

LYCOMING-CLINTON JOINDER BOARD

REQUEST FOR SOFTWARE PROPOSAL

The Lycoming-Clinton Joinder Board (LCJB), the bi-county Mental Health and Intellectual Disabilities Program, is soliciting proposals from a qualified software vendor to design and implement a web-based software solution that will allow multiple agencies to share and analyze incarceration data for LCJB's participation in the Stepping Up Initiative.

GENERAL INFORMATION

The bi-county population is approximately 157,000. LCJB and West Branch Drug and Alcohol Abuse Commission (WBDA) are mandated to provide services to county residents of all ages who have behavioral health and/or drug and alcohol issues. They, in conjunction with both Lycoming and Clinton County Prisons, are looking for a system that will allow them to share and manage HIPPA compliant information across multiple electronic data bases, the goal of which is to:

- ✓ Reduce the number of people booked in to jail with behavioral health disorders
- ✓ Reduce the length of time people with mental illnesses stay in jail
- ✓ Increase connections to community-based services and supports
- ✓ Reduce the number of people returning to jail.

The MH unit provides case management support to children and adults through a web-based portal. This includes Targeted Case Management (TCM). MH adheres to all requirements of the State Office of Mental Health and Substance Abuse Services (OMHSAS). The MH unit currently uses a web based portal that interfaces with Pennsylvania's PROMISE Bulletin Board System (BBS) for 270/271 files which are uploaded/downloaded and imported into the web-based system. This component includes a Fiscal unit with services billable to Community Care Behavioral Health Organization and also which has the oversight and monitoring responsibility of contracted providers. This component utilizes a web portal for the network of providers to access the current data base to obtain authorizations.

The Drug and Alcohol component provides case coordination to children and adults in the bi-county area. This component includes a Fiscal unit with services billable to Community Care Behavioral Health Organization and also which has the oversight and monitoring responsibility of contracted providers. This component utilizes a web portal for the network of providers to access the current data base to obtain authorizations.

The two prison components each use separate software to manage inmates between the two counties.

Each component has shared access to information in the current electronic records system while still maintaining standards unique to each unit. MH, D&A and each Prison system all gather relatively the same demographic information at Intake/Admission however the process and format differ; all four (4) components document contacts via a "case note" but do so in different locations according to their departmental regulations.

LCJB and WBDA both have a network of providers who are reimbursed for their services through a billing system of authorizations, claims, and invoices managed by each agency. This office is also responsible for the management of provider contracts, Community Consolidated Reporting (CCR), procurement and ensuring HIPAA compliance.

LCJB and WBDA both complete liability assessments (financial assessments) on all open consumers in the MH and D&A systems. The liability assessment determines the amount, based on a sliding-fee scale, that each agency charges the consumer for certain County/SCA paid liable services. This process is based on PA Title 55, Ch. 4305 state regulations.

LCJB and WBDA both use SQL web-based software which interface electronically with other systems; some are State operated such as HCSIS, and PROMISE (Medicaid).

VENDOR REQUIREMENTS

The chosen vendor:

- ❖ Must have 10+ years' experience in Business Intelligence in the Human Services field for Mental Health and Substance Abuse agencies, including extensive analysis with county and provider data.
- ❖ Must have 10+ years' experience in developing Case Management software and be able to provide a list of current counties using your applications.
- ❖ Must have 10+ years' knowledge working with Microsoft SQL and Crystal Reports.
- ❖ Must be familiar with the Pennsylvania Department of Drug & Alcohol PA WITS software application and have the ability to query data from the database using SSRS.
- ❖ Should be familiar with the DDAP Screening Tool and TAPS Assessment systems.

- ❖ Must be familiar with Case Management software and terminology.
- ❖ Should have experience with importing and analyzing data from the Pennsylvania Home and Community Services Information System (HCSIS).
- ❖ Should be familiar with “OMS” (Offender Management System) software application, Version 5.3.12 or greater and have the ability to generate crosswalks and query data from the system.
- ❖ Should be familiar with Securus “xJail” software application and have the ability to generate crosswalks and query data from the system.
- ❖ Must be familiar with the BBS and PROMISe software applications and have experience at creating, retrieving and cross walking X12 270 and 271 MA Eligibility files.
- ❖ Should be knowledgeable with the current software (CPR-WEB) in use at LCJB and WBDA and have the ability to query data form the system.
- ❖ Should be familiar with the structure of Managed Care Organizations and Health Choices programs in the Commonwealth of Pennsylvania.

INFORMATION TO BE PROVIDED

A. General

The vendor shall provide a general overview of the software, the number of years the software has been in production and the number of current customers with signed contracts utilizing the product. Provide references from at least three projects with emphasis on any projects that were similar to this project in size, scope and complexity.

Include experience in technology implementations, behavioral health technology systems or general experience with health or public welfare. Experience shown should be work done by individuals who will be assigned to this project as well as that of your company.

- Provide a brief background of your company including company name, parent company if applicable, and company overview.

- Describe where your company has offices and specifically if your company has an office location in Pennsylvania.
- Explain your company's history in providing technical Information Technology (IT) consulting, system development from design through implementation and project management services and resources.
- Describe your company's years of experience in the IT consulting industry.
- Describe your company's understanding of and experience with County policies, procedures and standards and its experience complying with them. Note the experience of the proposed personnel regarding their knowledge and experience with government contracts.
- Describe your solutions Pennsylvania market saturation.
- Identify the number of drug and alcohol providers using your system broken out by those using all aspects of the system and those only using portions of the system.

B. Customer Service:

Describe ongoing support and service your company provides, inclusive of points of contact and minimum qualifications.

