



2012 West 25<sup>th</sup> Street, 6<sup>th</sup> Floor  
 Cleveland, Ohio 44113  
 216.241.3400

## Request for Proposals

### Behavioral Health Care Management Information System

**Due: 5:00 p.m., Monday, November 26, 2018**

The Alcohol, Drug Addiction and Mental Health Services (ADAMHS) Board of Cuyahoga County hereby invites qualified behavioral health care management information system providers to submit proposals (“Proposals”) for procurement of a behavioral health care management information system for the ADAMHS Board.

Proposals should be submitted in the manner prescribed in this Request for Proposals (“RFP”). All required forms and submission requirements are included in the RFP. Each person or entity that submits a Proposal to the ADAMHS Board in response to this RFP shall be designated as a “Vendor”.

The ADAMHS Board reserves the right to modify its needs or the scope of any proposed contract subsequent to the review of Proposals, and to include such modifications in any contract with the successful Vendor.

#### I. Timeline and RFP Process

The follow are key dates for this RFP. The ADAMHS Board is committed to adhering to this schedule, but reserves the right to make modifications.

Date	Task
<b>11/07/2018</b>	<ul style="list-style-type: none"> <li>• ADAMHS Board of Cuyahoga County Releases RFP</li> </ul>
<b>11/14/2018</b>	<ul style="list-style-type: none"> <li>• 5:00 pm deadline for submission of emailed questions related to RFP.</li> <li>• Email questions to <a href="mailto:RFP@ADAMHSCC.ORG">RFP@ADAMHSCC.ORG</a></li> <li>• Email subject line MUST READ: RFP Question –Behavioral Health Care System.</li> </ul>
<b>11/16/2018</b>	<ul style="list-style-type: none"> <li>• Deadline for ADAMHS Board to respond to emailed questions.</li> <li>• All responses will be posted to the ADAMHS Board Website.</li> </ul>
<b>11/26/2018</b>	<ul style="list-style-type: none"> <li>• 5:00pm deadline for submission of RFP.</li> <li>• Proposal, bond and all required documents shall be submitted to:            Felicia E. Harrison, Chief Financial Officer            ADAMHS Board, 2012 West 25<sup>th</sup> Street, 6<sup>th</sup> Floor, Cleveland, OH 44113</li> <li>• Time of submission will be determined by the clock in the ADAMHS Board reception area. Proposals received after that date and time shall be rejected and returned unopened.</li> </ul>

<b>11/28/2018</b>	<ul style="list-style-type: none"> <li>Proposals will be opened at 10:00 am on November 28, 2018 at the Alcohol, Drug Addiction and Mental Health Services Board of Cuyahoga County, 2012 West 25<sup>th</sup> Street, 6<sup>th</sup> Floor, Cleveland, Ohio 44113.</li> </ul>
<b>01/2019</b>	<ul style="list-style-type: none"> <li>Recommendation for approval to contract with a Vendor during the January 2019 ADAMHS Board of Directors meeting cycle, with a goal to initiate a contract in February 2019.</li> </ul>

**II. Preparation and Submission of Proposal**

The proposal must be responsive to each criteria included in this RFP.

The “Official RFP Form” must be signed by an Authorized Vendor Representative and included with the proposal. All blank spaces for prices must be completed for each item. The proposal must be responsive to each criteria included in this RFP.

Each proposal must be submitted in a sealed envelope clearly indicating the Vendor’s name and address. The envelope must be labeled: “RFP – Behavioral health care system”.

It is the sole responsibility of a Vendor submitting a Proposal to ensure it is received by the ADAMHS Board on time.

**III. References**

Vendor is required to submit with their Proposal at least three (3) references of firms, governmental agencies or other organizations that they presently or previously provided a behavioral health care management information system.

Each reference must be complete with the name of the organization, address, phone number and person to contact.

The reference check shall be a procedure to aid the ADAMHS Board in determining a qualified Vendor.

**IV. Vendor’s Liability Insurance**

The Vendor shall provide proof of insurance as will protect them from claims under Workmen’s Compensation acts; other employee benefit acts; claims for damages because of bodily injury, including death, to Vendor’s employees and all others; and claims for damages to property resulting from the Vendor’s operations under the contract. Such insurance protection shall cover operations by Vendor or by any subcontractor or anyone directly or indirectly employed by either of them while on the premises of the ADAMHS Board during the delivery and installation of the contract items.

**V. Bond**

Each proposal shall be accompanied by a bond executed by a surety company authorized to do business in Ohio, or by a certified check on a solvent bank, payable to the Alcohol, Drug Addiction and Mental Health Services Board of Cuyahoga County, in a sum equal to \$500.00. The certified check or bond will be held as a guarantee that if the proposal is accepted the offeror will enter into a contract for same.

**VI. Term of Contract**

This contract shall remain in effect for a three (3) year period effective the date of contract execution and may be renewed for two subsequent years.

Cost for ongoing services and maintenance of the behavioral health care management information system shall be defined in the vendor response to the RFP.

