

REQUEST FOR INFORMATION

BEHAVIORAL CARE MANAGEMENT SYSTEM (BCMS) SOFTWARE AND RELATED SERVICES

RFI # 2008-120



MECKLENBURG COUNTY, NORTH CAROLINA

October 24, 2007

REQUEST FOR INFORMATION

RFI # 2008-120

Behavioral Care Management System (BCMS) Software and Related Services

October 24, 2007

Dear Service Provider:

Mecklenburg County, located in the State of North Carolina, is requesting information from software vendors with systems capable of meeting the specifications outlined in this Request for Information.

The requirements for submitting information are stated in the attached Request For Information (the "RFI"). Please review them carefully.

Responses are due at Mecklenburg County no later than **December 3, 2007 at 2:00 PM**. One (1) hard copy original and six (6) copies of your response, along with one (1) compact disc containing an electronic version in Microsoft Word or Adobe format of your entire response to this RFI, should be submitted in a sealed opaque envelope or box plainly marked with the project number and service description, as follows:

Request for Information

Attention: Doug Sweatman

Name of Company Submitting Response

Behavioral Care Management System (BCMS) Software and Related Services

RFI # 2008-120

A copy of this RFI in Microsoft Word format will be provided upon request via e-mail to doug.sweatman@mecklenburgcountync.gov. RFI questions should be directed to Doug Sweatman, Mecklenburg County Information Services and Technology, per the enclosed instructions in Section 2.3. Mecklenburg County is an equal opportunity purchaser.

Sincerely,

Doug Sweatman
IT Project Manager
Project Management Services Division
Information Services and Technology, Mecklenburg County

Section 1

General Information

1. INTRODUCTION.

Mecklenburg County, North Carolina (the "County") is now accepting information pertaining to a Behavioral Care Management System (BCMS) for Provided Services Organizations (PSO) Software system. This document and the responses received are for informational purposes only. The County may or may not decide to proceed with a Request for Proposals (RFP) after reviewing the responses to this RFI. The information submitted in response to this RFI will not be used to make a purchase decision in lieu of issuing an RFP.

1.1. Background.

Mecklenburg County (County) is located in the foothills of the Piedmont, in southern North Carolina. It is the largest county in North Carolina, having a population of approximately 800,000 persons. The most well known municipality in the County is Charlotte.

The City of Charlotte (City) is the largest city in North Carolina, located to the East of Raleigh, North Carolina and to the North of Columbia, South Carolina. The City has reached national prominence as a diversified and prospering financial service center. It is a thriving metropolitan city with a population of more than 600,000 located in the heart of the Sunbelt. The City's economic strength is derived from serving as the central business district of the nation's fifth largest urban region. This region has more than six million people living within a 100-mile radius.

Any and all information you can provide on your firm's interest and capability in providing a Behavioral Care Management System (BCMS) software solution for Mecklenburg County is greatly appreciated. Your response is desired by **December 3, 2007** to assist with internal funding and approval processes.

1.2. General Information.

Section 1.2 contains information, which shall govern the general terms and conditions of this RFI and any subsequent Response submissions.

1.2.1. Definitions.

As used in this RFI, the following terms shall have the meanings set forth below:

AMH: Refers to Mecklenburg County's Area Mental Health department.

City: Refers to the City of Charlotte, North Carolina.

County: Refers to Mecklenburg County, North Carolina.

PSO: Refers to the Provided Services Organization within Area Mental Health and provides administrative and management services.

Response: Refers to a document received by the County in response to this Request For Information.

Section 1

General Information

Service Provider: Refers to any company responding to this RFI.

System: Refers to the software and related services that your firm will provide.

1.2.2. **Accuracy of RFI and Related Documents.**

The County assumes no responsibility for conclusions or interpretations derived from technical and background information presented in this RFI, or otherwise distributed or made available during the procurement process. In addition, the County will not be bound by or be responsible for any explanation, interpretation or conclusions of this RFI or any documents provided by the County other than those given in writing by the County through the issuance of addenda. In no event may a Service Provider rely on any oral statement by the County or its agents, advisors or consultants.

1.2.3. **County Rights and Options.**

The County, at its sole discretion, reserves the following rights:

- 1.2.3.1. To supplement, amend, substitute or otherwise modify this RFI at any time;
- 1.2.3.2. To cancel this RFI with or without the substitution of another RFI;
- 1.2.3.3. To take any action affecting this RFI, this RFI process, or the Services subject to this RFI that would be in the best interests of the County;
- 1.2.3.4. To issue additional requests for information; and/or
- 1.2.3.5. To require one or more Service Providers to supplement, clarify or provide additional information in order for the County to evaluate the responses submitted.

1.2.4. **Expense of Submittal Preparation.**

The County accepts no liability for the costs and expenses incurred by the Service Providers in responding to this RFI, or in preparing responses for clarification. Each Service Provider that prepares a Response shall do so at its own expense and with the express understanding that they cannot make any claims whatsoever for reimbursement from the County for the costs and expenses associated with the Response.

