

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

October 23, 2024

RFP 2025-13

Dear Vendor:

The Alabama Department of Mental Health (ADMH) is soliciting proposals for a **Certified Community Behavioral Health Clinics (CCBHC) Data Platform for Population Health Management**. Request for Proposals (RFP) will be accepted until **3:00 pm on Thursday, November 21, 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.

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
RSA Union Building
100 N. 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 untimely and will not be reviewed.**

Sincerely,

Leola Rog

Leola Rogers
Office of Contracts & Purchasing

Organization: ALABAMA DEPARTMENT OF MENTAL HEALTH (ADMH)

RFP Closing Date & Time: **3:00 pm on Thursday, November 21, 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 untimely and will not be reviewed.**

ADDITIONAL INFORMATION

1. Who **may not** respond to this RFP? Locumtenens, Staffing Agencies, Employees of ADMH, and current State employees.
2. 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
3. If contracted with the State of Alabama, all vendors must enroll and actively participate in E-Verify. Website: <https://www.e-verify.gov/>
4. 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>
5. 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.
6. **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.

7. **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: Four (4)—1 original, 2 copies, and 1 USB flash drive (one file...No individual RFP sections).

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 for a **Certified Community Behavioral Health Clinics (CCBHC) Data Platform for Population Health Management.**

SECTION I

A. Applicant Qualifications

1. Must meet State of Alabama vendor requirements.
2. Must have proven experience in working with state and or federal government contract fulfillment.
3. Must have knowledge and expertise in complex data and population health management repositories.
4. Must have proven knowledge and skills in management of complex data systems including analytics, data sourcing, aggregation, as well as compiling reports for national reporting and evaluation.
5. Ability to illustrate culturally and linguistically appropriate sensitivity as it relates to diverse populations.
6. Have some experience working with CCBHCs.

B. Scope of Work:

1. Provide a strategic partnership to enhance care coordination and population health management for the ADMH Certified Community Behavioral Health Clinics.
2. Assist the ADMH in developing and or maintaining a data platform that will function as a bi-directional agnostic data repository that will enable the intake and reporting of source system data. The platform should be able to extract/ingest data feeds from various sources (i.e., EHR data, Medicaid claims data, and other necessary data) for state-led measure reporting for CCBHC.
3. Build and or maintain state identified measure sets to the national and state specifications and monitor those measures for specification updates with a daily refresh of data feeds.
4. Develop and or maintain a care coordination platform allowing for management of a population(s), documentation, alerts, worklists, and risk stratification.
5. Develop and or maintain existing connectivity capabilities that allow for the exchange of clinical information between up to 19 ADMH Certified Mental Health Centers (CMHCs)/CCBHCS and a Health Information Exchange (HIE).
6. Develop and or maintain a messaging system that securely exchanges referrals with external provider organizations, sends and receives clinical data, lab results and treatment plans.
7. Develop and or maintain Key Performance Indicator (KPI) metrics to drive clinical and operational decision making to ensure CCBHC goals are being met.
8. Develop and or maintain on-demand reports through web-based solutions required for SAMHSA's required clinic measures as well as state measures to include the addition of optional state required and/or clinic measures.

9. Provide data sharing opportunities to drive action to improve client outcomes as well as provide a whole-person view of individuals to assist Alabama CCBHCs in treating the whole-person and driving client-based outcomes.
10. Develop a continuous feedback loop to allow care coordinator progress notes to be captured in awarded vendor's system design to allow direct transfer of such into provider's EHR.
11. Provide automated custom reporting options for population and aggregate levels for the ADMH to report quarterly and at year-end (based on ADMH specifications) for CCBHC measure reporting to SAMHSA and CMS.
12. Develop or maintain custom reporting options on population and aggregate levels to accommodate CCBHC provider staff.
13. Build and maintain a risk stratification model that populates for the CCBHC population (e.g., health risk profile).
14. Develop or maintain a user-friendly interface that compliments the CCBHC staff workflow and has minimal clicks to access various information in the client record.
15. Develop or maintain a custom data dashboard for state official use to easily access CCBHC metrics across all CCBHC providers. Dashboard may include but not be limited to number of Medicaid clients seen to include demographic information, diagnosis, time to serve, number of Veterans and active military served, reduction in hospital and ED utilization, number of Alabamians served by CCBHCs, time to initial appointment, measure of progress and improvement in CCBHC service recipients, etc.).
16. Develop or maintain a CCBHC public facing dashboard that shows the impact of CCBHCs across the state (i.e., Alabama Impact Reporting to include but not be limited to cost savings, CMS Measure Progress, Prevention Screenings, etc.).
17. Accommodate multiple CCBHC providers and develop or maintain set security rules around patient access and end-user permissions.
18. Attend scheduled project check-in meetings to provide status updates related to scope of work.