Price increases and/or decreases for each subsequent contract term shall be justifiable. The Vendor shall be required to submit documented proof of their proposed new prices. The ADAMHS Board is not required to accept the price increase for subsequent contract terms and may issue a new Request for Proposals after the initial contract period.

**VII. Vendor Affidavit**

If the successful vendor should be a corporation not incorporated under the laws of the State of Ohio, a Certificate from the Secretary of State showing the right of the successful Vendor to do business in the State of Ohio shall be furnished.

**VIII. Performance Bond**

Before entering into a contract, the successful offeror shall upon award of the contract, furnish a performance bond, payable to the Alcohol, Drug Addiction and Mental Health Services Board of Cuyahoga County, in a sum equal to 100% of the amount of the software included in this proposal. Hardware costs and annual maintenance service fees are not included in the Performance Bond requirement. The Offeror will submit the name, address, contact and phone number of the surety company that will provide this bond at the time of the RFP response. Such bonds shall also indemnify the ADAMHS Board against the damages that may be suffered by failure to perform Offeror contract according to the provisions thereof and in accordance with the contract specifications for this award.

**IX. Tax Exemption**

Purchases will be exempt from the State of Ohio Sales Tax, as provided for in the Ohio Revised Code.

Blanket certificate of exemption forms will be furnished to the Offeror by the Fiscal Division of the ADAMHS BOARD.

**X. Payment Schedule and Invoicing**

The payment plan shall be broken down by phase or major deliverable components. A final payment plan will be determined in the Contract.

Contractor will provide an invoice in accordance with the agreed upon payment plan. Invoices should include:

- Name and address of Contractor
- Billing Period
- Explanation of deliverable completed

Contractor shall be paid within 30 days after receipt of invoice.

**XI. Interpretations**

No interpretations of the meaning of the request for proposal or other pre-proposal documents will be made to any vendor orally. Any questions should be submitted via email to RFP@ADAMHSCC.ORG by 5:00 p.m. on 11/14/2018. All responses will be posted to the ADAMHS Board website no later than 11/16/2018.

## **XII. Award and Basis for Contract**

A contract will be awarded to the selected Vendor who offers the lowest and best proposal for the behavioral health care management information system specified after an evaluation is conducted based upon the criteria contained in this request for proposal.

This request for proposal together with any modifications furnished to prospective vendors during the advertising period shall become the basis of the contract.

The Vendor shall provide all items, articles, or materials/operations required to be furnished or accomplished by reason of the contract documents, and incidentals required or necessary for their completion.

Should any error or inconsistency be found by the Vendor in the request for proposals, the Vendor, before proceeding with the work, shall call to the ADAMHS Board's attention to the same for proper adjustment. Any specification errors or inconsistencies must be reported to the Board at least five (5) days prior to proposal opening.

## **XIII. Assignment of Contract**

The successful vendor shall, upon award of contract, agree to make no assignment and/or transfer of any duties or rights under this contract in whole or in part, without prior written consent of the ADAMHS BOARD.

## **XIV. Equal Opportunity and Affirmative Action**

Vendor is prohibited from discrimination and intimidation due to age, race, color, religion, sex, national origin, or disability or genetic information.

## **XV. Requirement**

The Offeror shall have proven behavioral management health care information system experience in the state of Ohio and experience with BH Redesign coding in Ohio.

## **XVI. Scope of Services**

In the proposal, Offeror shall describe how it will meet the following behavioral health care management information system needs of the ADAMHS Board:

- Client enrollment management (electronic & manual)
- Provider portal for provider access to upload and download files
  - Enroll Clients
  - Enter Claims
  - Verify Claims status
  - Update client data
- Enrollment eligibility check, including 270/271 processing
- Billing system module for claims (electronic & manual)
- Adjudication and payment processing for non-Medicaid claims
- Denial of Medicaid eligible claims, including retroactive Medicaid eligibility
- Support of multiple code sets and rates, including BH Redesign coding
- Reverse member and claims extracts for state requirements
- Utilization and capacity management
- Project management
- System implementation
  - Implementation plan
  - Timeline for implementation
- Training

- Available materials and manuals
- Plan for training Board staff
- Plan for training providers
- Software licensing for Board staff and provider network
- Ongoing support and maintenance
- Data storage solution
- Test environment which mirrors production environment
- Reporting capabilities

## **XVII. Evaluation and Award of Contract**

The evaluation process will consist of the following phases:

- Initial Review of Proposal- The proposals will be reviewed for format and completeness
- Evaluation of Proposal Documents- The proposals will be reviewed in accordance with financial and non-financial criteria contained in the RFP. At any time during this phase, the Vendor can be asked to clarify any portions of its proposal.

The review and evaluation will be conducted by ADAMHS Board staff and will include review of:

- Ability and experience of the Vendor to provide the requested services
- Stability of business operations of Vendor
- Quality of Vendor's references
- Cost of proposed services
- Any other factors considered relevant by ADAMHS

Written notification will be made to all Vendors who submitted a proposal.

