

STATE OF ALABAMA
DEPARTMENT OF MENTAL HEALTH
RSA UNION BUILDING
100 N. UNION STREET
POST OFFICE BOX 301410
MONTGOMERY, ALABAMA 36130-1410
www.mh.alabama.gov

June 14, 2024

RFP 2025-05

Dear Vendor:

The Alabama Department of Mental Health (ADMH) is soliciting proposals for an **Electronic Documentation System**. Request for Proposals (RFP) will be accepted until **2:00 pm on Friday, July 12, 2024**.

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. **Any contract obtained from this RFP will start on October 1.**

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. **All proposals received after the deadline will be deemed late and will not be reviewed.**

Sincerely,

Leola Rogers

Leola Rogers
Office of Contracts & Purchasing



Organization: ALABAMA DEPARTMENT OF MENTAL HEALTH (ADMH)

RFP Closing Date & Time: **2:00 pm on Friday, July 12, 2024**
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. **All proposals received after the deadline will be deemed late and will not be reviewed.**

ADDITIONAL INFORMATION

1. Who **may** respond to this RFP? Software companies and/or Developers.
2. Who **may not** respond to this RFP? Locumtenens, Staffing Agencies, Employees of ADMH, and current State employees.
3. In order to transact business in the State of Alabama all businesses domestic and foreign must be registered with the Alabama Secretary of State Office. (Domestic means within the State of Alabama. Foreign means out-of-state.) Website: www.sos.alabama.gov
4. If contracted with the State of Alabama, all vendors must enroll and actively participate in E-Verify. Website: <https://www.e-verify.gov/>
5. ALL vendor payments are processed thru the State of Alabama Accounting and Resource System (STAARS). All vendors must register with STAARS Vendor Self Service. Website: <https://procurement.staars.alabama.gov/webapp/PRDVSS1X1/AltSelfService>
6. The ADMH 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.
7. **Protest** (Effective 10/1/2022): A bona fide prospective bidder or offeror who is aggrieved in connection with the solicitation of a contract may protest to ADMH Director of Purchasing

within 14 days of the date of issuance of the solicitation or any amendment to it, if the amendment is at issue.

(2)a. Except as provided in paragraph b., a bona fide actual bidder or offeror who is aggrieved in connection with the intended award or award of a contract may protest to ADMH Director of Purchasing **within 14 days of the date the award or notification of intent to award**, whichever is earlier, is posted in accordance with this article.

b. A matter that could have been raised under subdivision (1) as a protest of the solicitation may not be raised as a protest of the award or intended award of a contract.

(3) A protest filed under subdivision (1) or (2) shall be in writing, be filed with ADMH, and set forth the grounds of the protest and the relief requested with enough particularity to give notice of the issues to be decided.

(b) ADMH, or his or her designee, may settle and resolve the protest of a bona fide actual or prospective bidder or offeror concerning the solicitation or award of a contract in accordance with rules adopted under this article.

(c) If the protest is not resolved by mutual agreement **within 10 days after** the protest is filed, ADMH shall commence an administrative review of the protest and issue a decision in writing within 14 days of the review.

(d) A copy of the decision under subsection (c) shall be mailed or otherwise furnished immediately to the protestor and any other party intervening.

(e) A decision under subsection (c) shall be final and conclusive, unless fraudulent, or a party adversely affected by the decision appeals administratively to the Director of Finance in accordance with Section 41-4-164.

(f) In the event of a timely protest under subsection (a) or an appeal under Section 41-4-164, the state may not proceed further with the solicitation or with the award of the contract until five days after notice of the final decision is provided to the protestor, except that solicitation or award of a protested contract is not stayed if ADMH, after consultation with the head of the using agency or the head of a purchasing agency, makes a written determination that the solicitation or award of the contract without further delay is necessary to protect the best interests of the state.