RFP 2025-13 CCBHC Platform Submissions and Address

- Submit Four (4)—1 original, 2 copies, and 1 complete copy on a USB flash drive of your entire proposal.
- **Note: Make sure at least one copy is single-sided.**

Your entire proposal must be received at the following address no later than **3:00 pm on Thursday, November 21, 2024**. **Please review the mailing note.**

Submit RFP Responses To:

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

A. 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 December 20, 2024.

B. 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 and experience in statewide population health data management.
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.

C. 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	1 page	5 Points
B. Expertise and Knowledge (Expertise in complex data systems to include CCBHC population health data management; must be able to develop and or maintain a bi-directional agnostic data repository; show proven expertise in data analysis and report generation, risk stratification, and be able to produce reports at scheduled intervals.)	10 pages max	40 Points
C. Qualifications, Experience, Prior Work (Successful experience supporting state systems serving people with mental health and substance use diagnoses; must be able to illustrate cultural and linguistically appropriate sensitivity to diverse population; have demonstrated experience working with states on CCBHC data metrics and population management; have proven abilities in data sourcing and aggregation).	5 pages max	40 Points
D. Budget	NA	15 Points

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Alabama Department of Mental Health

Office of Certified Community Behavioral Health Clinics (CCBHC)

Request for Proposal (RFP)

SECTION 1 - INTRODUCTION

On March 31, 2014, Congress passed the Protecting Access to Medicare Act (H.R. 4302), which included a demonstration program based on the Excellence in Mental Health Act. The legislation created criteria for “Certified Community Behavioral Health Clinics” (CCBHCs). As of March 2023, there are more than 500 CCBHCs operating in 46 states, plus Puerto Rico, Washington D.C. and Guam.

Alabama does not currently certify CCBHCs but is in the process of developing certification criteria which will be in effect this year.

CCBHCs began in the state’s community mental health centers, with the awarding of a 2021 SAMHSA grant to AltaPointe Health and WellStone to implement the Certified Community Behavioral Health Clinic (CCBHC) model for care delivery. Over fiscal year 2023, Alabama’s Community Mental Health Centers and the ADMH completed assessments to determine their preparedness for the development and implementation of the CCBHC integrated behavioral healthcare business model with high-quality care, practices, and reporting measures. This model will ensure improved access to and delivery of coordinated, comprehensive behavioral healthcare to all Alabamians.

On March 16, 2023, the Substance Abuse and Mental Health Service Administration (SAMHSA) awarded the Alabama Department of Mental Health (ADMH), a Certified Community Behavioral Health Clinic (CCBHC) Planning Grant in the amount of one million dollars to develop statewide certification criteria for CCBHCs. Within the year-long period of the grant, ADMH began work with Alabama’s Community Mental Health Centers to plan a comprehensive behavioral healthcare business model to reduce disparities; improve access to care for marginalized communities; and develop a payment system that will reward quality over volume.

The Alabama Department of Mental Health (ADMH) is issuing this RFP to identify a vendor who can provide a web-based agnostic data repository that can receive and report upon data from up to 19 disparate Electronic Health Record systems deployed across the state. The vendor will be required to demonstrate its ability to address all functional and performance requirements, as well as all training, maintenance and support criteria specified in this RFP. The vendor will be required to work with up to 19 Community Mental Health Centers (CMHCs) organizations with the state to coordinate the data extracts from their EHRs into the data repository. The solution will include a web-based solution for viewing and reporting upon the data received into the repository, and the solution will provide the capability to automate the production of quarterly reports for State and Federal reporting.

ADMH will evaluate and score all responsive and qualified responses and will select the most qualified vendor. The vendor selected as a result of ADMH evaluation of all responsive and qualified proposals received, will agree to work with ADMH staff to develop a data repository and data viewing and reporting system that receives data from Alabama CCBHC providers. This system will be capable of producing reports in compliance with SAMHSA and State of Alabama reporting requirements.

