August 20, 2019

RFP #2020-18

Dear Vendor:

The Alabama Department of Mental Health (ADMH) is soliciting proposals for development and implementation of a Substance Abuse Information Management System. Request for Proposals (RFP) will be accepted until 2:00 pm on Monday, September 30, 2019.

The submission of a proposal does not guarantee the award of a contract. Any contract resulting from the proposal is not effective until it has received all required governmental approvals and signatures. In addition, the selected vendor shall not begin performing work under this contract until notified to do so by the departmental contracting agent.

When submitting a proposal, please read the entire RFP document and return your proposal in the requested format. All proposals should be submitted in ink or typed and contain an original signature. Submissions should be delivered to:

AL Department of Mental Health
Office of Contracts & Purchasing
100 North Union Street, Suite 570
Montgomery, AL  36104

MAILING NOTE: Proposals may be sent via Regular US Postal Service (USPS) Mail, Express/Overnight USPS Mail, commercial delivery service such as FedEx or UPS, or hand delivered by the closing date and time. Emailed or faxed responses are not accepted. Also, please note: All US Postal mail, including express/overnight mail that is dispatched to any State agency is processed thru the State mail facility before it is forwarded to the appropriate State agency, thus delaying its arrival to the department. By using the USPS, you assume the risk of delay that may result in your proposal being received late and therefore being determined to be untimely and will not be reviewed. Postmarks of the date mailed are insufficient; the proposal must physically be received at the listed office by the date and time specified regardless of the delivery service used.

Sincerely,

Cedric Harrison
Cedric Harrison, Purchasing Director
Office of Contracts & Purchasing
Organization: ALABAMA DEPARTMENT OF MENTAL HEALTH (ADMH)

RFP Closing Date & Time: 2:00 pm on Monday, September 30, 2019

Review the mailing note.

RFP Contact Info: Leola Rogers
ADMH
Office of Contracts & Purchasing
RSA Union Building
100 North Union Street, Suite 570
Montgomery, AL 36104
Telephone Number (334) 353-7440
Email: leola.rogers@mh.alabama.gov

MAILING NOTE:
Proposals may be sent via Regular US Postal Service (USPS) Mail, Express/Overnight USPS Mail, commercial delivery service such as FedEx or UPS, or hand delivered by the closing date and time. Emailed or faxed responses are not accepted. Also, please note: All US Postal mail, including express/overnight mail that is dispatched to any State agency is processed thru the State mail facility before it is forwarded to the appropriate State agency, thus delaying its arrival to the department. By using the USPS, you assume the risk of delay that may result in your proposal being received late and therefore being determined to be untimely and will not be reviewed. Postmarks of the date mailed are insufficient; the proposal must physically be received at the listed office by the date and time specified regardless of the delivery service used.

ADDITIONAL INFORMATION

1. Who may respond to this RFP? Entities/individuals with 10 or more years experience in developing and managing substance abuse management information systems with both state and federal government agencies
2. Who may not respond to this RFP? Employees of ADMH and current state employees.
3. In order to do business in the State of Alabama all businesses domestic and foreign must be registered with the Alabama Secretary of State Office. www.sos.alabama.gov
   *Domestic means within the State of Alabama. **Foreign means out-of-state.

4. If contracted with the State of Alabama, all vendors must:
   *Register with STAARS Vendor Self Service at https://procurement.staars.alabama.gov/webapp/PRDVSS1X1/AltSelfService

5. The Department of Mental Health reserves the right to reject any and all proposals if RFP instructions are not adhered to, such as: received after deadline (see mailing note), requested # of submissions not received.
VENDOR CONTACT PAGE

RFP # 2020-18 SA Information Management System

Vendor’s Legal Name: ________________________________

Address: ________________________________________________

________________________________________________________________________

Vendor Contact: _________________________________

Phone: ____________________________________________

NOTE: Attach this page after the signed cover page.
The Substance Abuse Services Division (SASD) of the Alabama Department of Mental Health

Montgomery, Alabama

Presents

Request for Proposal (RFP) 2020-18

Substance Abuse Information Management System
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Alabama Department of Mental Health

Substance Abuse Services Division (SASD)

Request for Proposal (RFP)

SECTION 1 - INTRODUCTION

The Alabama Department of Mental Health (ADMH) operates and manages a complex client care environment. DMH's publicly funded mental health and substance abuse services system is responsible for providing behavioral health treatment and prevention services for participants covered by Medicaid, State, and Block Grant. The Substance Abuse Services Division (SASD) provide a comprehensive array of services and supports to individuals with substance use disorders and their families in the state through contractual arrangements with community agencies.

The SASD is soliciting competitive sealed proposal for an efficient Substance Abuse Information Systems (SAIS) that will encompass the development, coordination, and management of a comprehensive system of treatment and prevention services for substance use and misuse. Responsibilities include contracting for services with local providers, monitoring service contracts, evaluating and certifying services programs according to departmental standards for substance abuse programs, and developing models for a continuum of treatment and prevention services.

If a suitable offer is made in response to this RFP, SASD may enter in a contract (the Contract) to have the selected offeror (the Contractor) perform the work (the Project). This RFP provides details on the requirements for submitting a proposal for the Project, how SASD will evaluate the proposals, and what will be required of the Contractor in performing the Project.

Offerors should submit proposals for a complete solution for the Information Management System in accordance with the functionality described in this document. Each proposal will be measured on its own merits, based on the requirements of the systems. We expect one vendor to be the prime contractor and partner with other vendors, if needed, to provide fully functioning system for the Substance Abuse Services Division.

This RFP also gives the estimated dates for the various events in the submission and selection process as well as planned project timelines. While these dates are subject to change, prospective offerors should be prepared to meet them as they currently stand.

Failure to meet a deadline in the submission or evaluation phases and or any objection to the dates for performance in the Project phase may result in SASD refusing to consider the proposal of the offeror.

The Information Management System is necessary to support the payor role of the Substance Abuse Services Division, as the State Agency managing substance use disorders for the State of Alabama.
The Substance Abuse Services Division seek an offeror's software, hardware recommendations, implementation, training and support solution that meets all operational and the information system functional needs and requirements. SASD are interested in a web-based information management system that will provide and manage a variety of programs and services designed to manage and maintain substance use disorders prevention and treatment services, billing, collection and reporting of TEDS/NOMS/Block grant data.

The approach used throughout this request for proposals (RFP) is to describe specific business situations and functional needs that the Information Management System must address. The offeror's response should indicate an understanding of the issues and include detailed explanations describing the offeror's ability to address these issues. Details describing the format and method of offeror response are outlined in Section 7 of this RFP.

1.1 **Objective:**

The purpose of this Request for Proposal (RFP) is to:

Provide sufficient information to interested vendors to prepare and submit proposals for consideration by the Substance Abuse Services Division of the State of Alabama Department of Mental Health for:

a. Implementation of an integrated management information system application that will meet the known, expected, and future management, monitoring, and reporting requirements of SASD;
b. Specific software/hardware recommendations for operating and hosting the application;
c. Supervision of installation and setup of the application;
d. On-site user training and complete up-to-date operation, technical, and user documentation;
e. A post-implementation review, testing and sign off period; and
f. Ongoing support relative to maintenance and enhancement of the application.

1.2 **Agency Overview:**

The Alabama Department of Mental Health (ADMH) was established by Alabama Acts 1965, No. 881, section 22-50-2. A cabinet level state agency, ADMH is authorized to supervise, coordinate, and establish standards for all operations and activities of the State of Alabama relative to mental health. The Department has three unique service divisions: Mental Illness, Developmental Disabilities, and Substance Abuse devoted to accomplishment of these tasks.

In a strategic move to more effectively meet the needs of people with substance use disorders, ADMH merged the Division of Mental Illness Services and the Division of Substance Abuse Services (SASD) into one division. This merger affords the opportunity for the department to break down the service silos that tend to develop between divisions. In addition, the merger will more closely align ADMH’s departmental structure with federal priorities and funding streams designed to promote holistic sustained recovery.
Specific responsibilities of SASD include:

a. Development, coordination, and management of comprehensive system of treatment and prevention services for substance abuse and misuse;

b. Resource allocation, contracting for services with community-based organizations, and monitoring service contracts;

c. Statutory regulation of community-based programs; and

d. Development of models for a continuum of treatment and prevention services.

e. Reporting of TEDS/NOMS/Block Grant information to SAMHSA

In fulfillment of these responsibilities, SASD contracts with and funds eighty-three certified community-based agencies for the provision of treatment and prevention services. Services include a variety of approaches designed to help adults, adolescents and children who have been, or are at risk of being, adversely impacted by misuse of alcohol and/or other drugs.

**SASD Treatment Services** offered include:

a. **Level 0.5 Adult and Adolescent Early Intervention Services**

b. **Level 1, 2.1, and 2.5 Adult and Adolescent Outpatient Services**

c. **Level 3 Adult and Adolescent Residential Services and Withdrawal Management Services**

d. **Specialty Programs to include Special Women’s Services, Co-Occurring Services and Peer Services**

e. **Opioid Treatment Programs**

Treatment services are currently provided to approximately 34,000 individuals, annually, through SASD's provider network.

**SASD Prevention Services** offered incorporate the following strategies:

a. **Information Dissemination:** This strategy provides knowledge and increases awareness of the nature and extent of alcohol and other drug use, abuse, and addiction, as well as their effects on individuals, families, and communities. It also provides knowledge and increases awareness of available prevention and treatment programs and services. It is characterized by one-way communication from the source to the audience, with limited contact between the two. SASD has implemented a statewide system for distributing substance abuse information through the establishment of two regional clearinghouses.

b. **Education:** This strategy builds skills through structured learning processes. Critical life and social skills include decision making, peer resistance, coping with stress, problem solving, interpersonal communication, and systematic and judgmental abilities. There is more interaction between facilitators and participants than in the information strategy.
c. **Alternative Programs:** This strategy provides participation in activities that exclude alcohol and other drugs. The purpose is to meet the needs filled by alcohol and other drugs with healthy activities, and to discourage the use of alcohol and drugs through these activities.

d. **Problem Identification and Referral:** This strategy aims at identification of those who have indulged in illegal/age-inappropriate use of tobacco or alcohol and those individuals who have indulged in the first use of illicit drugs in order to assess if their behavior can be reversed through education. This strategy does not include any activity designed to determine if a person is in need of treatment, however.

e. **Community-Based Process:** This strategy provides ongoing networking activities and technical assistance to community groups or agencies. It encompasses neighborhood-based, grassroots empowerment models using action planning and collaborative systems planning.

f. **Environmental:** This strategy strives to establish or change written and unwritten community standards, codes, and attitudes, thereby influencing alcohol and other drug use by the general population.

It is estimated that SASD's prevention provider network serves approximately 75,000 individuals annually.

For additional information regarding prevention and treatment services in the state of Alabama, please reference Alabama Administrative Code.

### 1.3 Project Goals

The Department of Mental Health desires to procure a total solution system that will address Substance Abuse data and information system needs. The system will be critical for SASD to attain the following goals:

a. Provide the highest quality of care at the most appropriate level to its consumers;
b. Insure that clients have access to appropriate, quality services in a timely manner;
c. Increase administrative and service capacity;
d. Develop more efficient business practices;
e. Maximize use of existing revenue sources;
f. Comply with requirements as steward of federal and state funding;
g. Control fraud and abuse;
h. Minimize financial risk for those who provide services, so that risk does not adversely impact client care;
i. Give providers and other stakeholders timely, easy access to system data;
j. Determine the system’s capacity; and
k. Establish areas of need (location, population, service).
l. Establishment of an EHR component for use by providers
m. Accurate reporting of TEDS/NOMS/Block Grant data

SECTION 2 – PROJECT SCOPE

This RFP seeks acquisition and implementation of a comprehensive integrated substance abuse management information system. This system will be the primary tool utilized by SASD to manage, monitor and provide reports on the following essential system functions:

a. Initial screening, eligibility determination and enrollment
b. Assessment, needs determination, level of care assignments, treatment planning elements
c. State Wide Waiting List;
d. Utilization Management;
e. Provider Network Management;
f. Contract services monitoring and management;
g. Claims processing and payment; and
h. Quality and outcomes reporting.

The Substance Abuse Information System will be used initially by approximately 40 SA Central Office Staff, and approximately 100 providers who may access the system remotely on a restricted basis. The providers will need access to perform tasks such as submission of enrollment, assessment, outcomes, and claims data, and/or check on the status of claims and reconcile submitted claim. System will also be able to be utilized as an electronic health record by providers. The proposed system should be readily scalable to allow for the eventual inclusion of additional SASD Staff and providers.

System requirements for hardware for the initial SASD system should be provided in detail, though any hardware purchase must be conducted under a separate State bid process. Proposals and pricing should clearly identify options and requirements for hosted solutions, non-hosted in-house internet-based solutions or non-internet-based solutions. If a Vendor is offering multiple options, each one should be priced separately to avoid any confusion of what is available and at what cost.

This RFP will result in a contract requiring an application that utilizes state-of-the-art, industry standard information technology, equipment, materials, and support services. The Substance Abuse Information System (SAIS) will be owned and operate by DMH. It should interface with existing DMH management information systems (primarily the DMH accounting system - STAARS) and the Medicaid DXC system for claim processing. The SAIS must be fully HIPAA compliant in order to accept and send files to information system of all current and future providers in Alabama's Substance use disorders services system. Since eligibility data is a critical aspect of any client-based
system, the success of inbound and outbound HIPAA transaction sets from the Medicaid System to the SAIS is of extreme importance. Availability and access to this data to SASD is critical. It is an important regulatory obligation that SAIS be successful in paying and reporting in HIPAA compliance transaction sets.

How an offeror's system complies with HIPAA transaction, privacy and security regulations should be included as a key component with any response. The ability to handle eligibility verification, enrollment, claims submission and outcome reporting electronically is essential.

SASD should be able to access and enter data directly in SAIS. Enrollments will be entered, updated and verified on-line and claims will be adjudicated using the SAIS.

SASD has many reporting and planning needs that require access to the data contained in SAIS. Special consideration will be necessary to address these reporting needs to ensure ready access to this information.

State and Federal laws change frequently and the system should exhibit flexibility when SASD need to change their service lines in response to changing laws or funding. This may require scalability on the part of SAIS to include multiple lines of business that can exist as separate fiscal entities.

External organizations such as SAMHSA require external reporting that SAIS should provide. The SAIS must be able to collect and report on any required data collection tools including alerting SASD and providers when such reports/collection are due. It is imperative that the offeror's system can capture and store the required information, as well as report out that data consistent with the HIPAA transaction set requirements.

The scope of work can be summarized by the following:

1. Configuration analysis
2. Requirements development and review
3. Configuration and testing
4. Implementation planning
5. Ongoing Support, Maintenance and Hosting
6. Training

In summary, SASD are looking for an offeror that can provide a comprehensive turnkey information system with the necessary support services to operate an information system for SASD. The term System in this context means hardware, software, implementation, training and ongoing support for these components.
Response to Requirements

This section provides vendors the functional and technical requirements that should be addressed in the proposal in order to meet the business needs SASD. This section is not a specification listing, but rather a business need/requirement listing. The offeror should respond to each of these requirements with an explanation of how the solution being proposed meets these business needs.

The format of the requirements section will be to first present an overview of the application area with an explanation of the issues that are known. The overview will be followed by a series of functional needs and/or statements that are designed to determine the ability of the offeror to meet the specific functionality that is desired.

The offeror’s responsibilities are to understand the business issues presented, respond to the specific points, and clearly indicate whether their application satisfies each requirement listed in Section 3.1-3.14, below. When appropriate, the offeror should provide a more detailed explanation on how the solution specifically meets the desired need.

Specific instructions for the format of the responses are provided in Section 7. Responses forms are included in the Exhibits in Section 9.

Any known limitations or conditions must be revealed to SASD by the vendor. This applies to all sections of this RFP.

### 3.1 General System Functions Requirements

The Division of Substance Abuse Services Division (SASD) expect any proposed system will meet the following general functional specifications. The incorporation of key features in the design of a management information system will greatly enhance the power and acceptability of the system. If designed into the system, certain parameters can increase access to the system by non-technical staff and increase ease of use and overall system performance.

1. **Required Fields** - The system allows SASD to decide whether a data element is required and should be entered before the system will accept an input form or can be bypassed during data entry. (We understand that there may be exceptions in the billing or claims areas where certain data elements should be present.)

2. **Historical Data** - SASD need to be able to capture some data history, such as, client address, staff assigned, level of care assignments, program assignments, with all values that change over time kept for future reference.

3. **Integration** - The system has a high degree of integration. Redundant data entry is not required. Once information is entered into the system, it is available to all users who require it, subject only to assigned access.
security.

4. Availability - The entire system is available to all users at all times (subject to security provisions), irrespective of what function any operator is using. Exceptions may occur when system maintenance or updates are required.

5. Growth Potential - The proposed software and hardware of the system are expandable. SASD will be able to continue to use the system during periods of organizational growth and expansion. This could include the addition of the other DMH Divisions in to this system.

6. Hardware Expandability - The proposed hardware (as applicable) is configured to handle reasonable growth and is upwardly compatible, if large-scale expansion is required.

7. Software Expandability - The software can accommodate additional functional modules.

Technology requirements:

8. Programming Language(s): The proposed application programs are written in a stable, widely accepted programming language that supports rapid application development and a graphical user interface.

9. Database: The system utilizes an industry-standard relational database that has the scalability and flexibility to meet the current and future need of the SASD.

10. System Architecture: The system utilizes a modern tiered design that supports the ongoing development of software applications that serve multiple locations in a stable manner.

11. WAN/inter-Site Network: The vendor has a clear strategy for connecting multiple sites, i.e., public networks. (Any direct network work, if needed, must be done in conjunction with the Alabama Bureau of Information Technology Services (BITS).

12. System Integration: The vendor has synching capabilities/integration with systems/applications like mainframe systems, electronic mailing systems (email), google maps, electronic visit verification, etc.

13. Data Communications: The system provides for standardized data exchanged with the State of Alabama and service providers.

14. Archiving Capabilities: The system is designed to support methods for achieving, reporting on, and retrieving inactive client records.
15. Data Repository: The system supports methods for creating a non-production data repository that has a de-normalized structure that allows for the development of standard and ad hoc reports by non-technical users.

16. Reporting Tools: The system supports one or more industry-standard reporting tools that can be used by non-technical users to create and generate reports from the production database (for real-time reporting) and the data repository.

Software design requirements:

17. Custom Forms: The system has the ability to allow for development of custom forms. The forms allow for the creation of new fields. They support validation checks for all new and existing files and user-defined determination of entry rules (e.g. required, warning, not required/no warning). Forms can support various objects such as textboxes, radio buttons, drop down list boxes (DDLBs), and combo-boxes, etc. with the possibility of being populated with user-defined data.

18. Modifications of Existing Screens: The system supports the modification of existing screens including add new fields, removing (hiding) non-core fields, changing the location of fields, control over data entry rules, changes to validation checks, etc.

19. Standard User Interface: All forms use the substantially same metaphors for searches, entering lookup information, saving data, updating data, moving to other parts of the form, creating reports, etc.

20. System Navigation: Provides the ability throughout the system to go back to the main menu, to move to another screen, or to have user-defined buttons on the screen that will prompt the user to go to another form. The system allows for all information relating to a particular client, provider, etc., to be easily accessed from any screen in the system where such data exists.

21. Report Generating Tool: The system can generate any number of custom reports that can be placed on menus in user-defined location. Has the capability of reporting on any group of data field in the entire MIS including user-defined location; can perform multi-layered sort and select; has the ability to utilize wild cards in data position of a field to select item; has the ability to compute on any field or groups of fields. Has a report designer to design how reports will look and support a number of reports including columnar, cross-tab, mailing labels, form letters, graph etc. Has the outputting reports on a manual or automated basis to the screen, printer, standard ASCII file format and PC application formats (XLS, WK*, MDB, DIF, etc.)

22. Tickler Engine: Allows for fields to be added in any form that allows the user to specify
that follow-up is needed and when ("in xx days", or xx date). In addition, a tickler attribute can be added to most fields throughout the system whereby a user can set a value for that field (e.g. "a billed item has had no payment action in 45 days" or "it has been 7 days since the form that holds this item was filled out but this required field is still blank"). The tickler engine can be set to run at specified intervals and when it finds a record that meets the tickler threshold the engine will initiate a predetermined action that has originally set up. These actions include: Send an email to the case manager or designated billing person or the supervisor, etc.; Add the item to a report that is automatically printed at the end of the process, sorted by type of tickler item; Add the item to a report that is manually run by various users (e.g. "that scheduling person runs the report of all appointment from the previous day that have not had some action entered").

23. Custom Help: The system supports the entry of custom help to all entry screens.

Quality Assurance Requirements:

24. SASD will have the approval authority to any and all change to the software that will impact the system's functionality.

25. Testing/Training System: SASD will have the ability to maintain a complete test and training system that will allow SASD to participate in input of data into the testing process, reviewing test results, and formally accept an application change or enhancement prior to placing the changes or enhancement into an operational status. This system shall be a mirror of the production database with the ability to update in both direction - test to production and production to test. SASD shall not be the sole testers of software, but the supplier will independently test all software.

26. Problem/Change Request Process: The vendor can demonstrate and maintain a fully documented procedure enabling SASD to report processing problems and to control and monitor applications change request. This should include a process for reporting back the status of all such requests, the setting of priorities for the request by SASD, and a schedule for their completion provided by the vendor.

27. Software "Bugs": It shall be the vendor's responsibility to correct all application problems resulting from program problems inherent in the applications or due to improperly implemented program changes. These corrections should be given a high priority by the vendor to be completed per SASD-approved schedule.

28. Internal Controls: The applications should provide the ability to balance, through access to appropriate reports and control totals, each production cycle. For example, establish contract monthly balances, reconcile master file update activities, etc.
Performance Standards:

29. Response Time: The applications software shall maintain an average response time of 1 second or less during SASD prime working hours for all on-line applications.

30. Multi-Tasking: The applications software shall be designed to facilitate rapid movements between modules.

31. Up and Down Scrolling: The software shall provide the ability to scroll the display forward and backward in on-line applications.

32. Field Defaults: The system provides users with defined default values throughout the system.

33. Data Outputs: The software is capable of dumping all CRT displays to a printer or file.

34. Report Format Standards: All reports have the same standard type report headings.

35. Printer Control: The system can route reports to printers located in various locations throughout DMH. Report location printing should be selectable by the user requesting the report.

36. Background processing: Users shall be able to write batch programs that will drive application programs in the background and during non-working hours (e.g. the running of client information, clients served, veterans population served, NOMS, etc.).

System and Data Security Requirements:

37. HIPAA: The system meets all HIPAA security and confidentiality requirements including Standards for Privacy of Individually Identifiable Health Information.

38. Security System: Two factor authentication is required for remote access (such as access from a public network) and for any access by individuals with privileged accounts or an administrator role. The system has an operating system and/or application-level security system which will prevent unauthorized access to and manipulation of the system, directories, files and programs, particularly in the multi-agency, multi-user, multi-processing environment.

39. Security Features: The security system uses a combination of: User names; First and second level passwords; File and directory read/write, login (interactive and batch) restrictions (days, time, terminals, hard-wired and dial-up); Process initiation restrictions (e.g. month end closing); Device access restrictions; Application menu selection restrictions; and Database restrictions.
40. **Backup System:** The system has an operating system, utility program and/or application-level data backup and restore system which provides for the creation of functionally equivalent copies of the system, application and data files. Offeror shall be responsible for the backups of the source code and data for the entire system.

41. For web-based applications, user cannot use the back arrow to access the previous web page whether they are logged into the system or have just logged out.

42. For hosted applications, the offeror has a comprehensive disaster recovery and backup plan in place and functioning.

**Graphical User Interface Requirements:**

An important component of the system evaluation will be based on the Graphical User Interface (GUI) of the software. It is essential that the user interface be simple and intuitive for the users. The degree to which the system meets the goal of being "user friendly" directly affects the level of training and the skill levels required of the end users. This in turn directly impacts the amount and type of training that is required to implement and maintain the system.

43. The software is presented in an environment that supports "Ease-of-use" and will allow the user to easily move from one application to another with limited keyboard interaction.

44. The system provides on-line interactive edits of all tables and master files.

45. The system allows table look-ups while in the application screens.

46. The system has on-line user documentation that can be used for training staff as well as offering on-line help.

47. The system has built-in data integrity edits to stop the user when incorrect data is entered.

48. The system allows for access to client records using the client name, client UCI number, SSN, DOB or Medicaid ID at the user's discretion, throughout the system.

49. The offeror should describe any advanced technology that they have implemented to enhance the user's interface. Specifically, if any hand-held devices, light pen, touch screen, mouse, voice or other technology is available, this should be discussed in this section.

50. Describe how "Help" screens or aids have been implemented with this system with other customers.
3.2 Initial Screening, Eligibility Determination, and Enrollment

Overview:

A client will present at one of various provider agencies across the state and request services. The provider will determine if the client meets specified income, contract, demographic, diagnostic, Medicaid, and/or other user identified eligibility requirements for care by screening the client according to SASD criteria. A client must meet eligibility criteria to be enrolled in the system. The results of the eligibility will be captured in the SAIS including disposition of any potential clients who do not meet the eligibility criteria. SASD will require the use of a standardized eligibility process throughout the system.