8. **Records Request:** ADMH recognizes and supports the public's right to inspect/request copies of public records in accordance with State law. Many public records and resources are available on the ADMH website: www.mh.alabama.gov for review. Please view the website prior to submitting a request for records as your request may be satisfied by the information contained therein.

RFP Submissions: Three (3)—1 original, 1 copy, and 1 complete copy on a USB flash drive.

Submit RFP Responses To:

AL Department of Mental Health
Office of Contracts & Purchasing
RSA Union Building
100 N. Union Street, Suite 570
Montgomery, AL 36104

The Alabama Department of Mental Health (ADMH) is soliciting proposals from qualified firms for an electronic documentation system.

SECTION I

A. Qualifications:

1. Have experience working with providers/individuals as a part of services for Intellectual Developmental Disability population. HIPAA compliance across the data system (certification in IT health data/records management preferred).
2. Have experience developing customized reports for a state entity.

B. Scope of Work:

1. The contractor/system will provide/offer:
 - a. mobile accessibility to accommodate utilization in the office and field
 - b. multiple platform accessibility (iOS, Android, Mac, PC)
 - c. Ability to create, define, and monitor external accounts for provider and family access (with ongoing administrative ability to assign and manage privileges)
 - d. Secure communication function between providers/users
 - e. Direct MEDICAID billing capability
 - f. Multiple outcomes-based reporting options for individuals, services, and system reporting options to include, but not limited to, program information, clinician reports, data collection, monthly tracking, that can be sorted by waiver types, regions, and providers.
 - g. Tracking of intake process completion with timeline/deadline notices
 - h. Ability to graph and chart tracked data by various means (line, pie, bar, etc.) to include tracking of individuals target skills/goals
 - i. HIPAA secure document upload storage (preferably with ability to attach/link files to specific case notes)
 - j. Demographic information collection, storage, and change tracking
 - k. Incident reporting capabilities, preferably to include tracking of review and follow up actions (abuse, neglect, medication errors, etc.)
 - l. Ability to create, modify, and store customizable individual service plans. Multiple providers would need modification abilities
 - m. Ability to create, modify, and store individualized behavior plans, to include crisis planning/management with contact information access
 - n. Incorporation of individual (~~client~~) and provider calendars, scheduling, and alert* functions/applications. *Alerts and notifications preferably to include those for appointments, approaching deadlines, funding notices, medication warnings
 - o. Ability to track changes in medical status, diagnoses, medication, providers, etc.
 - p. Ability to populate and upload various assessments
 - q. Option of creating system/service specific forms to be shared with and utilized by multiple providers/users
 - r. Provision of local/regional initial and ongoing technical support and data system training (to include system updates)
 - s. Tracking of intake eligibility, denial/appeal decisions, and referral for services statistics
 - t. Provision of quality assurance functions

- u. Short term development and updating of data system to meet current deadlines and needs
- v. Data sharing capability with ADMH’s IT system
- w. Ability to customize fields, reports, and modules as needed to fit state regulations and requirements.
- x. Ability for all agencies to view a waiver participant’s complete record, with appropriate administrative oversight of access.

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SECTION II

A. Proposal Content

Instructions must be followed or responses will not be graded.

Each proposal is to contain specific responses to each of the following requests and respondents are encouraged to respond fully to each inquiry, but to be as concise as possible. Submit the response to each item with the item reproduced at the top of the page of the response.

1. Submit a cover letter summarizing your proposal. Limit the cover letter to no more than one page.
2. Attach the Vendor Contact Page.
3. A Table of Contents of the submitted information.
4. Attach vendor information to include:
 - Include previous experience.
 - Include knowledge of the requested services and/or any special training.
 - Include any information pertaining to the respondent’s abilities to provide the scope of work for this RFP.
5. Attach a **detailed** budget for the requested services (i.e.: frequency/pay rate/detailed price list etc.).
6. All pages should be numbered consecutively beginning with **number 1** after the cover letter.
7. Submit **three** copies: 1 original, 1 copy, and 1 copy on a USB flash drive of your entire proposal.
Note: Make sure at least one copy is single-sided.
8. Clearly print on the outside of the envelope **RFP 2025-05 ED.**