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 State of Alabama Department of Mental Health for:

Implementation of an integrated management information system application that will meet the known, expected, and future management, monitoring, and reporting requirements of the agency, user training and complete up-to-date operation, technical, and user documentation, a post-implementation review, testing and sign off period, and 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 Use devoted to accomplishment of these tasks.

1.3 Project Goals

The Department of Mental Health desires to procure a system that will address the agency's data and reporting needs for managing client health at CCHBCs in the State of Alabama. The system will be critical for ADMH to attain the following goals:

01. Interoperability with various electronic health record systems. This includes setting up bidirectional feeds with those systems to eliminate double entry documentation burden on provider staff.
02. Ability to ingest data feeds from various sources (e.g., claims data, EHR data, direct entry, other state data feeds).
03. Build state identified measures sets to the national and state specifications and monitor those measures for specification updates.
04. Refresh measures with data feeds and inputs at least daily.
05. Provide automated quarterly and year-end performance reports (based on specifications) for CCBHC measures to report to CMS.
06. Enable custom reporting on population and aggregate levels to accommodate CCBHC provider staff and state monitoring.
07. Build a risk stratification model that populates for the CCBHC population (e.g., health risk profile).
08. Provide a user-friendly interface that compliments the CCBHC staff workflow and has minimal clicks to access various information in the client record.
09. Accommodate multiple CCBHC providers and set security rules around patient access and end-user permissions.

SECTION 2 – PROJECT SCOPE

This RFP seeks to develop a contractual relationship with a qualified vendor that will supply and implement a comprehensive population health data management system as defined in the functional requirements section of this document. The selected vendor will provide a strategic partnership to enhance care coordination and population health management for Certified Community Behavioral Health Clinics (CCBHCs). The vendor that is selected as a result of this RFP must agree to assist ADMH in the development of a data platform that will function as an agnostic data repository that will enable the intake and reporting of EHR data that is received from various disparate provider systems, and will provide a user friendly interface for viewing this data and creating reports from this data to comply with Federal and State reporting requirements. The platform must be able to import Electronic Health Record (EHR) data, Medicaid claims data, and other data necessary for federal and state-led measure reporting for CCBHC. The platform must allow for management of population(s), documentation, alerts, worklists, and risk stratification.

The selected contractor must agree to develop connectivity capabilities that allow for the exchange of EHR data between 19 CMHCs/CCBHCs or a Health Information Exchange (HIE). The selected contractor will develop a continuous feedback loop to allow care coordinator progress notes to be captured in awarded vendor's system design to allow direct transfer of such into provider's EHR. The system will provide Key Performance Indicator metrics to clinical and operational decision makers to ensure CCBHC goals are being met. The system must provide on-demand and scheduled reports through web-based solutions required for SAMHSA to include quality measures for both clinic and state measures. The selected vendor also must agree to provide data sharing opportunities to drive action to improve client outcomes as well as provide a whole-person view of individuals to assist Alabama CCBHCs in treating the whole-person and driving client-based outcomes.

Vendor proposals must include a total cost for the design and implantation of the data repository and reporting system for up to 19 CCBHC providers. The cost should be all-encompassing of all other requirements specified in this RFP.

SECTION 3 - TECHNICAL AND FUNCTIONAL REQUIREMENTS

This section provides vendors the functional and technical requirements that should be addressed in the proposal to meet the business needs of ADMH. This section lists specifications that are desired by the agency. The offeror should respond to these requirements with an explanation of how the solution being proposed meets these business needs.

Desired Data Fields to Import into the Data Repository

3.1 Claim Minimum Fields

- A) Claims
 - a. Unique Claim Number
 - b. Client ID
- B) Claim Services
 - a. Service ID
 - b. Client ID
 - c. Claim ID
 - d. Charged Amount
 - e. Claim Number
 - f. From Date
 - g. From Time
 - h. Place of Service Code
 - i. Place of Service Code – Code System
 - j. Place of Service Code – Code System Name
 - k. Place of Service Code – Code Display Name
 - l. Procedure Code
 - m. Procedure Code – Code System
 - n. Procedure Code – Code Display Name
 - o. Procedure Code – Code Is Active
 - p. Quantity
 - q. Service Line Number
 - r. To Date
 - s. To Time
 - t. Voided Date
 - u. Created Date
 - v. Update Date
- C) Vocabulary
 - a. Coded Entry ID
 - b. Code
 - c. Code System
 - d. Display Name
 - e. Code System Name
 - f. Is Active
- D) Diagnosis
 - a. Diagnosis ID
 - b. Client ID
 - c. Billing Order
 - d. Claim Number
 - e. Diagnosis Name
 - f. End Date