1.2.5. **RFI Not An Offer.**

This RFI does not constitute an offer by the County. No binding contract, obligation to negotiate, nor any other obligation shall be created on the part of the County. No recommendations or conclusions from this RFI process concerning the Service Provider shall constitute a right (property or otherwise) under the Constitution of the United States or under the Constitution, case law, or statutory law of North Carolina.

Section 1

General Information

1.2.6. **Trade Secrets/Confidentiality.**

Upon receipt at the Procurement Services Division, your Response is considered a public record except for material which qualifies as "Trade Secret" information under N.C. Gen. Stat. 66-152 et. seq. Your Response will be reviewed by County staff and members of the general public who submit public records requests. To properly designate material as a trade secret under these circumstances, each Service Provider must take the following precautions: (a) any trade secrets submitted by a Service Provider should be submitted in a separate, sealed envelope marked "**Trade Secret—Confidential and Proprietary Information—Do Not Disclose Except for the Purpose of Evaluating this Response,**" and (b) the same trade secret/confidentiality designation should be stamped on each page of the trade secret materials contained in the envelope.

In submitting a Response, each Service Provider agrees that the County may reveal any trade secret materials contained in such response to all County staff and officials involved in the selection process, and to any outside consultant or other third parties who serve on an Evaluation Committee or who are hired by the County to assist in development of specifications. Furthermore, each Service Provider agrees to indemnify and hold harmless the County and each of its officers, employees, and agents from all costs, damages, and expenses incurred in connection with refusing to disclose any material, which the Service Provider has designated as a trade secret. Please do not mark your entire Response as a trade secret.

1.2.7. **Equal Opportunity.**

The County has an equal opportunity purchasing policy. The County seeks to ensure that all segments of the business community have access to supplying the goods and Services needed by County programs. The County affirmatively works to encourage utilization of small and minority business enterprises in our procurement activities. The County provides equal opportunity for all businesses and does not discriminate against any Service Providers regardless of race, color, religion, age, sex, national origin, or disability.

1.2.8. **Clarification of Ambiguities.**

Any Service Provider believing that there is any ambiguity, inconsistency or error in this RFI shall promptly notify the County as outlined in Section 2.3, in writing of such apparent discrepancy. Failure to notify will constitute a waiver of claim of ambiguity, inconsistency or error.

Section 2

Description of Process

2. DESCRIPTION OF PROCESS.

This Section 2.0 contains information, which shall govern the procurement process for this project.

2.1 Schedule and Process.

The following chart shows the schedule of events to prepare your organization's Response. The key events and deadlines for this process are as follows, some of which are set forth in more detail in the Sections that follow:

<i>DATE</i>	<i>EVENT</i>
October 22, 2007	<i>Issuance of RFI.</i> The County issues the RFI to the public.
November 5, 2007	<i>Request For Information Acknowledgement.</i>
November 12, 2007	<i>Submission of Written Questions.</i> Service Providers are permitted to submit to the County written questions, but only for purposes of clarifying this RFI. All submissions shall be submitted as outlined in Section 2.4.
December 3, 2007	<i>Response Submission.</i> Responses are due by 2:00 p.m. on this date.

2.2 Request For Information Acknowledgement.

Upon your organization's receipt of this RFI, please acknowledge its receipt via facsimile by **November 5, 2007** using the Request For Information Acknowledgement Form located in the Required Forms section. Complete the form in its entirety and send to Information Services and Technology, Attention: Doug Sweatman, by fax at 704-319-9603.

2.3 Interpretations and Addenda.

No significant interpretation or clarification of the meaning of any part of this RFI will be made orally to any Service Provider. Service Providers must request such interpretations or clarification in writing from the County. Requests for information or clarification of this RFI must be made in writing and addressed to Doug Sweatman at the mailing address, fax number or e-mail address listed below, with e-mail being the preferred method of communication. Questions should reference the RFI page and topic number.

Section 2

Description of Process

Doug Sweatman
Information Services and Technology Department
RFI # 2008-120
618 North College
Charlotte, North Carolina 28202
Phone: 704-432-0336
Fax: 704-319-9603
E-Mail: doug.sweatman@mecklenburgcountync.gov

Please submit your questions by **November 12, 2007**. Any written responses issued by the County to questions and requests for information will be posted to the Internet. Any and all interpretations and supplemental instructions will be made in the form of written addenda, which will be available on the Internet at www.ips.state.nc.us by searching for RFI # 269-2008-120, and shall become part of this RFI.

2.4. **Submission of Responses.**

One (1) original Response signed in ink by an authorized company official, plus six (6) copies shall be submitted to the address in Section 2.3. The "original" Response and each of the six (6) copies and your copy of the Response on CD in Microsoft Word or Adobe format, shall be complete and unabridged, and shall not refer to any other copy of the signed original for any references, clarifications, or additional information. When received, all Responses and supporting materials, as well as correspondence relating to this RFI, shall become the property of the County. **Responses sent by facsimile (fax) will not be accepted.**

Responses or any part thereof, received after the deadline may not be considered.

