

REQUEST FOR PROPOSALS FOR MEDICAL BILLING SOFTWARE

I. INTRODUCTION

The Sacramento (California) 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 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.

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 will support a single sign-on (SSO) methodology. The application systems.

II. GENERAL INSTRUCTIONS

Interested firms are invited to submit one original plus two (2) hard copies, and one (1) electronic copy of the Request for Proposals.

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 Monday, July 24, 2017 to the following address:

Sacramento City Unified School District
Special Education Dept.
5735 47th Avenue
Sacramento, CA 95824

The 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.

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.

- 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

- 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.
- e. Business License Number(s)/Classification(s).
- f. Contact name, title, email address and phone number.

D. Staffing Resources

Please describe the staffing resources of the firm and those that will be assigned to this project.

- a. Provide total number of professional staff employed by the firm.
- b.

- 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-proposer, and provide evidence of each sub-

- 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.

- 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:

- a. Identify the application
- b. Is it a third party system? If so, who is the system provider?
- c. What are the hardware and software requirements?

21) Provide pertinent information regarding your

22) Future developments: Detail initiatives within the application environment that would be of benefit in relation to your proposed system. Detail any planned changes that will enhance the performance and longevity of the proposed system.

I. Proposed Method to Accomplish the Work | Implementation Plan

Describe the technical and management approach to the proposed partnership with the District necessary to accomplish the scope of the project goals of District, and general functions required as set forth in this RFP. In reviewing the Scope of Services, the firm may identify additional necessary tasks, and is invited to bring these to the District's attention within the discussion of its proposed method to accomplish the work.

iii.

L. Ongoing Support

Each submittal will be scored by an evaluation committee comprised of individuals from inside and outside the District. A short list of proposals will move onto the second stage of the evaluation.

Stage Two

The finalist proposals will be subjected to a more detailed second stage evaluation that will include demonstrations involving use of actual data on live systems. The District may elect to provide the demonstration data or may elect to have the firm provide data that closely matches a K-12 district similar to Sacramento City Unified School District. In addition to demonstrating functionality and business processes performed using the system, the firm will be required to describe and demonstrate their technology and proposed hardware/software deployment strategy.

This is a negotiated procurement and, as such, the contract will not necessarily be awarded to the firm submitting the lowest priced proposal. Award will be made to the firm submitting the best responsive proposal. In any service acquisition, cost is a major consideration. It is vitally important that the district gets value for its investment and is able to demonstrate this to its constituency.

SCUSD reserves the right to conduct negotiations or to award a contract without negotiations. Terms, conditions, prices, methodology, or other features of the firm's proposal may be subject to subsequent revision. As part of the negotiations, the firm may be required to submit supporting financial, pricing and other data in order to allow a detailed evaluation of the feasibility, reasonableness, and acceptability of the response.

The names of all firms submitting proposals and the names, if any, selected for interview shall be public information. At the conclusion of the RFP process, committee comments and evaluation scores, as well as contents of all proposals become public information. Firms that have not been selected will be notified in writing after the conclusion of the selection process.