RMHS
Rocky Mountain Human Services

Request for Information
Requirements Gathering and RFP Development

This Request for Information (RFI) is being released to solicit vendor information regarding conducting requirements-gathering, preparation of system specification documentation and Request for Proposal (RFP) preparation for sources and software solutions for the replacement of existing client management systems which include case management, electronic medical record, contract management, supply chain management and billing systems.

Release date:

January 29, 2021

Due date for intent to participate:

February 10, 2021

Due date for written responses:

March 1, 2021

GENERAL INFORMATION:

Rocky Mountain Human Services (RMHS) is seeking a vendor to conduct requirements-gathering, preparation of detailed system specification documentation and RFP preparation for sources and software solutions for the replacement of existing client management systems which include case management, electronic medical record, contract management, supply chain management and billing systems. There is a potential for integration with existing financial and expense systems, as well as state systems.

The RMHS Mission Statement and organizational values are as follows:

We embrace the power of community to support individuals and families in creating their future.

We do this by:

Simplifying access.

Celebrating individuality.

Bridging communities.

RMHS Values:

RESPECT every person

Act with **INTEGRITY**

Be **COURAGEOUS**

Seek **EXCELLENCE**

Be **DYNAMIC**

OVERVIEW:

Founded in 1992, Rocky Mountain Human Services is a nonprofit human services organization that empowers people with the resources they need to thrive, and to live the lives they envision in their communities of choice. With a staff of nearly 500 employees, we support more than 15,000 Colorado residents through case management and direct service programs.

Currently, RMHS serves clients in the following categories across more than 20 separate programs:

- Children with developmental delays and disabilities
- Adults with cognitive and intellectual disabilities
- Veterans who are homeless or in jeopardy of losing their homes
- People transitioning from a mental health institute, psychiatric hospital, or substance use treatment facility to a community setting
- Children and adults in need of long-term care

Additional information about our organization can be found on our website:
www.rmhumanservices.org.

REQUIREMENTS FOR CLIENT MANAGEMENT SYSTEM:

Considerations related to the client management system functionality include system integration capabilities, design and features, ease of use, maintenance and stability, longevity of the system vendor, data capabilities, ability to import and export data, reporting customization, and customer service/support. Additional required considerations include:

Information Security
Systems must fully support the industry best practices for technological security, government and contractual requirements, Meaningful Use, Information Sharing, NIST and HIPAA compliance. See Appendix A for a full list of technology requirements.

Compliance
Systems must be fully compliant with all State and Federal regulatory requirements including the Health Insurance Portability and Accountability Act, Privacy rule (45 CFR Part 164) and the Privacy Act of 1974 (5 USC 552a).

Performance Management and Metrics
The system must provide meaningful data and customizable outcome reporting to support contract deliverables and business decisions related to data. RMHS uses different kinds of data for individual-level guidance as well as program-level and organization-wide guidance. At the individual level, we must be able to easily ascertain where an individual is in programming, the main point of contact, services being received, progress, and exit from the program. We use dates associated with our business processes to ensure we are being as responsive and efficient as possible. We also use outcome data at the individual level to make decisions about how best to support people based on their assessments and development of their care plans/goals. This information must be easily accessible through reporting and/or dashboards.

At the program level, our database must provide information about the entire population of people served within a program:

- Demographic composition – are we serving the people who should be accessing these services? Are we reaching marginalized populations to the extent that we should?
- What is the total count of individuals served at any point in time? Over a period of a year? How long do people remain in services?
- Why do people exit services? Are there opportunities to reduce the number of premature exits?
- What are caseload sizes? Are caseloads optimal in terms of responsiveness to individuals' needs? Do they result in an appropriate workload for staff?
- What are our referral sources? How might that data inform our outreach efforts?
- How long does it take for someone to enroll in services? Are efficient processes in place that minimize time from first contact to enrollment in services?
- What is the volume of people referred to this program who are not eligible? How can we mitigate that? Are some people eligible for other RMHS programs?
- What are the primary service needs of the individuals we serve?
- Are we meeting the goals of the individuals we support? Are there opportunities to improve?