Section 3

Scope of Work

3. SCOPE OF WORK.

3.1. Objective.

It is the County's intent to obtain comprehensive information to proceed functionally, technically and financially with the procurement of a Behavioral Care Management System software solution. There is no intent to award a contract based solely on this RFI. The County has not yet defined specific requirements for the software. Service Providers are encouraged to provide creative solutions and full descriptions of their product functionality and estimated cost. There is no intent to award a contract based solely on this RFI. Service Providers are encouraged to provide full descriptions of their product/service functionality and estimated cost. Due to considerable flexibility given vendors in this process, the County has not established evaluation criteria. If a business case can be made to purchase the system, the County intends to develop a detailed Request for Proposals (RFP) after funding for the project is in place.

3.2. Project Scope.

The Provided Services Organization (PSO) program with the Mecklenburg County office of Area Mental Health (AMH) has identified an organizational need for a behavioral healthcare management system that will manage clinical information, provider contracts, claims, billing, enrollment and eligibility data.

The System should be specifically designed so that it allows AMH to anticipate and adapt to changes in the behavioral health care industry. The System must allow AMH to maintain control and ownership of all data and data structures. The System must have adequate security to allow individualized data restrictions.

Primary uses for the system will be case & utilization management, authorization & referrals, provider network management, electronic claims processing, and reporting. This software package must be a solution that is specifically designed for the managed healthcare business not healthcare providers.

Section 3

Scope of Work

3.3. **Project Management**

The selected Software Provider will be expected to conform to our standard project management methods for reporting and control so that we can easily review the project status using our existing controls.

Primary Project Tasks:

- The Service Provider must provide a plan and timeline for accomplishment of the entire project, including training and user acceptance testing. Major milestones should be identified, and primary responsibilities of the County and vendor clearly defined.
- Testing phase must demonstrate complete functionality of all agreed upon specifications before an implementation date will be approved.

3.4. **Equipment.**

The software solution must be capable of supporting up to two hundred (200) concurrent users and have the ability to connect to an unlimited number of databases. Equipment specifications should be limited from one (1) to two (2) MS Windows servers and have software capable of running on the end-user equipment.

AMH requires the software to be a commercial off-the-shelf product in production use at other customer sites.

Hardware:

- Provide recommendation for the technical infrastructure configuration necessary to support the proposed solution. Include all network and hardware component requirements, including but not limited to servers, data input/capture and storage devices.
- Provide recommendation for alternative hardware components where appropriate such as devices for business areas with various needs levels, i.e. low frequency/low volume, low frequency/high volume, or high volume/high frequency.

Section 3

Scope of Work

- Describe any dependencies, if any, on specific hardware devices, vulnerability to damage and availability of replacement devices and/or parts.

3.5. **Pricing.**

The proposal price for a turn-key system must include the purchase, licensing, installation, data conversion, training, and support of the software and hardware product in an itemized format.

3.6. **Functionality.**

The Provider Services Organization (PSO) manages data that allows supervision, management, and tracking in order to promote and achieve through the provision of services the wellness, recovery and independence of Mecklenburg County citizens with mental health, developmental disability and substance abuse challenges. The PSO staff shall have the ability to retrieve instantaneously information to meet the risk assessment and case supervision needs.

3.7. **Goals For This RFI.**

The specific objectives the County intends to accomplish through this RFI are as follows:

- Identify and understand what software systems are available in the market place that meet or come close to our overall project goals;
- Identify the estimated level of funding that will be necessary for the System including consultation, implementation, training, hardware, and other associated costs;
- Identify the potential level of effort that will be required for the implementation, training, and maintenance of the System;
- Identify specific requirements for a System that will accomplish the County's objectives stated in Section 3.2; and
- To gather information to help build a business case for the procurement of the System and associated services.

Section 3

Scope of Work

3.8. **Requirements.**

The County has identified certain functional, system and technical requirements, which are referenced in Attachment G of this document.

3.9. **Data Conversion.**

Service Provider may need to convert/migrate existing healthcare data into the proposed System. Describe your firm's approach to in performing data conversion.

3.10. **Training.**

The Service Provider will need to provide at least two (2) levels of training to personnel on the proposed System, which includes:

- System Administration, setup, and configuration; and
- "Train the Trainer" sessions for the end-user community.

Please provide a description of your firm's System documentation and training services.

3.11. **Product Demonstration.**

If you have a product demonstration available via the Internet, please provide the URL with your response. If a demonstration compact disk is available, please furnish with your response. In addition, the County may request an on-site demonstration of your System.

Section 4

Response Format

4. RESPONSE FORMAT.

The County desires all Responses to be identical in format in order to facilitate comparison. While the County's format may represent departure from the Service Provider's preference, the County requests adherence to the format. All Responses are required to be in the format described below:

- a. Cover Letter;
- b. Required Forms – RFI Acknowledgement Form;
- c. Attachment A – Company Profile;
- d. Attachment B – Client Profile;
- e. Attachment C – System Profile;
- f. Attachment D – System Functionality;
- g. Attachment E – Technical Environment Description;
- h. Attachment F – