fee vs. contingency rate structure for software use.

V. <u>EVALUATION CRITERIA AND PROCEDURES</u>

Stage One

Proposals may be subjected to a two-stage evaluation and selection process. The first stage will begin with a review of the responses to the proposal by a Selection Advisory Committee. A proposal must address all requirements outlined in the RFP to be considered. Evaluation criteria will include:

¡ Responsiveness to the proposal specifications and detailed submittal requirements. Proposals found to be incomplete may be rejected as non- responsive. Proposals not deemed to be competitive may also be rejected.
¡ Previous successful installation of proposed software in school districts within the state of California is preferred. However successful installations of proposed software outside the state of California are also deemed appropriate for evaluation.
¡ Proposal must be a comprehensive management information software application that includes the functionality identified in the Scope of Services.
¡ Overall functionality of the software system
¡ Cost of software and implementation services
¡ Maintenance and support costs
¡ Proposer experience with similar implementations
¡ Implementation methodology plan/staffing
¡ Reference checks