Your entire proposal must be received at the following address no later than **2:00 pm on Friday, July 12, 2024. Please review the mailing note.**

Submit RFP Responses To:

AL Department of Mental Health
 Office of Contracts & Purchasing
 RSA Union Building
 100 N. Union Street, Suite 570
 Montgomery, AL 36104

The Department of Mental Health assumes no responsibility for expenses incurred in the preparation of the proposal and reserves the right to reject any and all proposals. Additionally, ADMH reserves the right to waive irregularities in any proposals and request clarification of any information and negotiate with the firm and/or individual submitting the best proposal to secure more favorable conditions.

B. Evaluation Process

ADMH will examine each proposal submitted and may elect to conduct interviews with finalists. The department expects a final selection on or before August 1, 2024.

C. Selection Criteria

Selection shall be based on factors to be developed by the procuring state entity, which may include among others, the following:

1. Specialized expertise, capabilities, and technical competence, as demonstrated by the proposed approach and methodology to meet project requirements.
2. Resources available to perform the work, including any specialized services within the specified time limits for the project.
3. Record of past performance, quality of work, ability to meet schedules, cost control and contract administration.
4. Availability to and familiarity with the project locale.
5. Proposed project management techniques.
6. Ability and proven history in handling special project contracts.

D. Evaluation Criteria

Proposals will be evaluated based on their responsiveness to the items contained in the content section of this Request for Proposal. It is expected that the review committee will rate responses according to the following ways:

STATEMENT OF WORK	Page Limit	Total Points Available
A. Cover Page <ul style="list-style-type: none">• Vendor's legal name (Must match IRS)• Address• Telephone• Contact person, and a signature	1 page	5 Points
B. Expertise and Knowledge (Expertise and knowledge of Electronic Documentation for people with Autism/Intellectual and Developmental Disabilities receiving state services and management of provider enrollment, certification, monitoring, and billing)	10 pages max	40 Points
C. Qualifications, Experience, Prior Work (Successful experience supporting state systems serving people with Autism/Intellectual and Developmental Disabilities using Electronic Documentation, as well as management of provider enrollment, certification, monitoring, and billing).	5 pages max	40 Points
D. Budget	NA	15 Points

**SECTION III
SCHEDULE OF EVENTS**

RFP 2025-05 Electronic Documentation

The following RFP Schedule of Events represents the ADMH’s best estimate of the schedule that shall be followed. Except for the deadlines associated with the vendor question and answer periods and the proposal due date, the other dates provided in the schedule are estimates. ADMH reserves the right, at its sole discretion, to adjust this schedule as it deems necessary. Notification of any adjustment to the Schedule of Events shall be posted on the RFP website at www.mh.alabama.gov for review. **Please note the date for submitting any questions. ADMH will not accept any questions after this date.** All times are in **Central Time**.

Date	Event	Notification
June 20, 2024	RFP Release	USPS, ADMH Website, and STAARs website
June 27, 2024 by 12:00 pm	Deadline for RFP questions. Submit in Word—No tables	Email to leola.rogers@mh.alabama.gov
July 2, 2024	RFP Q&A to be posted for review	ADMH website www.mh.alabama.gov
July 12, 2024 2:00 pm	Three RFP Submissions: 1 original, 1 copy, and 1 complete copy on a USB flash drive.	USPS or FedEx or UPS <i>(Review mailing note)</i>
July 12, 2024 2:00 pm	RFP Closing Date	USPS or FedEx or UPS <i>(Review mailing note)</i>
August 1, 2024 Approximately	Notification of selection status	USPS (In writing)
The RFP is posted on ADMH website at www.mh.alabama.gov for review.		
<p>Submit RFP Responses To: AL Department of Mental Health Office of Contracts & Purchasing RSA Union Building 100 N. Union St., Suite 570 Montgomery, AL 36104</p>		