Providers will obtain the required demographic data, enter the data online, and administer the online initial screening that will establish the client's eligibility status. This process will result in enrollment of the client in the SAIS delivery system. Upon completion of this event, an enrollment record will be electronically completed in SAIS. Electronic transfer of records will be sent to Medicaid's MIQ system to determine eligibility and the SAIS will receive eligibility records back from MIQ and information updated in the SAIS. The system will assign a unique client identifier (UCI) for each client identified in the system. It will be imperative that users performing enrollment functions do a thorough search to assure that a client does not receive an additional UCI when presenting for services on subsequent visits. Search capabilities and merging or prevention of duplicate records must be strong features of the system.

Once clients are enrolled in the SAIS, the interface with the Alabama Medicaid Agency (AMA) by transmitting the 270 files and receiving the 271 files will occur twice a week unless offeror is able to offer a different solution for determining Medicaid eligibility. Eligibility for Medicaid, once established for a month, is good for the whole month for each eligible client. The SAIS must create these HIPAA compliant files for newly enrolled clients at least weekly and schedule monthly file transactions for all active clients to ensure accurate use of Medicaid funds to support needed substance use services.

Application Requirements:

a. The system assigns a Unique Client Identifier (UCI). This is critical to allow for tracking service delivery, claims payment and avoid overlap of service providers across the State.

b. The system resolves duplicate UCI numbers. Explain how this function works.

c. The system establishes a client record in SAIS upon completion of the initial screening process. Enrollment information will be directly entered. There, the data will be stored for user defined reporting and data analysis functions, as, billing, service utilization, etc.

d. The system captures address including county of residence. Address should be linked to the mapping application like Google Maps.

e. The system allows for alternative methods of searching, identifying and location an existing client record in the system including the following:
Partial Name
First or Last Name
Aliases
Date of Birth
Sex
Race
Social Security Number Unique
Client Identifier (UCI)
Medicaid Recipient ID Number

f. The system can support AKA (aliases) as a method of identifying a client record.

g. The system has the ability to store and retrieve client information on referral and screening for clients not enrolled in services.

h. Explain how information is identified. Do the people screened need to be assigned a UCI? Are they assigned a UCI but designated as inactive? Describe how the system handles these cases.

i. The system allows for HIPAA compliant electronic batch updating of the eligible clients, especially for Medicaid if ADMH chooses to go with a 270/271 response.

j. The system incorporates the results of the Medicaid eligibility checking in each client's eligibility and updates payor record so that claims are sent to the appropriate payor.

k. The system allows for on-line access to check eligibility and enrollment status.

l. The system supports all HIPAA Transaction standards (270, 271, 835, 837, etc.) Please note any that your system cannot support.

m. Explain how the system records information on clients that have breaks in their eligibility periods.

For example, a client might be Medicaid eligible from January to June, off Medicaid from July to October and then Medicaid eligible from November to December; or a client might become ineligible for one service but become eligible for another during the period or become eligible after the period ends.

n. System can capture and report on the following dates critical for State reporting:
   - Date of service request
   - Date of screening
   - Date of first service
   - Date of discharge
   - Date of last service
   - Age at time of service
o. The system accepts multiple approaches to identification, including aliases. If a match is found, the system will return an ID number, specified client data, services, etc.

p. The system can retrieve and display all previous client encounters with the SASD service delivery system.

q. The system can capture the Client name and demographic data information.

   Explain how the system handles historical data elements and what, if any, control providers will have over determining that records can be selected for historical or longitudinal storage, what changes trigger the generation of historical data, and what flexibility is available in defining and changing triggers.

r. The system allows for additional data elements and custom screens to be added.

s. Explain the capabilities and limitations of adding data elements and screens.

t. The system can permit or prevent multiple current enrollments based upon SASD defined criteria.

u. The system allows SASD and providers access according to security granted to check SAIS for a client's eligibility and enrollment status.

v. Explain other features of the system to which the providers will be granted access including benefits of those features of an EHR.

w. The system allows online access to Alabama's Medicaid eligibility system for real-time eligibility checking.

x. The system will provide a clinical dashboard.

y. The system can generate reports that include:

   a. The client's status relative to clinical, services, claims and claim payments, Wait List status, etc.
   b. The client's current Medicaid eligibility status.
   c. The client's Wait List status at the end of the initial enrollment.
   d. The ability for SASD to determine how many people presented for services (pregnant women, co-occurring, adolescents, adults, veterans, PWIDs, Medicaid beneficiaries,
etc.) and were screened and their disposition after screening.

e. Provider reports of claim submissions, payments, and reconciliation.
f. Provider services rendered.
g. Clients by level of care
h. Clients by home county

z. The system generates and prints standard and ad hoc reports.

aa. The system will retrieve client information and prints annual eligibility notifications and mail labels.

bb. The system records that a "Consent for Disclosure" form is signed and on file.

### 3.3 Assessment, Needs Determination, Level of Care Assignment,

**Intake Overview:**

Clients meeting eligibility requirements for receipt of services within Alabama's Substance Abuse service delivery system will then need to complete a placement to determine immediate needs and establish an appropriate level of care to meet these needs. The assessment will help to identify the severity and nature of the presenting problem, and the services that are needed. The SAIS will capture and track the status of clients at each step of the process from screening, assessment, level of care determination, referral to providers, intake, service delivery (via claims data) and Wait List disposition.

**Application Requirements:**

a. The system collects diagnostic and needs related information from the provider for a client, allowing analysis of this data.

b. The system captures a clinical determination of level of care that will assist in assigning appropriate initial level of services.

c. The system captures the result of the placement assessment in the client's SAIS record.

d. The system has the capability to have this assessment online through SAIS to be available for use by staff (SASD or provider) who are performing assessments.

e. Output from this assessment information can be formatted into a report that can be electronically transmitted to service providers.

f. The system records the client's status or disposition at the end of placement assessment, as:
• Services Provided
• Services Not Needed/Wanted
• Person Not Found, No Knowledge of Whereabouts
• Person Deceased
• Referred
• Transferred
• Discharged
• State Wide Waiting List
• Provider Waiting List

g. Reports can be run to show (for example):

   How many people received assessments and their Wait List disposition.

   How many who received assessments then received services.

3.4 Utilization Management

Overview:
SASD are contractually mandated to establish a system to monitor utilization of resources. The SAIS will need to provide real-time information in regard system utilization and resource availability.

Application Requirements:

a. The system maintains a real-time systems waiting list.

b. The waiting list can be sorted by user defined criteria.

c. The system can compute the average wait time per Wait List disposition.

d. The system supports the following data elements being tracked:
   • Actual dates of service for each service received
   • Transfer/discharge dates

e. The system generates a variety of user defined reports that can be used by SASD, providers and other users to monitor utilization.

3.5 Provider Network Management:

Overview:
The SAIS will need to maintain a comprehensive database of all providers in the Substance Abuse service delivery system. Providers will consist of all certified treatment programs, regardless of the service
provided or source of funding. This process is critical to SASD’s need to manage the service delivery system.

The system will need to establish a unique identifier, established through the program certification process, for each provider that will allow the SAIS to link provider services across the entire system. The provider file should be integrated with all other modules within the system to assure that services are only provided by, and payments made to those organizations and individuals that are authorized.

**Application Requirements:**

a. The provider database contains, minimally, the following data elements:
   - Provider’s Information
     - Provider's Corporate Name
     - Short Name (DBA)
     - EIN
     - NPI
     - Tax ID#  
     - Medicaid Contract ID#
     - Other State Agency Code(s)
     - Provider Status
     - Provider Status Effective Date Opened
     - Provider Status Effective Date Closed
   - Contact Information
     1. Primary Contact Name
     2. Street Address 1
     3. Street Address 2
     4. City/State/Zip
     5. County Name
     6. Region
     7. Phone Number
     8. Phone Number Extension
     9. Fax Number
    10. Email Address
     11. Website
   - Correspondence Address
     1. Street Address 1
     2. Street Address 2
     3. City/State/Zip
   - Mailing Address
     1. Parent Company
     2. Mailing Name
     3. Mailing Contact Name
4. Mailing Street 1
5. Mailing Street 2
6. Mailing City
7. Mailing State/Province
8. Mailing Zip/Postal Code
9. Mailing Phone

❖ Contract/license Information
1. License Number
2. Contract Number
3. Contract Date

• Enrollment
1. Fund Code
2. Disposition
3. Status Date
4. Effective Date

• List of Qualified Staff
• Services
• Provider Level Budgets
• Provider ID Numbers
• Categories
• Provider Adjustments
• Assessment
• Claims Submitted
• Sites
• Notes
• Aliases
• Credentials
• Experience

(Data above may require tables and the fields will need to support multiple entries.)

b. The Client database contains, minimally, the following data elements:
• Client's Information
  ❖ Unique ID
  ❖ Medicaid ID
  ❖ Status
  ❖ Last Name
  ❖ First Name
  ❖ Middle Initial
  ❖ Alias
• Gender
• Date of Birth
• Age
• Date of Death
• SSN
• Ethnicity
• Priority Population
• Marital Status
• Veteran Status
• Dependent Children Name if Special Women’s
• Annual Income
• Residence Type
• Street Address 1
• Street Address 2
• City
• State
• Zip/Postal Code
• Residential County
• Home Phone Number
• Other Information
  1. Hearing Status
  2. Primary Language
  3. Secondary Language
• Date entered in system
• Enrollments
• Programs
• General Notes
• Contacts
• Claims Submitted
• Assessments
• Fund Eligibility
• Diagnosis
• Medications
• Progress Notes

(Data above may require tables and the fields will need to support multiple entries.)

  c. The Claims database contains, minimally, the following data elements:
     • Claim's Information
       i. Claim's should be linked to provider and client
          1. Unique Claim ID
2. Submitter Claim ID
3. Client's Name
4. Client's Unique ID
5. Batch Processing No
6. Manual Approval Information
7. Approval Date
8. Approved By
9. Approval Adjustment Reason
10. Claim Status
11. Remittance Status
12. Claim Status ID
13. Rule Name
14. EOP Date
15. Export Date
16. Paper Claim Info
17. Printed Date
18. Delay Reason

ej. Claims Detail
   a. Submitted By Info
   b. Submission Date
   c. Receipt Date
   d. Claim Amount
   e. Diagnosis
   f. Claim Status

k. Service Details
   a. Service Name/Code
   b. Provider's Name
   c. Units
   d. Cost

l. Remittance
   a. Remit Date
   b. Check Date
   c. Check Number
   d. Payment Voucher ID
   e. Amount

m. Claim Adjustments Information
n. Service Adjustments Information
o. Notes
p. HIPAA EDI Files and File Names
d. The System Administration' Utilities section contains, minimally, the following change elements:
   a. Diagnosis Codes
   b. Group Setup to manage user security levels
   c. Holidays/Closures
   d. Chart of accounts
   e. Lookup Codes
   f. Screen Designs
   g. Service Codes
   h. Payment Vouchers
   i. Rate Change Utility
   j. Users Utility to grant system access to add new users

(The System must allow the administrative staff the freedom and flexibility to update system data and certain parameters as needed to insure appropriate system updates and access.)

e. The system supports the following unique identifiers:
   • Medicaid Provider ID#
   • State Agency ID#
   • Tax ID#

f. The system supports providers that operate from multiple locations.

g. The system supports providers being cross-referenced to the state agencies with which they are affiliated.

h. The system will provide access through SAIS to an on-line program directory that includes information on access, capacity, services, etc.

i. The provider management module is integrated with all other application functions.

j. The system can accommodate the addition of other data elements and related tables to the system database and to the application screens by the user as needed.
3.6 Contract Services Management

Overview:

The Substance Abuse Division receives State, Block Grant and Federal funds to support substance abuse services throughout the state. Funding from these sources is provided under contractual agreements to community providers. In addition, SASD provide the state required state Medicaid match for all Medicaid eligible substance abuse service providers. This arrangement is, also, covered through a contractual agreement. SA maintains a contract manual that delineates billable services, service restrictions, service combination restrictions, provider eligibility requirements, and payment rates.

Detailed financial records of SASD's income and expenditures, including general ledger, accounts receivable, and accounts payable systems, are maintained by DMH'S Division of Finance. SASD should have a process in place, however, to efficiently manage and track contract utilization by its providers. This budget managing process includes monitoring expenditures, reallocating funds, developing comparative contract reports, and providing timely reports of contract balances.

The budget and contract management system should allow for SASD to have contracts with providers under multiple lines of business and under different contractual relationships. For example, a typical provider will treat both Medicaid and non-Medicaid clients, provide Substance Abuse Treatment and Prevention Services, for both Medicaid eligible and non-Medicaid eligible clients, and may be reimbursed fee-for-service for some services, through a line item budget for others, or through a flat rate methodology.