If the successful Vendor fails to execute the contract, ADAMHS Board may award the contract to another Vendor whose proposal met the requirements of the RFP. The period of time within which such an award of the contract may be made shall be within sixty (60) days of the notice of award.

No proposal will be accepted, or contract awarded to any person, firm or corporation that is in arrears or is in default to Cuyahoga County upon any debt or contract, or that is a defaulter as surety or otherwise upon any obligation to the County or has failed to perform faithfully any previous contract with the County.

ADAMHS Board reserves the right to reject any or all proposals in which the vendor takes exception to the terms and conditions of the request for proposals; fails to meet the terms and conditions of the request for proposals, including but not limited to, the standards, specifications, and requirements specified in the request for proposals; or submits prices that the contracting authority considers to be excessive, compared to existing market conditions, or determines exceed the available funds of the contracting authority.

ADAMHS Board reserves the right to reject, in whole or in part, any proposal that the ADAMHS Board has determined, using the factors and criteria the ADAMHS Board develops pursuant to ORC section 307.862(A)(1), would not be in the best interest of the ADAMHS Board.

The ADAMHS Board shall have no liability whatsoever to any vendor whose proposal is not accepted.

Acceptance of the proposal of any vendor by the ADAMHS Board shall not constitute an agreement between the ADAMHS Board and such vendor, and shall not be binding upon the

ADAMHS Board unless and until an agreement covering all conditions and provisions of the work to be performed by the successful vendor has, at the time of or after the acceptance of such proposal, been reduced to writing and executed by both the ADAMHS Board and the successful vendor.

**XVIII. General Conditions**

**Documents Required Prior to Signing Contracts**

Immediately after proposals have been received, are evaluated, and successful Vendors have been determined, and prior to signing contracts, the successful Vendor shall furnish to the owner in duplicate:

1. Performance Bond.(Section IX)
2. To support the Performance Bond, the successful Vendor shall also furnish:
  - a. Power of Attorney Credentials.
  - b. Certificate of Compliance issued by the Division of Insurance, showing that the bonding company is licensed to do business in the State of Ohio.
3. If the successful Vendor should be a corporation not incorporated under the laws of the State of Ohio, a Certificate from the Secretary of the State showing the right of the successful Vendor to do business in the State of Ohio shall be furnished.

**XIX. ADAMHS Board's Responsibility**

The ADAMHS Board will have a duly authorized representative readily available to facilitate the performance of all duties required of Vendor under these specifications.

**XX. Vendor's Responsibility**

The Vendor shall hold the ADAMHS Board free and harmless from any injury and damage resulting from the negligent or faulty performance of the contract by the Vendor and shall make good any loss, damage, or injury without loss to the ADAMHS Board.

**AFFIDAVIT**

I, \_\_\_\_\_ acting for \_\_\_\_\_  
(Offering Company or Organization)

in submitting to the ALCOHOL, DRUG ADDICTION AND MENTAL HEALTH SERVICES BOARD OF CUYAHOGA COUNTY for \_\_\_\_\_ hereby attest that no person or selling agency has been employed or retained or solicit or secure this contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, excepting bona fide employees or bona fide established commercial or selling agencies maintained by \_\_\_\_\_ for the purpose of securing business. For breach or violation of this warranty, the Alcohol, Drug Addiction and Mental Health Services Board of Cuyahoga County shall have the right to annul this contract without liability or in its discretion, to deduct from the contract price or consideration, or otherwise recover, the full amount of such commission, percentage, brokerage, or contingent fee.

Signed: \_\_\_\_\_

As Agent for: \_\_\_\_\_  
(Offering Company or Organization)

Date: \_\_\_\_\_

**OFFICIAL RFP FORM**

**Behavioral Health Care Management Information System**

**ALCOHOL, DRUG ADDICTION AND MENTAL HEALTH SERVICES BOARD OF  
CUYAHOGA COUNTY**

**COMPANY:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

**TELEPHONE NUMBER:(    )** \_\_\_\_\_ **FAX NUMBER:(    )** \_\_\_\_\_

**EMAIL:** \_\_\_\_\_

**AUTHORIZED REPRESENTATIVE:** \_\_\_\_\_

**SIGNATURE:** \_\_\_\_\_ **TITLE:** \_\_\_\_\_

**PRICE QUOTE** for BEHAVIORAL HEALTH CARE MANAGEMENT INFORMATION SYSTEM for Term of Contract.

Software	\$ _____
Licensing of software	\$ _____
Implementation	\$ _____
Support and Maintenance Services	\$ _____
Other (Please Specify)	\$ _____
Total Contract Cost	\$ _____

**ALL IN ACCORDANCE WITH SPECIFICATIONS**

The above approximate costs are to be used for establishing the amount of the performance bond and are not to be the basis of a lump sum contract.

Please also provide the following information:

• Date of organization of the company, corporation, or partnership: \_\_\_\_\_

• Name(s) of the principal owner or stockholders and percentage of ownership of stockholders:

\_\_\_\_\_

\_\_\_\_\_

• Name(s) of principal operations officer: \_\_\_\_\_

\_\_\_\_\_