- g. Estimated Onset Date
- h. Rank Code – Code
- i. Rank Code – Code Display Name
- j. Start Date
- k. Type Code – Code
- l. Type Code – Code Display Name
- m. Voided Date
- n. Created Date
- o. Updated Date

3.2 Medication Order Filled Prescription Minimum Fields

- A) Medication Order Filled Prescription ID
- B) Client ID
- C) End Date
- D) Filled Date
- E) Filled Status Code
- F) Filled Status Display Name
- G) Filled Status is Active
- H) Quantity Filled
- I) Rx Fill Reference Number
- J) Rx Norm Code
- K) Rx Norm Code System
- L) Rx Norm Code System Name
- M) Rx Norm Display Name
- N) Created Date
- O) Updated Date

3.3 Client Minimum Fields

- A) Client ID
- B) Client MRN
- C) First Name
- D) Last Name
- E) Middle Name
- F) Birth Date
- G) Gender Code
- H) Gender Code – Display Name
- I) Social Security Number
- J) Created Date
- K) Updated Date
- L) Address
- M) Phone Number
- N) Race
- O) Address ID
- P) Address City
- Q) Address Country Code
- R) Address County Code
- S) Address State Code
- T) Address Street

- U) Address Zip Code
- V) Phone Number Type
- W) Phone Number
- X) Race Code
- Y) Race Display Name

3.4 Pharmacy Claim Minimum Fields

- A) Created by Staff Member ID
- B) Created Date
- C) Created Time
- D) Updated by Staff Member ID
- E) Update Date
- F) Updated Time
- G) Is Claim Supplemental Data Data
- H) Claim Status Code
- I) Claim Status Code System
- J) Claim Status Code System Name
- K) Claim Status Code Active
- L) Claim Status Code Display Name
- M) System of Origin Code
- N) System of Origin Code System
- O) System of Origin Code System Name
- P) System of Origin Code Display Name
- Q) System of Origin Code is Active
- R) Claim Medication ID
- S) Acq Wholesale Price
- T) Avg Wholesale Price
- U) Days Supply
- V) Dispense Fee
- W) Is Refill
- X) Mac Price
- Y) Quantity
- Z) Drug Name
- AA) Fill Date
- BB) Fill Time

Any known limitations or conditions must be revealed to ADMH by the vendor.

3.5 Additional Fields

Any other fields necessary to complete SAMSHA and State Reporting criteria as shown on:

<https://www.samhsa.gov/sites/default/files/ccbhc-data-demonstration-templates.xlsx>

3.6 General System Functions Requirements

The ADMH expects 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.

- 3.6.1 Required Fields - The system allows ADMH to decide whether a data element is required and should be entered before the system will accept an import 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.)
- 3.6.2 Historical Data - ADMH 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.
- 3.6.3 Availability - The entire system is always available to all users (subject to security provisions), irrespective of what function any operator is using. Exceptions may occur when system maintenance or updates are required.
- 3.6.4 Growth Potential - The proposed software and hardware of the system are expandable. ADMH will be able to continue to use the system during periods of organizational growth and expansion. This could include the addition of the other CCBHCs into this system. The scope of this RFP is for data from 19 CCBHCs to be integrated into the data repository. Any CCBHCs added above that number (19) will require an amendment to any contract resulting from this RFP.
- 3.6.5 Hardware Expandability - The proposed vendor hardware (as applicable) is configured to handle reasonable growth and is upwardly compatible if large-scale expansion is required.
- 3.6.6 Software Expandability - The software can accommodate additional functional modules.
- 3.6.7 RAMP Ready Status – Any resulting award will be made to selected respondent(s) offering a cloud product that processes, stores, transmits and/or could impact government data, only if the proposal includes written documentation that the cloud product has achieved Alabama StateRAMP Provisional or Authorized status or a valid StateRAMP Security Snapshot at the time of proposal submission.