Application Requirements:

a. Given the complex variations discussed in the overview paragraph, please give a detailed explanation of how your system can be configured to accommodate these conditions. Specifically include how the system can be configured, how the providers will submit claims data, information on payment vouchers, how the contracts are built and rates defined and how the financial transactions can be transmitted to a separate accounting system.

b. The system should support an integrated contract-billing module. Integrated in this context implies that the module can be updated online, and that modifications impacting service descriptions, staff qualifications, and the billing rates entered in this module are instantly available to all related modules, and the edits and cross references between modules is accomplished on-line and real time.

c. The system captures all standard contract details including services, rates, contract limits according to the specifications of DMH, SASD.

d. The system supports multiple lines of business funded under one contract. Please explain if
this needs to be under separate contracts in the system.

e. The system has the capacity to record, compare, and report by provider, by county, and by region, respectfully, the total contract, award, by service, invoiced amount, received amount, unbilled balance, and forecasted end of contract balance.

f. The system supports a provider having more than one contract.

g. The system supports the creation of new contracts at any time.

h. The system maintains the scope of the provider's contract with procedure codes and rates.

i. The system allows specific services in a contract be designated to be paid from specific fund sources and if funds are exhausted, it will waterfall to designated other specific funding.

j. The system can establish specific service categories, such as co-occurring vs. substance abuse, adults vs. children, outpatient, residential, prevention, etc.

k. The system can be configured to set quantitative and qualitative benefit limitations.

l. The system can be configured to exclude providers from being reimbursed for specific services.

m. The contract services management systems will support all HIPAA compliant coding conventions including the following:
   - CPT-4
   - ICD-10
   - HCPCS
   - DSM V with crosswalk to ICD-10

n. The system can determine, at any time, what contract is in effect for a specified service. If there are limitations on how the system handles this, please provide an explanation.

o. The system supports contracts based on different pricing methods - FFS, capitation, etc.

   Describe what pricing methods your system supports

p. The system supports contracts that have rates or pricing methods that are date sensitive.

q. The system has the ability to set and monitor upper level contract limits by provider. For example, a provider contract may have a "not to exceed" limitation. No claims would be adjudicated above that amount.

   1. Can a user with proper security override this "not to Exceed"?
   2. Would a contract limit need to be expanded in order for that to be accepted?
   3. Describe anything else that would need to be done to manage limits.
r. The system supports an annual not to exceed amount contract by service code.

1. Can this flag stop claims payment?
2. Can this provide a warning when claims are being processed?
3. At what point would a not to exceed amount trigger an action?

The following items concern comparing contract amounts, actual payments, budgets and reporting. Please explain how the system can best address all of these issues whether within the system itself, in conjunction with data from a fiscal system or only through reporting or the data warehouse. Be specific as to where the data would need to come from and how it could be used.

s. Ability to generate reports showing operating volume (e.g., client days, procedures, visits), revenue and expenses for the previous year, current year projected and budgeted year for each provider, including budget versus actual.

t. Ability to estimate remaining period expenses of current year based on year-to-date data (with/without inflation adjustments), or to accept pre-determined amounts, as specified for each provider organization.

3.7 Claims Processing Functions

Overview:

A major operational requirement of the SAIS will be to provide the ability to account for and approve reimbursements within the system. The majority of the accountability will be based around the claims adjudication based on what is in a provider's contract. Capitation and other reimbursement process should also be supported, and the system will need to record these payments, as well as, track service utilization against those contracts.

Providers will be required to submit all claims, including Medicaid claims to SASD for reimbursement for services provided within the delivery systems. SA will process all claims and authorize payment through SAIS. It will accommodate uploading an 837 file through SAIS from providers’ EHR system.

SASD will be responsible for receiving and processing claims data from public providers in the substance abuse delivery system. Although the claims will all be sent to a central point and reside in SAIS, the check writing and payment process will be decentralized. SASD contract provider claims’ payments will be approved through SAIS with an electronic voucher sent to DMH's Division of Finance. Batches then go to the Comptroller's Office for actual check cutting. Claims' payments for other providers will be approved by SAIS and paid by the state agency with which the provider contracts. The system will have the capability of creating an 835 to download form SAIS. In each situation, however, the application should be able to perform as if it is adjudicating and paying claims and should account for the use of funds as if the funds were paid by SASD.
Medicaid Claims Management

How Medicaid eligibility data is handled is going to be critical to the success of the SAIS. Medicaid claims generated by its provider contractors will be submitted to SAIS for adjudication and payment. The Medicaid Management Information System (MMIS) is managed by the Alabama Medicaid Agency (AMA). As part of the claims management process, SASD should be able to access eligibility data in the MMIS on a regular basis in order to update the SAIS client database. The AMA has agreed that eligibility can be checked on at least a weekly basis via 270/271 file formats and if the provider manages Medicaid eligibility. In addition, it is important to note that once a client has been determined to be Medicaid eligible for any month, then they are eligible for the whole month. The selected offerer will be responsible for working with AMA to assure smooth and regular file transmission as well as incorporating the eligibility information gained into the individual client record updating the SAIS with the information sent from MMIS.

The SAIS will adjudicate all claims, pay claims as adjudicated, identify the Medicaid eligible claims, and forward the adjudicated Medicaid claims information via an 837 file to the MMIS system. The MMIS system will then validate that the submitted claim is Medicaid eligible and check for other edits. The MMIS will either pay or reject each claim and send the electronic remittance advise (835) back to SAIS, indicating both paid and rejected claims, for reconciliation. The SAIS must be able to accept and download the 835 and reflect the MMIS adjudication process.

The submission to the MMIS would be done on a regularly scheduled basis to be determined between all parties. The AMA has indicated that Medicaid pays claims twice a month. The SAIS would need to flag the accounts that had been processed and forwarded to avoid duplicate submission of claims.

Application Requirements:

a. The claims processing module is fully integrated with all other modules. Integrated in this context implies that the data entered in one module is instantly available to all related modules and the edits and cross references between modules is accomplished on-line and real time.

b. The system can automatically generate acknowledgement of receipt of claims batches from providers. In addition, when claims batches are sent back to providers for corrections, the system has a mechanism to support this level of function.

c. The system adjudicates claims, calculates the reimbursement amount and creates a detailed and summary report or voucher by provider that can be forwarded electronically to DMH'S Finance Division (ASM accounting system) or to a separate government agency to cut the checks for the services.

d. The system can pay and track claims activity for a new system enrollee until Medicaid eligibility is determined and then provide an easy method for reclassifying expense and billing data as eligibility data is determined to be different than originally billed and paid. This is particularly important for clients who will apply for Medicaid at time of service and become
retroactively eligible.

e. The system allows for user-defined eligibility information to be viewed on-line.

f. The system supports claims received from more than one line of business or provider per enrolled client.

g. The system allows a provider to sign on to the SAIS and determine:
   • Client SASD and Medicaid eligibility status
   • Client enrollment status
   • Determine Claim Status

h. The system can cross check provider certification numbers against claims to assure that this provider is certified for this service.

i. The system does not depend on an authorization number to confirm appropriate payment of claims.

j. The system provides the following edits:
   • Validate client enrollment at point of claim adjudication and level of care for services;
   • Check for enrollment restrictions;
   • Check against limitations and restrictions defined in contact billing manual;
   • Identify duplicate claims; and
   • Check for dollar limitations and unit of service limitations

k. The system provides a mechanism to establish critical thresholds based on units of service or dollar limits that will allow for quick identification of high utilization.

l. The system supports the following coding conventions as part of the standard product:
   • CPT, HCPCS, etc.
   • ICD-10 or most current version
   • DSM V

m. The system allows for payment authorizations from a variety of funding sources.

n. The system supports complex payment arrangements with providers including:
   • Fee for service
   • Procedure code-based fee schedules
   • Capitated method
   • Bundled service pages
   • Line item budgets
o. The system can support payment methodologies that are service-date sensitive.

p. The claims payment system automatically maintains provider billing and contract balances and can create reports that reflect these balances.

q. The system supports SASD EDI standards for receiving electronic claims in a 5010 format and sending remittance advices in HIPAA compliant formats. Please specify if there are any HIPAA formats that are not supported.

r. The system supports providers entering claim data directly into the system.

s. The system provides a mechanism for providers to enter claims data off-line, and then upload the claims to the system in a batch transfer mode.

t. The system can receive claims from providers at gross charges and recalculate the payment amount automatically based on the provider's contract and then give a detailed recap of the calculation in a format suitable for communicating back to the provider.

u. The system supports electronic remittance advice that would allow for providers to receive payment detail electronically.

v. The system supports the 835 electronic remittance advice standard.

w. The system supports on-line adjudication.

x. The system suppresses payments for services provided under capitated contracts and yet still provides detailed remittance advice to those providers that report service utilization under capitated agreements.

y. The system will allow for additional providers and lines of business to be added at any time to the system.

z. The system automatically processes adjustments to previously paid claims due to changes in actual delivered units, changes in service rates, and update the claims database.

aa. The system supports EDI uploads from providers with a separate EHR of required elements.

bb. The offeror will work EHR provider vendors to create EDI and 837 files.

cc. The system is capable of producing Explanation of Benefit reports (EOB) for providers and recipients or their representatives that lists services and benefits received.

dd. The system, when appropriate, is capable of creating and sending Medicare claims to Medicare intermediaries, including Medicaid crossover claims.
ee. The system is capable of updating the claims database and provider billing and balance reports to reflect reconciliation, gross settlements and cost recoveries between SASD and the providers.

ff. The system has the ability to post adjustments for previously paid services to client and provider accounts when it is determined that an overpayment or underpayment has occurred based on:

- Corrected or revised units of service including increases, decreases (to zero units delivered, if necessary);
- Corrected or revised third party reimbursement;
- Corrected or revised service authorization or limits; and/or
- Service rate information.

gg. The system will allow for batch input of adjustment and correction transactions. The system will be capable of locating the original payments or adjustments and creating correcting payment or adjustment transactions and updating the provider balance reports. The system also allows for indicating payments for specific services that, as a result of corrections, audits, or cost reports, were reconciled, cost settled, or partially or fully recovered. The system can account for canceled or returned payments from providers for whatever reasons.

hh. The system retains information on paid claims for a minimum of seven years.

ii. The EHR system for providers will process self-pay and Third party insurance.

### 3.8 Service Termination and Outcome Reporting

**Overview:**

All providers in Alabama’s substance abuse services delivery system will be required to provide service termination reports when a client is discharged from their care. In addition, they should collect client data that can be used to assess the impact of services received. Baseline data will be collected at the beginning of each treatment episode, as defined by SASD. Outcome data will be collected at specified intervals following discharge.

**Application Requirements:**

a. The system can generate a discharge report at the point of service termination. At a minimum this report will include:

- The type of/reason for discharge.
- Client referral information.
- Discharge diagnosis.
- UI identifier
- Level of Care
• Date of last contact
• Discharge date
• Admission date
• Date of birth
• Gender
• Race
• Ethnicity
• Diagnosis (primary, secondary, tertiary)
• Type, frequency and route for each diagnosis
• Number of arrests in the past 30 days
• Participation in self-help groups in the past 30 days
• Employment status

b. The system will capture data for follow-up and other SASD reporting requirements including:

• Performance Partnership Grants (PPG).
• Drug and Alcohol Information Systems (DASIS).
• Treatment Episode Data System (TEDS).
• National Survey of Substance Abuse Treatment Service (N-SSATS).
• Uniform Facility Data Set (UFDS).
• GPRA data collection tools
• Block Grant reporting as required
• Other Federal and SASD reports as required.

c. Outcome reports

Please provide a narrative that describes existing system functionality that addresses use of outcomes and any related experience working with other customers on inclusion of outcome measures and reporting.

3.9 Quality Reporting

SASD Overview:

SASD supports the use of best practices in Alabama's substance abuse service delivery system. SASD certification standards require that each provider conduct continuous quality improvement activities. Data will be collected to allow SASD to monitor quality indicators.

Application Requirements:

a. The system captures data on the status of a provider's certification, which will include:

• Approved dates of certification.
• Services authorized under certification status.
• Number of authorized treatment slots for each level of care.
• Certification sanctions and/or restrictions.

b. The system generates provider certification numbers automatically as part of the certification process.

c. The system captures data on the status of clinicians' credentials that are associated with claims payments, as with Medicaid, clinical assessments, etc. This data, at a minimum includes:

- Approved date of authorization.
- Services certified to provide.
- QSAP status
- Certification number.

d. The system can generate reports from the certification and credential data on an ad hoc basis.

e. The system provides a customer service function such as a detailed and flexible call log to support inquiries from clients, family members, providers and collaborating agencies. The system includes a process that will log and track inquires, response to inquiries, and maintenance of ongoing history of correspondence.

f. The system can facilitate a client satisfaction survey, at SASD specified intervals, and summarize the data into user defined reports.

g. The system generates reports of the number of clients seen per day, week, month, or year, by service, geographical location, provider agency, or other user defined criteria.

h. The system can prepare real-time census by unit, age, race, program, sex, or other user defined criteria.