The RMHS database must provide program-level information across all our programs so that we have an enterprise-wide picture about our clients, our services, and our performance. Not only do many individuals enroll in multiple RMHS programs (concurrently and at different times), but this also necessitates our need for comparative data to transfer knowledge across programs about what is working well and where we can improve. For example, if referrals from a particular source take longer to process, we can examine why that is and address the problem. Having all our programs use the same database enables us to expedite transfers from one program to another efficiently when that is what is best for the individual.

Client and Provider Access Portals
The replacement system will include secure client and provider portals to allow access to systems.

KEY FUNCTIONS REQUESTED:

RMHS requests that vendors include written information in the response to RFI for each key function described below. Vendors should also provide an estimate of the time that will be required to accomplish each key function.

1. Provide a detailed approach and methodology for system requirements gathering across RMHS departments and programs.

2. Describe the recommended process for developing comprehensive system specifications across RMHS departments and programs.

3. Describe the process that will be undertaken to develop the RFP for client management system vendors.

4. Provide information that demonstrates the vendor's expertise with the requested key functions.

Vendors may be asked to participate in presentations in support of their response and to demonstrate qualifications required to perform the requested services.

VENDOR QUALIFICATIONS:

Vendor must have extensive experience in gathering requirements for client data management solutions. Vendor must also have experience and understanding of functionality of electronic health records, behavioral health, health care, clinical services, human services/case management and security requirements. Additional vendor qualification requirements include, but are not limited to:

Scalability: Vendor must have demonstrated success with medium to large scale implementations, from one system to multiple integrated cross-sectional systems. Vendor must have the ability to discern commonalities in requirements/needs across diverse programs to aid in the development of consistent and cohesive workflows. Vendor must have the ability to guide decision-making on whether RMHS is best suited for one/a few large integrated system(s), multiple systems catered to specific programs, and/or data warehouse solutions.

Request for Proposal (RFP): Vendor must have extensive experience building RFPs for the above industries and systems.

Project Management: Vendor must have extensive experience managing projects and translating requirements to software developers.

Written Specifications: Vendor must produce comprehensive written specifications on requirements, scope of work and expected outcomes.

Data Expertise: Vendor must have extensive knowledge in data systems and data reporting to ensure software development not only supports business processes but also data extraction (business intelligence/data warehousing experience helpful).

RESPONSE FORMAT:

RMHS requests that responses to this RFI be submitted electronically via email. Please ensure that the following required elements are included in your responses in the following order:

Company history – provide a brief history of your company, business focus and experience in the healthcare and human services/case management system specification area.

Contact Information – provide the principal contact and telephone number, as well as a brief description of expertise for each individual.

Relevant Experience – provide a detailed explanation of your experience relevant to the development and delivery of client management systems.

Financial Considerations – provide high-level information on your pricing model and potential pricing approach. Please include discounts offered for nonprofit agencies.

Availability – provide information on availability and a high-level recommended timeline.

Additional Features – provide information on any additional services or features your organization provides that is not included in your response to the RFI.

References – Provide three or more references of current and past clients who have engaged in similar project work.

FACTORS TO BE EVALUATED:

RMHS will be assessing the following factors:

- Technical criteria - comprehensiveness and appropriateness of the information provided, and realistic time estimates to complete the requested work.

- Adequacy and completeness of the information provided.

- Proposed price/costs tied to the requirements, and statement of number of hours by consultant level and hourly rate.

- Breadth and depth of relevant experience.

- Qualifications and experience of staff, including specialists and consultants to be assigned to the project that will support meeting or exceeding goals and outcomes.

- Organization, size, and stability of the vendor.

TERMS:

1. RMHS reserves the right to not move forward with the project for any reason.

2. RMHS is not liable for any costs incurred by potential vendors in the preparation or delivery of responses pursuant to this RFI.