Respondents must submit one of the following with their response/bid:

- Proof of current StateRAMP Authorization status in the form of a StateRAMP Letter
- Proof of current StateRAMP Provisional status in the form of a StateRAMP Letter
- Valid StateRAMP Security Snapshot Score

3.7 Technology requirements:

- 3.7.1 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.
- 3.7.2 Database: The system utilizes an industry-standard relational database that has the scalability and flexibility to meet the current and future need of the CCBHC.
- 3.7.3 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.
- 3.7.4 WAN/inter-Site Network: The vendor has a clear strategy for importing data from 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).
- 3.7.5 System Integration: The vendor solution can receive data from disparate systems/applications like servers, mainframe systems, electronic mailing systems (email), google maps, etc.
- 3.7.6 Data Communications: The system provides for standardized secure data exchanged with the State of Alabama and service providers.
- 3.7.7 Archiving Capabilities: The system is designed to support methods for achieving, reporting on, and retrieving inactive client records.
- 3.7.8 Data Repository: The system utilizes an agnostic data repository that has a de-normalized structure that allows for the development of standard and ad hoc reports by non-technical users.
- 3.7.9 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).

3.8 Software design requirements:

- 3.8.1 Modifications of Existing Screens: The record viewing 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.
- 3.8.2 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.
- 3.8.3 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.
- 3.8.4 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;

can 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, crosstab, 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.)

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

3.9 Quality Assurance Requirements:

- 3.9.1 CCBHC will have the approval authority to any and all change to the software that will impact the system's functionality.
- 3.9.2 Testing/Training System: Vendor will maintain a complete test and training system that will allow CCBHC 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. CCBHC shall not be the sole testers of software, but the supplier will independently test all software.
- 3.9.3 Problem/Change Request Process: The vendor can demonstrate and maintain a fully documented procedure enabling CCBHC 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 CCBHC, and a schedule for their completion provided by the vendor.
- 3.9.4 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 CCBHC-approved schedule.
- 3.9.5 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.

3.10 Performance Standards:

- 3.10.1 Response Time: The applications software shall maintain an average response time of 1 second or less during ADMH prime working hours for all on-line applications.
- 3.10.2 Multi-Tasking: The application use for viewing repository data records shall be designed to facilitate rapid movements between screens.
- 3.10.3 Up and Down Scrolling: The software shall provide the ability to scroll the display forward and backward in on-line applications.
- 3.10.4 Field Defaults: The system provides users with defined default values throughout the system.
- 3.10.5 Data Outputs: The software is capable of dumping all screen displays to a printer or file.
- 3.10.6 Report Format Standards: All reports have the same standard type report headings.
- 3.10.7 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.
- 3.10.8 Background processing: Users shall be able to write automated reports that will execute in the background during non-working hours.

3.11 System and Data Security Requirements:

- 3.11.1 HIPAA: The system will all HIPAA security and confidentiality requirements including Standards for Privacy of Individually Identifiable Health Information.
- 3.11.2 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.
- 3.11.3 Security Features: The security system uses a combination of: Usernames; 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.
- 3.11.4 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.
- 3.11.5 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.
- 3.11.6 For hosted applications, the offeror has a comprehensive disaster recovery and backup plan in place and functioning.

3.12 Graphical User Interface Requirements:

An important component of the system evaluation will be based on the Graphical User Interface (GUI) of the software that will be used to access the data repository. 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.

- 3.12.1 The software is presented in an environment that supports "Ease-of-use" and will allow the user to easily move from one screen to another with limited keyboard interaction.
- 3.12.2 The system provides on-line interactive viewing of all tables and master files.
- 3.12.3 The system allows table lookups using various search parameters.
- 3.12.4 The system has on-line user documentation that can be used for training staff as well as offering on-line help.
- 3.12.5 The system has built in data integrity edits to verify the validity of data within the data repository.
- 3.12.6 The system allows for access to client records using various search criteria.
- 3.12.7 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.
- 3.12.8 Describe how "Help" screens or aids have been implemented with this system with other customers.

3.13 Data Purge and Archive Requirements

A key attribute of the system will be to provide long-term storage of the client information from various providers. 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 host management reports can be produced that reflect the activities of the providers, and the activities of all providers combined.