3.10 Prevention System

Overview:

SASD's prevention providers, utilizing the six prevention strategies identified offer a wide variety of services through the state. SASD desire a system that would collect, report, and manage information related to prevention services in accordance with the Center for Substance Abuse Prevention (CSAP). This includes single and recurring service types, session information, specified activity codes, identification of populations and service statistics.

Application Requirements:
a. The system can collect the CSAP data from each provider and generate provider and system level reports.

Explain whether Providers can submit this information directly into the system or can submit an electronic batch file (EDI file).

b. The system can collect and report on outcome data for individuals participating in prevention activities in which individual data collection is possible.

c. The system integrates with the contract management module and accommodates various payment arrangements for prevention service delivery.

3.11 Database Access and Development Environment

d. Report Writer Capabilities

An important aspect of the SAIS will be the ability to access and report a variety of detailed and summary information. Reporting needs range from fast, on-line retrieval to statistical analysis of multiple data files linked and reported together. A critical need will be for all key staff members of the provider organizations to have access to the information in the SAIS. Providers should be able to have access to data that is specific to clients located in their programs and/or service areas. The providers can extract data specific to them and create a host of reports that analyze client and provider activity. Special consideration should be placed on how to appropriately and effectively give providers access to data without affecting system on-line performance.

Provide a narrative of the system's reporting capabilities. If multiple report writers (software) are supplied with the system, then a detailed description of each one should be contained in this section. Describe any tools or toolsets that are provided or available with the system proposed that would give SASD and DMH staff the ability to manage their own data extraction, reporting and analysis. Include any associated costs of these tools or toolsets on the pricing sheets.

Address the following criteria in response to this section:

i. Review of Standard Reports by Application Area.
ii. Provision of Examples of Standard Reports is recommended, including ease of use of report writer tool and ad hoc reporting tools.
iii. Access to "source code" of standard reports.
iv. Ability to modify existing reports to meet the providers' needs.
v. Ability to extract data and move to other environments. List the specific packages that are supported by this process in each of the following categories:
   • Spreadsheet
   • Database
   • Word Processing
   • ASCII files
vi. Statistical Analysis Packages - SPSS/SAS
vii. System uses Open Data Base Compliant (ODBC) drivers to allow for standard access to the SAIS data bases.

Documentation reflecting the report writer capabilities should be included as either part of this section or as an attachment. The goal is to clearly convey the tools available with the system and available to the SAIS to access all of the system information.

The offeror should specifically state how various members of the SASD staff and provider agencies will have access to the information that they require.

The offeror should also give an overview of safeguards that exist to prevent unauthorized access to data through the report writer function. Also, the offeror should discuss what security capabilities exist to limit database access to users of the report writer.

e. Development Environment and Access to Source Code

The offeror should provide an overview of the development tool(s) used to create the SAIS. Give an overview of the design and structure of the system so that the DMH can assess the approach that was used. If development tools are available as part of the purchase of the system, give a detailed explanation of the degree of control that the providers will have to make modifications to the base system as well as add functionality.

The offeror should clearly state its position regarding allowing DMH access to source code for all components (database structure, data dictionary, screens, batch processes and report programs) of the SAIS. Provide information about the availability of an escrow account for source code.

Topics that should be addressed include:

i. Ability to add, change (or delete) data elements to the system;
ii. Ability to add, change (or delete) screens to the system and access base system data and new data elements;
iii. Ability to add or change batch or real-time processes to the system;
iv. Ability to modify existing "standard" system reports and replace them with custom reports; and
v. Ability to add data elements that are specific to a provider or fiscal entity.

The offeror should explain its support strategy as it relates to users making custom modifications to the system. If the offeror provides programming services that supports custom development, the offeror should give an overview of those services and itemize those costs in its response under additional services provided.

Literature or marketing information regarding the development tools used in the product is highly desired to assist us in the evaluation of the product tool set.

3.12 Data Purge and Archive Requirements

A key attribute of the SAIS will be to provide long-term storage of the client information. This information is necessary and critical for two major reasons. One, there is a need for longitudinal client history information. This information will include all the information mentioned in the requirements section of this document. The second major need for this information is to provide an information system database from which a host management reports can be produced that reflect the activities of the providers.

Since the size of the database and the amount of information maintained on a system of this nature can have a significant impact of the size of the CPU and disk space required to manage the system, it is imperative that the offeror address this issue in great detail.

In this section, the offeror should provide a detailed narrative that addresses each of the following issues:

a. Describe your approach to purging and archiving of data.
b. Describe the various parameters that the user can control to determine how long the information in the system will be retained.
c. Describe how your system supports a longitudinal client record
d. Given the assumption that the providers will want to retain access to all data for all clients for a minimum of seven years, and will want to retain on-line access to all data on active clients for their entire treatment period in the system, please project what the CPU and disk requirements will be to meet these conditions. It is important that the projections used in this section match the system quotations.
e. Describe how data is archived and to what environments, i.e. tape, Digital Access Tape (DAT), optical disk, etc.
f. Describe what capabilities the system has to return data to the system after being purged and archived.
g. Describe how and what data can be returned and how this is accomplished.

The offeror should respond to this section by indicating an understanding of these system requirements and then indicating how its system will meet these requirements. Any costs associated with meeting these requirement should be included in the cost section of the response.

3.13 Data Conversion

SASD expects to download client identification and demographic information for active clients from the current system. Describe your experience with uploading such files from other systems. Include what work the SASD must do in order to be successful with this upload. Identify any costs on a cost worksheet (to be developed by Offeror).

SECTION 4 IMPLEMENTATION SUPPORT REQUIREMENTS

4.1 Implementation Project Plan and Staffing Requirements

The plan described in this section of the RFP should relate directly to the cost section of the RFP. All onsite travel costs should be embedded in the provision of any of these services (training, project management, etc.). It is assumed that the selected vendor will make every effort to plan travel as efficiently as possible. The OFFEROR shall make its own determination as to the frequency and duration of travel necessary to ensure a successful implementation.

Provide an implementation work plan, project management methodology and project time-line that addresses, at a minimum, the following categories:

1. Project Management
2. System Surveys and System Functional Design
3. Software Installation
4. Customization Specifications and Development - include any & all interface costs
5. Table and Master File Configuration
6. Forms and Report Design
   a. Training should include training for user, operator, system administrator.
   b. Training will be at sites to be determined by SASD.
8. System Test Plan and system Acceptance Testing
9. Conversion Programming and Data Conversion
10. "Go Live" Support
11. Post Implementation Support

The Offeror should provide the resumes of key individuals that the Offeror will commit to this project. Their proposed role in the project should be identified. The Offeror shall designate a Project Manager
to coordinate all activities of this project with the SASD's representative. SASD will have the option of selecting specific individuals among those available through the Offeror and have the Offeror commit these individuals for the duration of the project. SASD reserves the right to request that Offeror's staff be replaced if the services provided are not deemed satisfactory.

4.2 Implementation Support - Training

The training of SASD staff will require special attention. During system go-live, the offeror should be willing to provide a high level of on-site support.

On-going training is also a major concern. It is important that the offeror agree to provide a training approach that will not only train to go-live but will provide an ongoing training support strategy to ensure staff can be retrained and that new staff can be trained.

The offeror should describe the types of documentation that will be delivered with the system. Examples of the documentation are desired as part of the RFP response. A review of all documentation will be required prior to the final offeror selection.

Types of documentation that SASD is looking for include:

- a. On-Line system documentation
- b. Screen level documentation
- c. Application procedure manuals
- d. Training manuals and training aids
- e. System operations manuals
- f. Report writer documentation
- g. Data Dictionary and Database Definition

4.3 Software Support Services

The plan described in this section of the RFP should relate directly to the cost section of the RFP. These costs should reflect ongoing licensing fees and software support and maintenance (include third party product support) costs required to maintain the ongoing operation of the system for a period of three years after "Go-Live."

The Offeror should provide a comprehensive overview of the software maintenance and support services provided with this proposal. Identify what is covered as part of a standard support and maintenance agreement and what is not.

1. What hours are support staff available? Please address availability to support Central Time hours. Be specific about what will be available and when.

2. Is there a Users Group (National, Regional, Local) in operation for the proposed product(s)?
3. What do you require from the SASD to ensure a successful implementation?

4. What support services are available from your company? Provide a detailed description of problem escalation procedures and specify responsibilities of the parties involved.

5. What is your policy and procedure regarding new releases and updates of the proposed product? Describe what documentation will be included for new releases and updates.

6. What is your policy regarding modifications that the SASD may make to your product after installation?

4.4 System Requirements;
   
   A. **Data Ownership**
   The Department owns all data entered into the solution. The selected Offeror must provide the Department with a copy of the Data Backup upon request. A final copy of the Data Backup File will also be provided to the Department during contract close-out on the date specified by the Department. The Data Backup File must be provided in a format agreed to by the Department.

   B. **Modifications/Enhancements**
   After the initial acceptance of the solution, the selected Offeror shall modify (perform configuration or customization) the solution to include new items required by the Federal Government. All other modifications shall be managed under the approved change management process.

   C. **Documentation**
   The selected Offeror shall provide an online user manual that provides comprehensive information/explanation on how to use the configured solution in a user-friendly manner. This also includes any enhancements developed during the implementation phase of the project. The selected Offeror shall update and maintain the content as system changes are made.

   D. **Hosting Requirements**
   The solution shall be hosted in a private cloud and meet the hosting requirements identified.

   1. Offerors shall describe in detail all the hosted environments provided as part of its solution.
   2. Offeror(s) shall describe the following:
      1) Where the solution is physically hosted? Include primary and back-up locations.
      2) Is the hosting environment Offeror-owned and operated or sub-contracted?
   3. At a minimum the selected Offeror shall provide the following hosted environments:
      1) **Production Environment**: The selected Offeror shall provide, maintain, and host the production environment.
      2) **Training Environment**: The selected Offeror shall provide and maintain a training environment for the Department separate from the production system. The training environment shall include the same operating system, same patch level, similar hardware and software components, similar
version levels and similar configuration setup as the production environment. The version of the solution software shall be the same as production unless a new version of the solution software is being tested in the training environment prior to release to the production environment.

4. Offeror’s shall describe the data encryption that will be applied to meet the Department’s Encryption Standards for Data at Rest and Data in Transit. Currently the encryption is 256 bit encryption minimum for data transit. Data at rest must comply with FIPS 140-2 standards.

E. Disaster Recovery (DR)
The selected Offeror must employ disaster recovery procedures to assist in preventing interruption in the use of the system.

At a minimum, the selected Offeror shall provide capability to maintain continuity of service in the event of a disaster. In the event of a disaster, the selected Offeror shall have two business days to restore the service at the same operating level as the production environment.
Offeror(s) must describe its disaster recovery plans for maintaining operations during disasters. Offeror(s) must provide detailed information regarding its DR systems, architecture/frameworks, capabilities, governance, and procedures. Offerors must describe the frequency of testing of its DR plans. At a minimum, DR plans must be tested annually. Offeror(s) must describe how its disaster recovery plans support compliance with the required system availability.

F. Release Management
Offeror(s) shall describe its methodology and processes for updating its solution for all types of releases, such as security updates, system maintenance, and system enhancements. Describe the SDLC used to implement releases. Describe how new functions and features are released to clients and a client’s ability to control which new features are implemented. Describe the environments, such as development, test, training, and production, used for release management and the promotion of the release through the environments.

G. Service Level Agreement (SLA)
The selected Offeror shall meet performance standards as described.

H. Product Support
The selected Offeror shall provide Tier 3 help desk support. The Department will provide Tier 2 help desk support and will work with the SCAs and providers to identify Tier 1 help desk support. The Department’s Tier 2 help desk support team will be the contacts with the selected Offeror’s Production Support (Tier 3) Help Desk, on behalf of providers and SCAs who have technical questions.

1. Tier 3 issues are all issues determined to be system problems/bugs and are identified and rectified through an embedded support ticket module or reported by phone or email.

2. The selected Offeror’s shall provide support via phone, email, or website.
   a. Phone support shall be available during the business hours of Monday-Friday 8 am-6 pm Eastern, except on designated national holidays, which are as follows:
      • New Year’s Day
      • Martin Luther King Day

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President’s Day
Memorial Day
Independence Day
Labor Day
Columbus Day
Veterans Day
Thanksgiving Day
Christmas Day

b. Email and website support shall be available 24/7/365.

c. A representative must be available, by phone, 24/7/365 in the event of a critical level issue.