3. Vendor responses should be concise, straightforward, and prepared simply and economically. Elaborate presentations and promotional materials are discouraged.

4. Contents of responses are confidential and will not be disclosed to any parties outside of RMHS.

5. Nondiscrimination: In the performance of the work described, the vendor agrees to not discriminate against any employee or applicant for employment, or other person based on race, color, religion, sexual orientation, national origin, age, disability, gender identification or

expression, marital status, ancestry and genetic information or any other characteristic protected by law. If the vendor fails to comply with this provision, any agreement will be terminated.

6. Responses received to this RFI will be considered valid for a period of 90 days from the date of RMHS acceptance.

PROJECT TIMELINE:

Dates are subject to change and feasibility should be addressed in the response.

- Release of RFI: 1/29/2021

- Due date for verbal intent to participate: 2/10/2021

- Written RFI materials due: 3/1/2021

- Presentation by vendors: 3/1/2021 - 3/5/2021

- Release of Software RFP: 6/14/2021

- Due date for responses to RFP: 7/5/2021

- Software Vendor presentations: 7/12/2021 - 7/16/2021

- Award date: 7/26/2021

- Project start date: 8/2/2021

- Projected project completion date: 1/3/2022

The project timeline may change based on responses to the RFI, ensuring a quality product, or based on needs of the organization. Responders should provide their recommended timeline. The chosen vendor will be responsible for developing requirements for the client management system, developing the RFP for the client management system, and ensuring all requirements are met with the chosen the vendor. The responder may indicate availability and pricing for ongoing project management and full implementation of the system. The need for this service will be decided after the vendor is chosen.

SUBMISSION and CONTACT INFORMATION:

Questions by interested vendors concerning this RFI should be sent via email to
rfi@rmhumanservices.org.

All vendors interested in presenting information under this RFI must indicate their intent to participate
no later than close of business on 2/10/2021 by emailing rfi@rmhumanservices.org.

RFI responses will be accepted through close of business on 3/1/21 and shall be sent via email to
rfi@rmhumanservices.org.

Vendors will be working with a planning committee that includes the Director of Information
Technology, Director of Performance and Quality Improvement and Director of Compliance and Quality.

APPENDIX A

RMHS INFORMATION SECURITY REQUIREMENTS

1. RMHS requires a system that supports Multi Factor Authentication. RMHS requires a system that uses Microsoft Azure federated single sign-on (SSO) or SAML SSO.
2. RMHS requires an operations/admin account capability for IT to manage account provisioning and termination without access to client data.
3. RMHS requires a system with granular user rights, controlled down to the client list level, managed through role-based accounts, with standard and highly customizable roles.
4. RMHS requires full system auditing, including user account login, logoff, and full date/timestamp of activities.
5. RMHS prefers a system that allows system log forwarding to RMHS logging systems (currently SolarWinds SEM)
6. RMHS requires a system with user access reporting ability for audit purposes, holding log data for at least 7 years.
7. RMHS requires the software vendor have an SOC2 Type2 or equivalent security assessment report available for RMHS to review on an annual basis.
8. RMHS requires the vendor disclose any dependencies on third parties/outsourced entities to provide RMHS services.
9. RMHS requires the vendor undergo periodic third-party security and compliance assessments.
10. RMHS requires the vendor undergo periodic DR scenario testing, at least annually.
11. RMHS prefers the vendor allow RMHS the right of an information security audit, either ourselves or via a third-party.
12. RMHS requires that the vendor maintain RMHS data in geographically dispersed DR locations, away from the production data location, within the continental United States; no RMHS data must ever leave United States property or technological systems. Additionally, RMHS requires that the vendor's staff, third parties and entities with access to RMHS data access that data only while geographically located within the United States, from technological systems within the United States.
13. RMHS requires the vendor report to RMHS any security/threat incidents or vulnerabilities involving RMHS data or systems within 7 days of the incident/vulnerability discovery.
14. RMHS requires that the vendor maintains an SLA of 99.99% uptime for all RMHS systems and data.