- 3.13.1 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:
- 3.13.2 Describe your approach to purging and archiving of data.
- 3.13.3 Describe the various parameters that the user can control to determine how long the information in the system will be retained.
- 3.13.4 Describe how your system supports a longitudinal client record.
- 3.13.5 Given the assumption that ADMH 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.
- 3.13.6 Describe how data is archived and to what environments, i.e. tape, Digital Access Tape (DAT), optical disk, etc.
- 3.13.7 Describe what capabilities the system has to restore data to the system after being purged and archived. Describe how and what data can be restored and how this is accomplished.

SECTION 4 - IMPLEMENTATION SUPPORT REQUIREMENTS

4.1 Implementation Project Plan and Staffing Requirements

The project 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 timeline 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
7. Training Resources, Plan and Schedule, Training Manual
 - a. Training should include training for user, operator, system administrator.
 - b. Training will be at sites to be determined by CCBHC.
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 ADMH representative. ADMH 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 ADMH staff will require special attention. During system go-live, the offeror should be willing to provide a high level of 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 ADMH/CCBHC is looking for include:

- On-Line system documentation
- Screen level documentation
- Application procedure manuals
- Training manuals and training aids
- System operations manuals
- Report writer documentation
- 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 and availability 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 ADMH 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 ADMH may make to your product after installation?

SECTION 5 - SYSTEM REQUIREMENTS.

5.1 Data Ownership

The Department owns all data imported 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 closeout on the date specified by the Department. The Data Backup File must be provided in a format agreed to by the Department.

5.2 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.

5.3 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.

5.4 Hosting Requirements

The solution shall be hosted in either the State's government cloud or a private cloud and meet the hosting requirements identified below:

Offerors shall state in the affirmative or negative, their ability to host their solution in the State of Alabama's Government Cloud environment.

Offerors shall describe in detail all the hosted environments provided as part of its solution.

Offeror(s) shall describe the following:

- a. Where the solution is physically hosted? Include primary and back-up locations.
- b. Is the hosting environment Offeror-owned and operated or sub-contracted?

At a minimum the selected Offeror shall provide the following hosted environments:

- a. **Production Environment:** The selected Offeror shall provide, maintain, and host the production environment.
- b. **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.

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.

5.5 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.

5.6 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.

5.7 Service Level Agreement (SLA)

The selected Offeror shall meet performance standards as described.

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
 - 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. If 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 shall describe its escalation process. Escalation shall continue until satisfaction or resolution is reached.

5.8 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.

- a. Describe how Offeror anticipates such a crisis will impact its operations.
- b. 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:
- c. Employee training (describe Offeror's training plan, and how frequently it will be shared with employees)
- d. Identified essential business functions and key employees (within Offeror) necessary to carry them out
- e. Contingency plans for:
 - How Offeror will handle staffing issues when a portion of key employees are incapacitated due to illness.
 - How Offeror employees will carry out the essential functions if contagion control measures prevent them from coming to the primary workplace.
 - 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.
 - How and when Offeror's emergency plan will be tested, and if the plan will be tested by a third-party.

5.9 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:

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

5.10 Testing

The selected Offeror shall manage a testing process to include, but not be limited to, perform testing to ensure that all desired system functionality requirements 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).

5.11 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.

5.12 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.

5.13 System Maintenance

- a. The selected Offeror shall perform all tasks required to maintain and support the solution.
- b. The selected Offeror shall perform all system maintenance needed to ensure the solution remains operational and meets the requirements of this RFP.

5.14 System Modifications

- a. The selected Offeror shall modify the solution as needed to include new data elements required by the Federal Government.
- b. The selected Offeror shall not modify the solution, including its data repositories unless the modification has been reviewed and approved by the Department prior to the modification. Such modifications include but are not limited to bug fixes, or new items required by the Federal Government and any other system modification that is being provided by selected Offeror to the Department at no additional cost.

5.15 System Survivability

- a. The selected Offeror shall also be responsible for developing a turnover plan to be used to transfer the service and data to another contractor and/or ADMH staff at the conclusion of the contract awarded because 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.
- b. 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.
- c. 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 ADMH data (and all backup copies of the information) per ADMH standards.

- d. 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 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.
- e. 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 turn over activities.

SECTION 6 - Project Reports and Project Control

ADMH will monitor effectiveness and timeliness of all tasks. All reports described below 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.

6.1 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:

6.1.1 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
- Timeline

6.1.2 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)

6.1.3 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
- 6.1.4** 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
- 6.1.5** 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
- 6.1.6** 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
- 6.1.7** 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

6.1.8 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.

6.1.9 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.

6.2 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.

6.3 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.

6.4 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.

6.5 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.

6.6 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.

6.7 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 7 - OFFEROR PROFILE

7.1 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).

7.2 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 CCBHCs where they have been involved and indicate responsibilities.

7.3 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.

7.4 Client Reference List

7.4.1 How many implementations does your company have with the proposed SAIS software in production?

7.4.2 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?

- 7.4.3 List the six (6) most recent implementations.
- 7.4.4 Are there any implementations of the proposed product(s) at a state level?
- 7.4.5 How many new customers have you implemented in the last 24 months?
- 7.4.6 How many customers, if any, have you lost/have stopped using your software in the last 24 months and why?
- 7.4.7 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 the Office of CCBHC to contact these clients as references. At least two of these reference sites should have passed Go Live 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 Timeline (Proposed and Actual)
- 8) Explanation of any outstanding issues with Client.

- 7.4.8 Potential Conflicts of Interest:

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

7.5 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.

7.6 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 8 - SUPPLEMENTAL INFORMATION

This section is reserved for the Offeror to provide ADMH/CCBHC 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 CCBHC.

SECTION 9 - PROCEDURAL INFORMATION

9.1 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.

9.2 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 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.

9.3 Response Submissions:

The vendor must submit **four** (4) copies of their proposal response.

- A signed, original printed copy
- Two (2) copies
- One (1) USB drive with a complete copy (one file...no individual RFP sections)

Submit responses to:

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

Due by 3pm on Thursday, November 21, 2024.

9.4 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.

All proposals should include the following:

- RFP contact page. (The person that ADMH will contact regarding the RFP, if needed.)
- Executive Summary & Cost Proposal (Grand Total Summary)
- Acknowledgment of Acceptance of ADMH Contractual Requirements and other requirements stated in the RFP, listing any exceptions (if applicable)
- Corporate Resolution or other Evidence of Authority
- StateRamp Provisional or Authorized status letter or valid StateRamp Security Snapshot Letter
- Completed responses for each section of the RFP, including Offeror Response Code for Sections 3-5 items, and
- Project Plan and Staffing Requirements
- Completed detailed cost sheets (developed by Offeror)
- Offeror Profile as described in Section 7

9.5 Instruction for Responses

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.

"3" 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.

"4" 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.

"5" 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 minimum score of 5.'

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.

9.6 Costs Associated with Proposal

ADMH will not be liable for any of the costs (including travel costs) incurred by an Offeror in preparing or submitting a proposal. ADMH 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.

9.7 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.

9.8 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.

9.9 Proposal Submission Process and Schedule of Events

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
October 23, 2024	RFP Release	USPS, ADMH Website, and STAARs website
November 4, 2024 by 2:00 pm	Deadline for RFP inquiries. Submit in Word—No tables	Email to leola.rogers@mh.alabama.gov
November 7, 2024	RFP Q&A to be posted for review	ADMH website www.mh.alabama.gov
November 21, 2024 3:00 pm	RFP Submissions Four (4)—1 original, 2 copies, and 1 USB drive with one file. No individual RFP sections.	USPS or FedEx or UPS (Review mailing note)
November 21, 2024 3:00 pm	RFP Closing Date	USPS or FedEx or UPS (Review mailing note)
December 20, 2024 Approximately	Notification of selection status	USPS (In writing)
The RFP is posted on ADMH website at www.mh.alabama.gov for review.		
Submit RFP Responses To: Alabama Department of Mental Health Office of Contracts & Purchasing RSA Union Building 100 N. Union Street, Suite 570 Montgomery, AL 36104		

9.10 Inquiries

All inquiries to the RFP and answers to same shall be responded to via email. Submit RFP questions via email to: Leola.rogers@mh.alabama.gov on or before 2pm on November 4, 2024.

9.11 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. ADMH 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 Rogers.

**RFP 2025-13
CONTACT PAGE**

Vendor's Legal Name	
Street Address	
City, State & Zip Code	
Contact Person	
<u>Contact Phone</u>	
Email	

NOTE: Attach this page or info before the executive summary & cost proposal.