3. The selected Offeror’s Production Support Team shall be responsible for:

   a. Coordinating with the Department’s Tier 2 support to understand and further document all reported issues
   b. Performing detailed analysis of the issue, working with the appropriate development team members when needed
   c. Determine the appropriate course of action to mitigate/resolve the issue
   d. Assign priority for bug fixes

4. In the event that the Department cannot make contact with the selected Offeror’s Help Desk, or in the event the Department is not satisfied with the resolution process, the Department reserves the right to escalate an issue. Offeror’s shall describe its escalation process. Escalation shall continue until satisfaction or resolution is reached.

I. Emergency Preparedness.
To support continuity of operations during an emergency, including a pandemic, the Department needs a strategy for maintaining operations for an extended period of time. One part of this strategy is to ensure that essential contracts that provide critical business services to the Department have planned for such an emergency and put contingencies in place to provide needed goods and services.

1. Describe how Offeror anticipates such a crisis will impact its operations.

2. Describe Offeror’s emergency response continuity of operations plan. Attach a copy of the plan, or at a minimum, summarize how the plan addresses the following aspects of pandemic preparedness:
   1) Employee training (describe Offeror’s training plan, and how frequently it will be shared with employees)
   2) Identified essential business functions and key employees (within Offeror) necessary to carry them out
   3) Contingency plans for:
      a) How Offeror will handle staffing issues when a portion of key employees are incapacitated due to illness.

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b) How Offeror employees will carry out the essential functions if contagion control measures prevent them from coming to the primary workplace.

4) How Offeror will communicate with staff and suppliers when primary communications systems are overloaded or otherwise fail, including key contacts, chain of communications (including suppliers), etc.

5) How and when Offeror’s emergency plan will be tested, and if the plan will be tested by a third-party.

I. Tasks

The selected Offeror shall perform all tasks and activities necessary to implement, host, maintain, and support the solution. At a minimum, the selected Offeror shall perform the tasks identified below and provide the deliverables indicated. Offerors(s) shall describe how it will perform the tasks and provide the deliverables as described in this RFP.

A. Implementation Planning. Offeror(s) must submit a draft implementation plan with its proposal. The selected Offeror shall meet with the Department to review the draft implementation plan and gather any additional details required to finalize an implementation plan. Department requires ten (10) business days to review the proposed plan and comment. A final plan, revised based on Department feedback, shall be delivered to Department within five (5) business days of receiving Department feedback. The finalized and approved implementation plan must be completed and delivered to the Department within thirty (30) calendar days of receiving the notice to proceed.

The implementation plan shall include all activities necessary to implement the solution. The implementation plan, at a minimum, shall include an implantation schedule, identification of roles and responsibilities, key milestones and deliverables. The selected Offeror shall execute the approved implementation plan.

B. Requirements Gathering and Management. Offeror(s) shall describe its approach and methodology to requirements gathering and management. The selected Offeror shall be responsible for requirements management. The selected Offeror must track and manage all requirements, including the verification of those already identified by Department as well as the discovery of additional requirements as needed to ensure completeness. The selected Offeror must propose a process to track, prioritize, and maintain status of requirements.

The selected Offeror shall develop a requirements traceability matrix which links requirements throughout the validation process. The purpose of the requirement traceability matrix is to ensure that all requirements defined for the system are reflected in the design and tested. As the design specifications and test plans and scenarios are developed, the traceability matrix is updated.

The selected Offeror shall perform GAP analysis and include a GAP analysis as part of the Finalized Detailed Requirements Document. The GAP analysis shall be between the detailed requirements and the selected Offeror’s SaaS solution. The purpose of the GAP analysis is to identify and resolve any gaps between the detailed requirements and the selected Offeror’s SaaS solution to ensure that all requirements defined for the system are reflected in the solution.
The overall goal of this task is to perform all activities necessary to develop a set of finalized requirements and traceability matrix.

**Deliverable(s):**
- a. Finalized Detailed Requirements Document with GAP analysis
- b. Requirements Traceability Matrix

**D. Solution Design.** The selected Offeror shall develop a detailed solution design document, representing a refinement of the finalized requirements.

**Deliverable(s):**
- a. Detailed solution design document

**E. Solution Configuration.** The selected Offeror shall configure the solution to meet the requirements as documented in the Detailed solution and design document. If any development is required, the selected Offeror shall perform all development tasks according to the SDLC methodology.

**Deliverable(s):**
- a. Configured solution

**F. Testing.** The selected Offeror shall manage the testing process to include, but not be limited to, perform testing to ensure that all agreed upon requirements in the detailed requirements document have been met. System testing shall also include load testing. The Offeror shall also participate in the Department’s user acceptance testing (UAT) to assist the Department testers in becoming familiar with the solution, provision of test environment (including access for Department testers), execution of test scenarios, and defect resolution (including the process for same). This task shall include, but not be limited to, the following:

1. **Development of a Comprehensive Test Plan.** The selected Offeror shall create a test plan that includes, at a minimum, the approach to all types of testing to be performed (including system and UAT) and roles and responsibilities. Test Plans shall include but not be limited to the following:
   - a. Resources required.
   - b. Test schedule.
   - c. Test mapping of requirements and associated components to testing with the criteria for pass/fail.
   - d. Roles and responsibilities in a RACI matrix or similar document.
   - e. Establishing authority sign-off and final approvals.
   - f. The selected Offeror’s test plan shall include reference to Quality Assurance and Defect Management processes to ensure resolution of defects. Offeror(s) shall describe the Quality Assurance and Defect Management processes it will utilize to ensure resolution of defects.

2. **System Testing.** The selected Offeror shall ensure that system tests are performed and the results are made available to the Department for review and feedback.

3. **UAT Testing.** The selected Offeror shall support the Department during UAT testing.

4. **Defect Resolution.** The selected Offeror shall be responsible for the defect resolution and re-testing of any errors, defects, or unsuccessfully tested functions.

5. **Test Results.** Test results documentation shall include results of the testing, including defect management reporting, confirmation of errors being retested and
resolved. Test result documentation shall include an updated requirements traceability matrix that maps all requirements in the detailed requirements document to the test scenarios. This matrix shall demonstrate that all requirements have been addressed and successfully tested.

**Deliverable(s):**
- a. Test Plan
- b. Final Test Results Report

**G. Implementation.** Upon completion of successful User Acceptance Testing and Department approval, the selected Offeror shall implement the solution into production. The Offeror shall provide access to the solution in the production application for designated users. The selected Offeror shall provide a final implementation report which demonstrates the successful completion of all tasks as described in the Implementation plan and a certification of operational readiness.

**Deliverable(s):**
- a. Final Implementation Report

**H. Training.** Offeror(s) shall describe its training methodology that will be used to train both ADMH staff and other users. The selected Offeror shall provide training schedule notification in advance for all training session(s). All training materials and schedules must be approved by Department.
  a. At a minimum, training shall include hands-on training for key users at internet-enabled workstations, utilizing one trainer for every 25 students, combined with follow-up via web-based sessions.
   i. This shall include two successive days of on-site training for the Department’s trainers, Department Administrators, and other key staff. These trainings will be held at a location provided by the Department that has computers with internet access available.
   ii. On-site training shall be followed by web-based sessions, used for reinforcement and additional skill development.
  b. The Offeror shall design and deliver a train-the-trainers program for the Department to use to provide basic training to provider end-users.
   i. The Department will designate individuals to be trained as trainers for this event.
   ii. Individual courses should be designed for the prevention and for the treatment/case management aspects of the application.
  c. Offeror shall provide for training for Department staff and users for all future releases.

**Deliverable(s)**
- a. Training plan
- b. Training materials
- c. Classroom training sessions
- d. Online training sessions

**I. Maintenance and Support.** The selected Offeror shall perform all tasks required to maintain and support the solution.
  1. The selected Offeror shall perform all system maintenance needed to ensure the solution remains operational and meets the requirements of this RFP.
  2. The selected Offeror shall modify the solution to include new items required by the Federal Government.
Modification/Enhancements.

a. The selected Offeror shall not modify the solution, including its data repositories, under this task, unless the modification has been approved by the Department.

b. Modifications completed under this task include bug fixes, new items required by the Federal Government and any other system modification approved by the Department that is being provided by selected Offeror to the Department at no additional cost.

3. The selected Offeror shall maintain documentation as described in section 4.4 C Documentation and make it available online.

4. The selected Offeror shall host the solution as described in section 4.4 D Hosting Requirements.

5. The selected Offeror shall provide disaster recovery services as described in section 4.4 E Disaster Recovery.

6. The selected Offeror shall perform release management services for its solution according to its release management methodology as described in section 4.4 F Release Management.

7. The selected Offeror shall perform all tasks necessary to deliver the service according to the service level agreements as described in section 4.4 G Service Level Agreements.

8. The selected Offeror shall provide support services as described in section 4.4 H Product Support.

9. The selected Offeror shall provide project management and reporting services.

10. The selected Offeror shall provide training for Department staff and users for all future releases which involve new functions, features, or changes to implemented user processes. Offerors shall describe its methodology for ongoing user training for the term of the Contract.

11. Support the Department in the creation of customized and/or ad-hoc reports.

12. Offeror shall provide any software licensing required for the solution.

Deliverable(s):

a. SaaS Subscription which includes ongoing Maintenance and Support

J. Turnover. The selected Offeror shall also be responsible for developing a turnover plan to be used to transfer the service and data to a new incoming contractor and/or ADMH staff at the conclusion of the contract awarded as a result of this solicitation. The turnover plan shall plan for a successful transition of responsibilities from the selected Offeror to an incoming contractor or the Department within a timeframe established by the Department. The selected Offeror shall work cooperatively with Department, any additional ADMH representatives, and incoming contractor.

The turnover plan shall be prepared and submitted as a project plan that identifies the work elements/tasks, the resources assigned to the tasks, the time allotted to each element and the deliverable items to be produced. Where appropriate, a PERT or Gantt chart shall be used to show project, task, and time relationships. The selected Offeror must provide the incoming vendor with a copy of all materials necessary to facilitate data migration and general system transfer activities.

The selected Offeror shall provide all ADMH data to the Department in a mutually agreed upon format. Upon successful return of the data to the Department and the Department’s stated validation of the data, the selected Offeror shall destroy, and certify in writing to the
destruction of all confidential information (and all copies of the information) per ADMH standards.

The turnover plan shall be submitted to the Department in writing within one (1) month of request to allow for the review and approval by the Department Project Manager. Department requires a ten (10) business days to review the proposed plan and comment. A final plan, revised based on Department feedback, shall be delivered to Department within five (5) business days of receiving Department feedback.

A turnover status report is to be completed and submitted to the Department in conjunction with the end of the turnover planning phase. Beginning with the turnover period, the turnover status report shall be updated weekly by the selected Offeror for review by the Department. The report shall contain details for each area where knowledge transfer is to occur and indicates the specific items of the exchange and a description of the knowledge transferred between selected Offeror and the incoming contractor and/or Department staff. The final turnover status report shall show the successful completion of all turnover activities.

**Deliverable(s):**

a. Turnover plan
b. Turnover status reports

II. Reports and Project Control

Through the reporting requirements outlined in this SOW, the Department will monitor effectiveness and timeliness of all tasks. All reports are to be developed by selected Offeror and submitted to the Department.

The selected Offeror shall provide project management services throughout the life of the project. The selected Offeror shall create, maintain and execute the following plans, reports, and supporting documentation in a format agreed to by ADMH. Offerors shall submit its project management methodology, to include but not be limited to planning, monitoring/tracking, and reporting on the project and/or draft plans which it proposes to use for this project. All plans must be finalized and approved within thirty (30) days of receiving the notice to proceed. Department requires ten (10) business days to review the proposed plan and comment. A final plan, revised based on Department feedback), shall be delivered to Department within five (5) business days of receiving Department feedback. All plans are subject to the Department approval.

