RFP #G099-0922-10
Mental Health and Mental Health Services Act (MHSA) Electronic Health Record (EHR) Acquisition and Implementation
Request for Proposals (RFP)

Written Response to Questions
October 21, 2010

1. **How many inpatient beds per facility will use the selected EHR solution (including Order Entry/electronic Medication administration Record (eMAR)?** The County contracts with an agency to operate a sixteen bed Psychiatric Health Facility (PHF). The current contractor may create and operate their own system.

2. **Please confirm that the County has nine full time equivalent (FTE) prescribers who would use the required ePrescription functionality of the selected solution.** The County expects six to ten prescribers to use the system

3. **The main RFP, on page 14, states: "Solano County will consider either purchase of software to be hosted on County provided hardware or the purchase of a service hosted by the Proposer. Proposers may propose either or both approaches to providing the required services. The Proposer must provide a separate cost proposal for each approach proposed." Please advise on where a service-based solution should be presented in the pricing document format provided.** Use a separate cost proposal workbook in which you would leave the fixed software cost worksheet blank. Implementation costs should be listed under professional services. The cost of the annual fees for the service should be listed in the annual maintenance worksheet.

4. **Can you please provide additional information on expected functionality to meet needs of "Provider Portal" (Billing, Section 1.11 in "Description of Proposed System.")** The functionality of the Provider Portal is described in the Functional Requirements Document Billing worksheet (pages 31-32).

5. **How many provider users would need access to the "Provider Portal"?** The County is still discussing access to the system with contract providers, however, it is estimated there will be approximately 100 contract providers.

6. **With how many internal and external labs (with separate lab systems) do you expect lab orders/results to be integrated/interfaced? What labs would these be? (e.g.**

LabCorp, Quest, etc.) At this time, approximately two labs are used by Solano County Health & Social Services, including Solano County Public Health lab and Quest Labs.

7. **Section F. Interfaces, iii—states: "Describe your experience and approach to developing interfaces with other systems." In order to provide pricing and to understand expectations for interface data flows, what types of interfaces are required to/from the above products?** Per page 31, this question is intended to determine the proposer's experience, approach, and capabilities to develop interfaces to the systems named and other systems. The proposer's response should describe any tools that can be used to build interfaces between the proposer's system and other systems

8. **The RFP states: "R3475 The system shall support electronic signature for signing of clinical and/or legal documentation that is part of the consumer record." How many signature consoles are required for the project?** Approximately, seventy-five to one-hundred signature pads will be required.

9. **Can you provide more detail on expectations for scanning—i.e. how many high-speed scanners will be required? Will there be a need for an Application Programming Interface (API) to a third-party scanning solution?** Solano County Mental Health expects that we will scan documents (identification, insurance cards, etc) provided by the consumer and other providers. An API to connect to a third party scanning solution is desired.

10. **To address this requirement: "R3700 The system shall support field workers (to include Mobile Crisis) sending real-time data or uploading data to central system daily when computer is docked (Note: Does not denote wireless)." How many field users require the detached mobile solution?** Approximately, 15 individuals will require the capability to upload data from mobile systems.

11. **Which systems/modules will Order Entry (inpatient) need to send or receive data via an interface?** Inpatient services are not a part of this requirement. However, Solano Count Mental Health will need to track patients in the PHF.

12. **The Timeline provided within the RFP notes that the Review Panel will be meeting between November 29th and December 3rd. By what date will proposers be informed whether they have been selected for the Demonstration Phase?** Solano County Mental Health expects to notify proposers selected to participate in the demonstration phase by December 15 (tentative timeline).

13. **On page 10, Section 2.03, Mental Health Environment, the RFP states: "The County expects there will be an increased number of users, despite current staff attrition, due to the system being required for use by more staff and contractors." How many additional users above and beyond those outlined will be required for this project? Also, does this include Community Based Organizations who would be accessing/using the system as well? What is the total number of named users the project will require?** There are a number of variables that will determine the number of named users required. At this time, Solano County Mental Health estimates approximately 300 users including contract providers.

14. **The RFP states that we should fill out the spreadsheet for Addendum VI-C, but this appears to be for reference purposes only. Can you verify that we need not fill out this form?** Spreadsheet VI-C is for reference only.

15. **The Proposal Format instructions on Page15 of the main RFP document request that the proposal be bound with a heavy clasp. Would a response submitted in a three-ring binder be an acceptable alternative to the heavy clasp?** No.

16. **On page 16 of the main RFP document, under the heading "Individual Proposal Review" the chart does not appear to add up to 350 points. Should the Organizational Capacity, Qualifications, and Experience in California section have a maximum score of 50 points, as indicated on pg. 18? Can you clarify for us?** The maximum score for the Organizational Capacity, Qualifications, and Experience in California section is 50 points.

17. **In reference to the section on Signature of the Person Submitting the Proposal—The Proposal shall include an original Proposal Cover Sheet (Addendum III), signed in blue ink by an individual who is authorized to bind the responding Proposer contractually. The name(s) and title(s) of the individual(s) signing the cover sheet shall be typed immediately below their signature(s). Does this in any way relate to the person that will be representing a proposed vendor at the Mandatory Proposers' Conference? In other words, can contractual staff attend the Bidders Conference on the behalf of an out-of-state vendor?** A proposer can send any representative they choose to the proposers' conference. The proposal must be signed by a person authorized to legally bind the company.

18. **Will all the proposed vendors need to provide a Vendor Application prior to the RFP due date of November 19, 2010?** The Vendor Application for proposers is optional, but recommended. Vendors who complete the form will receive notification in the future for similar solicitations. The vendor who the County intends to contract with will be required to submit a vendor application prior to contract award.

19. **Can the master proposal be sent electronically and 8 copies by mail?** No. Per page 6, the original proposal and required copies must be received in hard copy by the due date.

20. **Is there a guideline for the format of the proposal submission?** Guidance for the format of the proposal is found in Part 3 of the RFP and Addendum II, pages 22-23..

21. **What software is used for your General Financials (General Ledger, Accounts Payable, etc.), specifically as it relates to the system that will receive/retrieve postings from the proposing Revenue Cycle management solution for revenue, payments and adjustments? What technology/platform is this on?**

    Solano County uses IFAS (Integrated Financial and Administrative Solution) from SunGard Public Sector.

    IFAS is a Web-based ERP product that:
    - Implements a Web browser-based, platform-independent system;
    - Delivers a centralized financial database with budget forecasting, purchase orders, accounts payable, accounts receivable, and fixed assets;
    - Supports multi-fund budgetary accounting to achieve compliance with all federal regulations and accounting standards;
    - Supports a separate job/project/grant ledger for tracking and reporting multi-year and multi-funding source activities;

- Provides security and audit trails to limit access and help enable reporting on changes within the solution.

The County's IFAS Production environment runs on an IBM P-Series 560 and the County's IFAS Test environment runs on an IBM P-Series 550. Logical partitions running AIX 5.3 and Informix 9.40, UC3 have been carved out on both systems for production and test. Both the production and test environments utilize an EMC/DELL CX3-80 SAN solution for storage and are backed up using an IBM P-Series P510 running Tivoli Storage Manager (TSM) 5.5 and AIX 5.3.
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22. **Section 2.07—This section states what Solano is looking to acquire. The following questions pertain to the components that come from the to be proposed Patient Access and Revenue Cycle Management portion of the proposal:**
    - **Is there a need or expectation that a Medical Necessity Checking module (that is integrated with the Scheduling module) also be included in the proposal?** Yes, per pages 19-21 of the Functional Specifications.
    - **Is there a need or expectation that an integrated Payer Eligibility Checking module be included in the proposal?** Yes, per pages 12-13 of the Functional Requirements.
    - **Is there a need or expectation that an integrated Denial Management module be included in the proposal?** Yes, per pages 19-21 of the Functional requirements.
    - **Is there a need or expectation that an integrated Document Scanning/Management module for collecting front-end related items such as; signatures, consent forms, user-defined forms, insurance cards, pictorial image of person; be included in the proposal?** Yes per pages 45 and 76 of the functional specifications and page 17 of the technical specifications.
    - **Is there a need or expectation that an integrated Contract/Rate Management module be included in the proposal?** Yes.
    - **Is there a need or expectation that an integrated Patient Access and Revenue Cycle Management Data Warehouse (that includes data analytics, scorecards, key performance indicators, ability to import clinical and cost data) module be included in the proposal?** Yes.

23. **In reference to Section 3.01 Item F which outlines proposal format, can the Vendor supply a Dunn and Bradstreet account number for your organization to pull a financial statement on the proposed vendor's company, versus the company exposing this information on printed matter?** No.

24. **What are the standard payment terms for a contract award?** A payment schedule will be established as part of contract negotiations.

25. **What is the County's definition of Go-Live or 1st Productive Use?** The County defines "Go-Live" as the use of the system in a production mode by end users in one or more offices.

26. **In terms of quoting interfaces, will specifications be made available so requirements will be understood explicitly? Will the County want interface costs in the proposal?** The primary system with which the EHR must interchange data has not been implemented at this time. Detail specifications are not available. Your response to the questions about interfacing should address your approach and experience integrating with identified systems.

27. **In section 2.05 no figure was provided.** The figure was intentionally deleted.

28. **Appendix 2, 3, 4 are referred to, but are not included in the RFP. Will the County provide the web site address where the Appendices can be found?** The appendices are found in the PDF document titled *EHR RFP Complete* found at http://www.solanocounty.com/depts/hss/mhs/mhsa/cftn.asp. The documents are labeled Appendix 2, Mental Health PDF, and Exhibit 4.

29. **Exhibits D1 – D7 appear more appropriate for a provider agency to agree to rather than a software vendor. Will the County require the selected software vendor to comply?** The provisions identified are part of Solano County's standard contract. You may identify any exceptions to the contract clauses in Addendum IX, page 66.

30. **In reference to Interface line: 1.14, is the County looking for interface/full integration with other systems determining consumer eligibility?** The County desires the maximum integration with other systems for determining consumer eligibility.

31. **Will the functional requirements be provided in an Excel format?** Yes. All of the forms required to complete the proposal are available electronically at http://www.solanocounty.com/depts/hss/mhs/mhsa/cftn.asp

32. **Is Solano County acting as a Managed Care Organization (MCO) or working with an MCO?** The County acts as an MCO and also works with an MCO.

33. **Claims processing: are you looking to create paper claims or electronic claims?** The County needs the capability to generate both paper and electronic claims.

34. **Do you have an external provider network?** Yes.

35. **Is this software exclusive to Solano County or other parts of the state?** This purchase is for Solano County.

36. **Does the County want a County-hosted or web-based hosted system configuration proposed, or both?** The County is open to either approach. The decision will be based on total cost to the county and our risk analysis.

37. **In regard to site visits for references, will the County contact the vendor first or will the County contact the customer directly?** The County may arrange any on-site visits with the other county/customer.

38. **Will a list of facilities that Solano County Mental Health wants to interface to/with be provided?:** The final facilities are not yet determined and an exhaustive list will not be provided. However, example facilities include: Family Health Federally Qualified Health Centers (FQHC) in Fairfield and Vallejo, Seneca, Laurel Creek Crisis Residential Facility,

Partnership Health Plan, PHF, Solano County Jail Mental Health Contractor, and Hospital Emergency Rooms (North Bay, Sutter, and Kaiser**).** Implementation of actual interfaces with the system will depend on the capabilities and willingness of the partners to permit exchange of data.

39. **How many beds are in the Psychiatric Health Facility (PHF) and Crisis Residential Treatment (CRT) facility?** The PHF has 16 beds. The CRT facility has 13 beds.

40. **Please provide clarification related to intellectual property (Item #23) on Page 75.** The intellectual property provision is part of the County's standard contract. You may note any exception to the provision in Addendum IX, page 66

41. **Does the County anticipate pursuing ARRA aggressively as a potential funding stream?** The County will pursue ARRA funding, as feasible.

42. **The RFP states that the Proposer should describe the proposed solution that will meet the Mental Health EHR system requirements listed in Addenda VI-A Functional Requirements and VI-B Technical Requirements. There are multiple requirements in each of these sections and typically have page limit restrictions. Solano County has provided a table which allows vendors to provide highlights for specific requirements in a table format. Is the response included in the table format subject to the page limit restriction?** The table entries are not page limited, <u>but should only address the specific requirements listed</u>.

43. **As stated on page 14, the proposed solution must have a demonstrable track-record of success operating in other California county mental health or behavioral health service delivery organizations similar in nature to Solano County and must be able to cite examples where the proposed solution is successfully being used by other California county mental health or behavioral health programs to submit California Mental Health Medi-Cal claims. Questions regarding the California experience requirement include:**

    - **If the proposed vendor has a California site that currently generates Medi-Cal claims and up until this hospital choosing to no longer offers mental health services; generated mental health Medi-Cal claims as well; is this satisfactory to proceed in the RFP process?**
    - **In reference to 2.07, if a proposed vendor has not yet implemented for a county in California, but has successfully implemented another type of agency that has locations in California, will that bidder not be considered since they don't currently have a county as a customer?**
    - **If the proposed vendor had a contract with an organization that at one point submitted MH Medi-Cal claims, will that vendor still be considered?**
    - **If a proposed vendor currently does not have MH claims experience, they may not receive the 25 points, but will their proposal still be reviewed?**
    - **If a proposed vendor has experience working w/organizations in California that are not similar to Solano County, but does have experience with similar agencies in another state will they still be considered?**
    - **If a proposed vendor has experience with billing California substance abuse, would that count as sufficient experience?**

    The RFP Review team will evaluate Proposers' California experience and award up to 25 points for relevant experience.