C. Implementation Process / Ongoing Training:

The County is interested in understanding your company's implementation process (including knowledge transfer), as well as ongoing training for the proposed program, data migration and associated services. Included in the process should be the minimum technical requirements and timeline for the project. Include your approach to keeping the County staff informed of all activities related to this project including system changes and maintenance activities. Additionally, describe your approach to keeping systems documentation up to date. Describe your approach to training and mentoring to other Contractors which the County may assign to this project (outside of this contract).

D. Software System/Technical Approach:

Identify software system type; system installed on County-owned server, web based or hosted solution. Web portal type access for outside providers to access information. Describe your solution's architecture. Identify development technologies your solution uses including application and database. Describe your solution's scalability. Describe your solution's security model. Describe its ability to store multiple unique numbers

E. Licensing Requirements:

Describe any licensing requirements for your product.

F. Communication Capabilities:

Describe the systems capabilities to manage data from multiple systems. Include information regarding hardware/software as well as any limitations in number of users.

G. Search Capabilities:

Describe search capabilities your product offers.

H. Electronic Record Management Capabilities:

Describe your product's capabilities of gathering of demographic information, capturing of data which consists of historical consumer clinical, incarceration, medical, and financial information; case note documentation, interfacing with other provider networks and systems such as HCSIS and PROMISE (or other State agencies), migrating historical electronic information, and importing hard copy documents into an electronic record.

I. Audit Log and User Capabilities:

Describe controls, checks and balance utilizing in your product. Describe security measures in the software for HIPAA compliance.

J. Reporting Capabilities:

Provide a list and descriptions of standard reports offered for your software. Describe capabilities to provide additional requested reports and associated costs. Describe how users would be able to generate dashboard and on-demand reports.

K. Online Capabilities:

Vendor shall describe, if any, online capabilities for transmission of reporting and interfacing with the County's four databases.

L. Service Level Agreement:

Describe your company's support hours, response time and methodology for classifying problems as well as escalation policies. Describe your company's agreement to manage the compilation of data from four databases and the generation/reporting of data to county/SCA agencies.

M. Advanced Technology:

Describe your company's policies and procedures as they relate to future upgrades in its systems and processes to reflect advancements in associated technology, hardware, and software. Include in your explanation how costs associated with upgrades are managed to minimize impact for your Customer.

N. Quality Assurance Process:

Describe your company's test plan for this project. Explain how test results logs will be developed for each type of testing for each phase of the project (unit testing; integration testing; system testing; including regression and quality assurance testing; security testing; user acceptance testing; and stress or load testing).

O. Personnel:

Include the number of personnel who will be engaged in the work. Provide a resume for every staff person you propose to assign to this project.

PROPOSAL SUBMISSION

- A. Six (6) copies of the proposal shall be delivered to the MH/ID Administrator/Joinder Board Secretary, Lycoming-Clinton Joinder Board, Sharwell Building, 200 East Street, Williamsport, Pennsylvania, 17701. Such proposals shall be marked "Software Proposal" on the outside of the envelope and delivered to the above address on or before 2:00 p.m. on Monday, December 10, 2018. The name and address of the company shall appear on the outside of the envelope. Oral, telephonic, facsimile, telex, or telegraphic proposals are invalid and will not receive consideration. Proposals received after the due date above will not receive consideration.
- B. It is understood that the proposal submitted shall hold good for thirty (30) days following the due date. An appropriate representative of the company should be available during the week of December 17, 2018 to answer any questions regarding the submitted proposal. LCJB may conduct oral interviews with some or all proposers but is not required to do so.
- C. The successful vendor will be notified of the LCJB's intent to award the contract within sixty (30) consecutive calendar days following the due date of the RFP. The contents of the proposal, and any clarification thereto submitted by the successful company, shall become part of the contractual obligation and incorporated by reference into the ensuing contract.
- D. LCJB reserves the right to accept or reject any or all proposals or to accept any part of a proposal without accepting the whole thereof, or to accept such proposal as they deem to be in the best interest of LCJB. It is understood that all proposals will become part of the official file on this matter without obligation to the LCJB.
- E. Questions regarding this proposal may be directed, in writing, to:

Keith Wagner, MH/ID Administrator/Joinder Board Secretary
Sharwell Building
200 East Street
Williamsport, PA 17701
(570) 323-6467

Please note that you may also send your questions via e-mail to:

kwagner@joinder.org

EVALUATION PROCEDURES

A team comprised of members of each organization will evaluate the information provided by the vendor in response to the criteria established herein. The award of the contract shall be made to the responsible proposing vendor whose proposal is determined to be the best evaluated offer, taking into consideration the relative importance of price and other evaluation factors set forth in the request for proposals. Award of contract will be made in the best interest of LCJB and shall, therefore, be considered final.

INSURANCE

The firm shall carry comprehensive general liability insurance to protect the firm and LCJB against claims which may occur during or result from services provided under the contract.

FEES

The fees quoted by the vendor shall include all maintenance and hosting costs provided for in this proposal. The fee for the initial year and each subsequent year shall be quoted separately as follows:

Hosting & Maintenance year 1 \$ _____

Hosting & Maintenance year 2 \$ _____

Hosting & Maintenance year 3 \$ _____

Vendors electing to respond to this proposal are responsible for all costs incurred in the preparation and submission of proposals; demonstrations; interviews; preparation of

responses to questions and requests for additional information; for contract discussions; or for anything in any way related to this proposal. The LCJB is not liable for any costs incurred by a vendor in response to this proposal and the proposer (including all related parties) disclaims and voluntarily and knowing waives any and all rights to reimbursement for any such costs.