A. **Project Management Plan.** The project management plan must define roles and responsibilities for both Offeror and ADMH staff. The project management plan shall clearly delineate between Offeror and ADMH responsibilities. The project management plan shall include, but not limited to, the following:

1. **Project Plan.** The project plan must describe the scope of work for the project and how the scope shall be managed. The project plan shall act as a confirmation of project scope, phasing, implementation objectives, and be detailed enough to ensure the product is delivered on time, within projected estimates, and meets all requirements as specified in the RFP. The project plan must include, but is not limited to:

   - Project Scope Statement
   - Scope Management Process
   - Major Milestones /Deliverables
   - Work Breakdown Structure (WBS)
   - RACI Matrix
2. **Requirements Management Plan.** The requirements management plan must describe the process and approach to manage and address requirements throughout the life of the project. The requirements management plan shall include:

- Requirements Management Process
- Roles and Responsibilities
- Requirements Traceability Matrix (RTM)

3. **Risk Management Plan.** The risk management plan must describe the approach used to manage risk throughout the life of the project, how contingency plans are implemented, and how project reserves are allocated to handle the risks. The plan shall include the methods for identifying risks, tracking risks, documenting response strategies, and communicating risk information. The risk management plan shall include:

- Risk Management Process
- Roles and Responsibilities
- Rules/Procedures
- Risk Impact Analysis Approach
- Tools

4. **Issue management plan.** The issue management plan must describe the approach for capturing and managing issues throughout the life of the project to ensure the project is moving forward and avoids unnecessary delays. The issues management plan shall include:

- Issues Management Approach
- Roles and Responsibilities
- Tools

5. **Change Control Management Plan.** The change control management plan must describe the approach to effectively manage changes throughout the life of a project. The plan shall include the process to track change requests from submittal to final disposition (submission, coordination, review, evaluation, categorization), the method used to communicate change requests and their status (approved, deferred, or rejected), the escalation process if changes cannot be resolved by the review team, and the process for project re-baselining. The change control management plan shall include:

- Change Management Process
- Roles and Responsibilities
- Rules/Procedures
- Change Impact Analysis Approach
- Tools

6. **Communications management plan.** The communications management plan must describe the communications process that shall be used throughout the life of the project. The process must include the tools and techniques that shall provide timely and appropriate generation, collection, distribution, storage, retrieval and disposition of project information. The communications management plan shall include:
• Communications Management Process
• Roles and Responsibilities
• Reporting Tools and Techniques
• Meeting Types and Frequency

7. **Quality Management Plan.** The quality management plan must describe the approach used to address quality assurance (QA) and quality control (QC) throughout the life of the project. The quality management plan should identify the quality processes and practices including the periodic reviews, audits and the testing strategy for key deliverables. The plan should also include the criteria by which quality is measured, the tolerances required of product and project deliverables, how compliance is measured, and the process for addressing those instances whenever quality measures are out of tolerance or compliance. The quality management plan shall include:

• Quality Management Process
• Roles and Responsibilities
• Tools
• Quality Standards

8. **Time Management Plan.** The time management plan must describe the process for controlling the proposed schedule and how the achievement of tasks and milestones shall be identified and reported. The plan must also detail the process to identify, resolve, and report resolution of problems such as schedule slippage. The time management plan shall include:

• Time Management Process
• Role and Responsibilities
• Tools and Techniques
• Work Plan

Where appropriate, a PERT or GANTT chart display should be used to show project, task, and time relationship.

**B. IT Service Management**

Offeror(s) shall describe its service management methodology it uses to deliver service to its customers. Identify any industry best practices or standards its service management methodology is based. IT Service management shall include strategic approach directed by policies and incorporated in processes and supporting procedures that are performed to plan, deliver, operate, control, and improve IT services offered to customers. Offeror shall describe tools used for service management to include any integration of automated tools. Offeror shall include as part of its proposal any service management plan(s) which will be utilized to deliver, operate, control, and improve the services as described in this RFP.

**C. Problem Identification Report**

The selected Offeror shall report any problem identified in the solution. The report shall include at least the ticket #, the severity level and the current status of the ticket. This report shall be provided on a monthly basis.

For problems with a “Priority 1: Critical” problem level, the report shall also describe the problem and its impact on the system. The report shall list possible courses of action with advantages and disadvantages of each and provide recommended solutions and rationale. This
additional detail shall be provided on the report within ten (10) business days following the identification of the problem.

D. Enhancements/Modifications Report
The selected Offeror shall provide written documentation to the Department prior to implementation of plans or recommendations relative to the selected Offeror and its enhancement and customization.

E. Release Notes
The selected Offeror shall create a document that outlines all application modifications prior to the release of an upgrade to the Training or Production Environment. This document shall be provided to the Department within one (1) business day of a build being moved to the Training or Production Environments. The selected Offeror shall provide test scenarios, including expected results, along with the release notes.

F. Lessons Learned
The selected Offeror shall create a document that outlines the issues/situations encountered after each release, for any critical bug pertaining to functionality. The selected Offeror shall elaborate on each issue/situation to include the following:
1. Description
2. Learning Points (identify what was planned vs. what actually happened)
3. Analysis (determine root cause)
4. Alternatives for future activity to avoid having the issue/situation occur again.

G. SLA Report
The selected Offeror shall provide a monthly report on statistical information to assess compliance with the required Service Level Agreements (SLAs). This report must be delivered within three (3) business days of month’s end.

H. Annual Report
The selected Offeror shall provide electronically one copy of an annual report for each twelve (12) month contracting period. The annual report shall state all accomplished tasks according to the funding agreement and summarize the year’s activities. This report shall also provide a product service roadmap outlining the selected Offeror’s planned release cycle over the next two- to five-year period. The annual report is due within fifteen (15) business days of the end of the contract year.

SECTION 5 OFFEROR PROFILE

5.1 Company History
The Offeror should complete this section by providing a concise overview of the company's history. Topics to be covered include:

- The formation of the company.
- Past and projected growth.
- Number of employees and their disciplines (i.e., marketing, support, R&D, etc.)
• Provide documentation if vendor is licensed to do business in the State of Alabama; (Vendors must register with the State in order to have their bid reviewed.
• Year of incorporation/first year of business.
• Describe your company's primary business. Do you have a parent company or other subsidiaries?
• Description of experience relevant to the proposed system.
• Evidence of your company's commitment to the health care and mental health fields.
• Evidence of HIPAA certification (and from whom).

5.2. Profiles of Key Staff

The Offeror should provide profiles of the principles of the company and of all key employees that potentially will be involved in this project. For implementation personnel, indicate sites similar to SASD where they have been involved and indicate responsibilities.

5.3 Financial Information

The Offeror should supply financial information for each of the last three years including at a minimum:

• Balance Sheet
• Statement of Income
• Statement of Changes in Financial Position
• Auditor's Reports
• If a public company, supply current prospectus

5.4 Client Reference List

1. How many implementations does your company have with the proposed SAIS software in production?
2. What type of business is each customer in? How many are Behavioral Health organizations or managers of behavioral health services, especially intellectual disabilities and substance abuse?
3. List the six (6) most recent implementations.
4. Are there any implementations of the proposed product(s) at a state level?
5. How many new customers have you implemented in the last 24 months?
6. How many customers, if any, have you lost/have stopped using your software in the last 24 months and why?

Provide references for at least three client installations that are similar in scope and have been implemented in the past three years. The provider should be willing to allow SASD to contact these clients as references. At least two of these reference sites should have passed Go- Line in their implementation.

Specific information on each client should include at a minimum:
1. Customer Name (Company Name)
2. Customer Contact (Name and Title)
3. Address/Phone #s
4. Email address
5. Number of users
6. Nature of Contract
   a. Software Modules Implemented
   b. Hardware Configuration
7. Implementation Time Line (Proposed and Actual)
8. Explanation of any outstanding issues with Client.

5.5 Potential Conflicts of Interest:

The vendor should state clearly any potential conflicts of interest along with any current or past business relationships with DMH.

5.6 State Business Relationships:

The vendor should state clearly any current or past business relationships with the State of Alabama along with a contact name that can verify relationship with the vendor.

5.7 Sub-Contractors:

Any sub-contractor(s) the vendor will employ in the course of this project should be clearly documented along with organizational information as requested above.
SECTION 6 SUPPLEMENTAL INFORMATION

Product Data Sheets

This section is reserved for the Offeror to provide SASD with any additional information that the Offeror feels is relevant, but not specifically requested. The Offeror should provide data sheets or documentation regarding the system functions and features that will be delivered with the system and are therefore included in the costs proposed.

Describe any additional modules that are available.

Consulting Services

Information regarding additional information systems or management consulting services that could be purchased, in addition to the implementation services proposed to assist in the implementation of the SAIS is also desired. Information regarding billing rates is desired. Each service available and the corresponding hourly rate should be provided.

Programming Services

Information regarding programming services that could be purchased and the related billing rates is also desired.

Training Services

Information regarding training services that could be purchased and the related billing rates is also desired.

Information contained in this section does not relieve the Offeror from the obligation to complete any section of the RFP. Answers within the RFP cannot refer to this section. The intent of this section is to allow the Offeror to present system and service capabilities that may not have been requested in the RFP but are available to SASD.
SECTION 7 PROCEDURAL INFORMATION

7.1 General Comments Regarding Contractual Requirements

Offerors should carefully review Section 7 of this RFP to make sure that the contractual requirements stated are acceptable. Inability to meet these contractual requirements may exclude an offeror from the evaluation and selection process.

7.2 Response Preparation and Proposal Format:

This procurement shall be conducted in accordance with applicable Alabama laws, rules, policies, and procedures. Proposals should be prepared in conformance with all instructions, conditions, and requirements included in this RFP. Vendors are expected to examine all documentation, schedules, and requirements. Failure to observe all terms and conditions may render the proposal non-responsive. DMH reserves the right to use any other information which it obtains in order to evaluate proposals and to select a vendor. Information submitted by the vendor shall be sufficiently detailed to substantiate that the services offered meet or exceed the required specifications.

7.3 Response Submissions:

The vendor must submit a signed, original printed copy of their proposal response along with five (5) additional printed copies.

7.4 Format of Responses

This section describes the desired format for all proposals submitted in response to this RFP. Vendors should submit all of the information requested in the order requested so that reviewers can easily access the information that they need to evaluate the proposal. All headings should be labeled clearly and all pages of the proposal should be numbered.

Proposal text should be in 12-point font. Proposals should be bound in 3-ring binders for ease of reading.

Submit the signed original and 5 copies to:

Leola Rogers
Alabama Department of Mental Health
Office of Contracts
100 North Union Street, Suite 570
Montgomery, AL 36104

All proposals should include the following:

- Executive Summary & Cost Proposal (Grand Total Summary)
- Worksheets for entire system.
• Acknowledgment of Acceptance of SASD Contractual Requirements stated in Section 7.0 of the RFP.
• Corporate Resolution or other Evidence of Authority
• Completed response forms for each section of the RFP
• Completed detailed cost sheets (developed by Offeror)

7.4.1 Instruction for Responses

The Offeror should specifically respond to each of the major parts of Section 3.0 of the RFP describing software functionality as well as responding to each of the remaining Sections 4, 5, & 6 and follow the instructions listed below.

3.0 SAIS Functional Specifications
4.0 Implementation Support Requirement
5.0 Offeror Profile
6.0 Supplemental Information
7.0 Cost Sheets

Cost sheets should be completed in detail. Response forms and cost spreadsheets are in the Exhibits.

Most of the responses will require a code that indicates your system's ability to meet a specific requirement followed by a detailed explanation of how the system meets the requirement. Offerors should be candid about their system strengths and limitations and realistic in their responses. The response codes are as follows:

Offeror Response Codes

"1" **Part of the Standard System - Available Now**

This means that the system function currently exists as part of the Offeror's standard application software and is in operation at a minimum of one client site.

The Offeror should include all necessary costs in the detailed cost analysis section of its proposal necessary to meet these requirements.

"2" **Custom Programming at No Additional Cost**

This response indicates that in order for the Offeror to meet this requirement, custom programming will be required, that will be provided at no additional cost, that the Offeror is willing and able to provide this level of functionality and that the programming can be completed by the scheduled system "Go-Live" date.

**Custom Programming with Additional Cost**
This response is comparable to that of a response of "2" except that the custom programming would require an additional cost. The Offeror should provide an estimate of the development time and include the costs specific to each item that should be included in the detailed cost analysis section.

**Planned Future Development**

This response indicates that the Offeror actively plans to add this functionality and it is part of an established development plan. The Offeror should provide an estimate of the development time and when this development is planned to be accomplished.

**Not Available**

This response indicates that the requirement cannot be met with the proposed software and that there are no plans to provide this capability.

Several sections of the proposal request a narrative response rather than or in addition to a response code. The Offeror should take care to read the requirements carefully and respond to the specific items discussed. The Offeror should give a brief comment explaining how the system meets the requirement even if not specifically asked for as part of the requirement.

The Offeror's response will be scored based on the completeness of the response and the perceived ability to meet the requirement. A response code of 1 or 2, without explanation, will only qualify for a score that "meets minimum requirements."

In addition to responding to Sections 3.0 through 6.0, the Offeror should provide an Executive Summary that gives an overview of its proposal. Immediately following the Executive Summary, the Offeror should include the Proposal Cost Analysis. Please be sure that all cost worksheets are completed to reflect the total proposed cost of the entire system.

**The Proposal should follow the format defined in Section 7.4. Format of Responses.**

Supplemental information and data sheets can be submitted to support responses made in the proposal, but the offeror may not simply refer to documentation without responding to the specific requirement. In cases where the ability to determine an Offeror's response requires unreasonable effort or research on the part of the evaluation committee, the requirement may be considered unanswered and may be treated as **NOT AVAILABLE.**

7.5 **Costs Associated with Proposal**

SASD will not be liable for any of the costs (including travel costs) incurred by an Offeror in preparing or submitting a proposal. SASD is not liable for costs incurred by the vendor to prepare proposals, perform demonstrations, or conduct presentations or participate in other
activities in response to the RFP. Vendors may not collect proposal preparation charges from the DMH in the event of the cancellation of this RFP.

7.6 Acceptance Period

Proposals should remain valid for a period of six months from date of submission. Proposals containing a term of less than six months may be rejected. Offerors will be strictly held to the terms in their proposals.

7.7 Rejection or Selection of Proposals

SASD may reject any or all proposals or any portion thereof, advertise for new proposals, proceed to do the work otherwise, abandon the work, or award in whole or in part a contract deemed to be in the best interests of SASD. Offerors will be held to the terms submitted in their proposals but may be required to reduce costs depending upon aspects of the proposed Project that may be determined by SASD to be unnecessary.

As a part of the evaluation process, on-site demonstrations, presentations or site visits may be requested by the RFP Committee (see Section 8.0 - Evaluation Methodology). Not all Offerors may be invited to participate in this aspect of the proposal review process. Offerors will be Invited to participate at the sole discretion of the RFP Committee.

Offerors who are not awarded the Contract will be notified in writing. The acceptance of a proposal will not diminish DD or SASD's right to negotiate specific contract terms, including price, with the successful Offeror.

SASD MAY REJECT ANY PROPOSAL WHERE THE OFFEROR TAKES EXCEPTION TO THE TERMS AND CONDITIONS OF THE CONTRACT OR FAILS TO MEET THE STANDARD TERMS AND CONDITIONS, INCLUDING BUT NOT LIMITED TO, STANDARDS, SPECIFICATIONS, AND REQUIREMENTS AS SPECIFIED IN THE RFP.

SASD MAY REJECT, IN WHOLE OR IN PART, ANY AND ALL PROPOSALS WHERE DD AND SASD, TAKING INTO CONSIDERATION FACTORS INCLUDING BUT NOT LIMITED TO, PRICE AND THE RESULTS OF THE EVALUATION PROCESS, HAS DETERMINED THAT AWARD OF A CONTRACT WOULD NOT BE IN THE BEST INTEREST OF SASD.

Should an award be made by DMH, and prior to execution of a contract, subsequent information indicates that such an award was not in the best interest of the agency; or the parties are unable to come to an agreement on contract terms DMH reserves the right to rescind said award and either award to another vendor candidate, or reject all proposals.

Proposals which contain false or misleading statements, or which provide references that do not support an attribute or condition claimed by the vendor, may at the sole discretion of DMH be rejected.
7.8 Freedom of Information Act

Vendors are hereby notified that all information contained in their proposal is subject to the provisions of the Alabama Freedom of Information Act.

7.9 Financial Accounting and Audit Guidelines

The Contractor should maintain accounting records directly related to the performance of the contract. Accounting records shall be maintained in accordance with Federal cost accounting standards and principles. Financial records should include matters of ownership, organization and operation of the organization's financial and/or clinical records. The organization should allow authorized representatives or agents of the State, Federal government, including SASD to have access to the accounting records upon reasonable notice and at reasonable times during the performance and/or retention period of the contract for purposes of review, analysis, inspection audit and/or reproduction. Copies of any accounting records pertaining to the contract shall be made available by the organization with ten (10) days of receiving a written request from SASD for specified records.

Financial records pertaining to the contract shall be maintained for seven years following end of the federal fiscal year during which the contract is terminated. However, accounting records pertaining to the contract should be retained until final resolution of all pending audit questions and for one year following the termination of any litigation relating to the contract.

Throughout the duration of the contract term, or until other pending matters are closed, whichever is later, and for a period of seven years after the termination of the contract, each bidder, in accordance with 45 CFR, Part 74.164 (b) shall agree that any authorized individuals of the State, and where federal funds are involved, the Comptroller General of the United States, shall have access to, and the right to examine, audit and excerpt, and transcribe any pertinent books or documents of the organization.

7.10 Contractor Assurances

The selected vendor will be required to assume responsibility for all services offered in their proposal. Further, SASD will consider the selected vendor to be the sole point of contact with regard to any subcontractors. In connection with the performance of work under a contract with SASD, the contractor should agree not to discriminate against employees or applicants for employment on the basis of race, sex, religion, color, national origin or handicap. The aforesaid provision shall include but not be limited to the following: recruitment or recruitment advertising; employment, upgrading, demotion, or transfer; layoff and selection for training, including apprenticeship, in accordance with rules and regulations promulgated by Federal agencies (Compliance Responsibility for Equal Employment Opportunity- Chapter 60-1, 4, Nos. 1-7) and State and related Federal and State laws and regulations.
7.11 Proposal Submission Process and Calendar of Events

Contact only individual listed under Inquiries (section 7.12) All times are Central Time.

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<table>
<thead>
<tr>
<th>Date</th>
<th>Item</th>
<th>Methods of Notification</th>
</tr>
</thead>
<tbody>
<tr>
<td>August 20, 2019</td>
<td>RFP Release</td>
<td>USPS, ADMH Website, and STAARs website</td>
</tr>
<tr>
<td>September 9, 2019</td>
<td>Deadline to submit RFP questions</td>
<td>Email to <a href="mailto:leola.rogers@mh.alabama.gov">leola.rogers@mh.alabama.gov</a></td>
</tr>
<tr>
<td>September 13, 2019</td>
<td>RFP Q&amp;A posted for review</td>
<td>ADMH website <a href="http://www.mh.alabama.gov">www.mh.alabama.gov</a></td>
</tr>
<tr>
<td>September 30, 2019</td>
<td>RFP Closing Date</td>
<td>USPS or FedEx or UPS (Review mailing note)</td>
</tr>
<tr>
<td>November/December</td>
<td>RFP review process</td>
<td>NA</td>
</tr>
<tr>
<td>January 2020</td>
<td>Notification of vendor award</td>
<td>USPS (In writing)</td>
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7.12 Inquiries

All inquiries to the RFP and answers to same shall be responded to via email. Any questions that arise concerning the RFP should be submitted via emailed to: Leola.rogers@mh.alabama.gov by 3pm on or before September 9, 2019.

7.13 Addenda to the RFP

Proposals should be based only on this RFP, subsequent addenda if any are issued, and the response to written questions and answers which shall be published on a specified date. SASD shall not be
bound by oral explanations or instructions given during the procurement process, unless specifically included in this RFP, subsequent addenda and the response to written questions .and answers. In the event it becomes necessary to revise any part of this RFP, addenda will be provided to all vendors who have indicated that they intend to bid. All addenda correspondence will be handled by Leola Rodgers.

7.14 **Applicable Law**

Any resulting contract will be made and entered into in the State of Alabama and shall in all respects be interpreted, enforced and governed under the laws of the State of Alabama. The language of all parts of this contract is intended to and under all circumstances shall be construed as a whole according to its fair meaning and not construed strictly for or against any Party. Any use of the singular or plural number, any reference to the male, female, or neuter gender(s), possessive or non-possessive in this Contract shall also be deemed to include the appropriate other whenever the context so suggests or requires.

7.15 **Consent to Jurisdiction and Venue**

The Contractor and the ADMH agree that in any claim, action, suit or proceeding brought or initiated by either Party to enforce, interpret, or decide any claim or issue arising under or otherwise related to this Contract, shall be initiated, raised, or brought only in the 15th Circuit Court of the State of Alabama, and/or the Middle District of the Federal Court of Appeals. The Parties each hereby consent and submit, in advance, to such jurisdiction and that venue shall be proper in the above named courts on any such matter. The choice of forum set forth in this section shall not be deemed to preclude the enforcement of any judgment obtained in such forum, or the taking of any action under this Contract to enforce the same, in any appropriate jurisdiction.

7.16 **Contract Type and Duration**

The term of the contract awarded under this proposal will be two years, with a possibility of renewal for up to two years. The contract term will begin at a date specified through post-bid negotiation between SASD and the awarded contractor.

7.17 **PAYMENT SCHEDULE**

Payment milestones are to be:

- 20% upon beginning of a project line.
- 25% upon delivery of the configuration changes for testing.
- 35% upon delivery of system ready for go live.
- 20% upon acceptance of go live
- Annual Support and Hosting - May be paid annually or quarterly in advance; monthly in arrears
SECTION 8 EVALUATION METHODOLOGY

8.1 Purpose

The purpose of this evaluation methodology is to establish a process that allows SASD to select the Offeror that meets the needs of SASD most effectively and at the best value. The evaluation process will assess a wide variety of data included in the RFP response. The methodology provides for an analytical evaluation of the Offeror's ability to meet the system requirements. The end result is a quantified evaluation process leading to the selection of the Bidder.

8.2 Pre-Screening Evaluation

In order to concentrate evaluation resources most effectively on qualified Offerors, a pre-screening of proposals will be conducted to eliminate Offerors that do not meet a minimum subset of requirements from further consideration in the initial detailed review. The following are considered mandatory criteria:

A scoring system will be applied to the requirements included in this Section (8.2) and will be scored in the same way as described in Section 8.3. In addition, a review of the costs associated with the proposal will be used to determine the top three to five Offerors to be reviewed in detail.

8.3 Application Requirements

This section outlines the methodology of the detailed evaluation to rank and score the responses from the Offeror. The detailed steps are as follows:

1. The Offeror's response to each requirement will be scored. Values will be assigned on the Offeror's ability to meet each requirement. These values will be referred to as the Offeror's Response Code Value. The Offeror's response should conform with the instructions found in the RFP. The following values will be assigned:

A. **Offeror Response Code 1 (Standard Product) 8-10**

   Based on the Offeror's ability to meet the requirement a score of 8 or 10 are assigned. The values will be defined as:

   **Exceeds Minimum Requirement = 10**

   An Offeror will exceed the requirement when the Offeror's response demonstrates the Offeror's ability to successfully carry out the requirement. Factors that may be considered by SASD include, but are not limited to, the experience of the Offeror, its conduct and performance on previous contracts, its management skills, and its ability to provide qualifications, products and services that are above the requirement.
An Offeror will meet the requirement when the response fulfills a particular requirement in all material respects or contains no irregularities or deviations from the requirement.

B. Offeror Response Code 2 (Custom Development/no cost) = 6
C. Offeror Response Code 3 (Custom Development with cost) = 4
D. Offeror Response Code 4 (Planned Future Development) = 2
E. Offeror Response Code 5 (Not Available) = 0

2. The RFP sections to be evaluated and scored using this methodology are:

   3.0 Application Software Requirements & Special Software Requirements
   4.0 Hardware/Operating System Requirements
   5.0 Implementation Support Requirements

8.4 Offeror Profile

An in-depth analysis will be performed to determine the ability of the Offeror to deliver the system as specified. The proven track record of the Offeror and the ability to provide implementation, training and ongoing support services for the system are very important criteria for this procurement. Sections 6.0 of the RFP will be evaluated using the same process as described in Section 8.3. Each category will be scored as either Meets Minimum Requirement (6), Exceeds Minimum Requirement (8) or Greatly Exceeds Minimum Requirement (10).

The grand total Offeror score will be determined by adding up the individually Calculated Application Scores (Column E) and coming to a Grand Total. This will be the Grand Total Offeror Score that will be used in the summary scoring calculation.

8.5 Detailed Cost Analysis

1. The cost analysis will be based on the proposed applications and will be factored over a start-up period plus five (5) full years of operation.
2. The Offerors will complete a separate Worksheet for every item on the cost analysis. Forms will be provided in the Appendix of this RFP for this purpose.
3. The Grand Total System Costs will be based on the sum of the costs for all aspects of the system procurement, even if those items may be purchased in separate procurements.

SASD may make adjustments to the cost proposal, for evaluation purposes only, if determined necessary to more accurately represent the correct total cost to SASD, but the proposals will be compared on an equal basis.
8.6 Interviews, Demonstrations and Site Visits

The preliminary finalists may be interviewed to validate RFP responses and then asked to present demonstrations of their system solution to further validate the system's capabilities. Reference checks will be made at this point to further qualify the Offeror.

Re-evaluation of the Offeror application and Offeror profile scores will be allowed based on information obtained as a result of interviews, system demonstrations and reference checks.

A calculation of the proposal based on this new information will be performed following the same methodology described in this section.

8.7 Final Selection

A final recalculation following the methodology outlined in this section will be performed and a final Offeror will be selected.

*The final selection will represent the Offeror that SASD perceives offers the best Price Performance Score and has clearly demonstrated an ability to deliver the system solution proposed.*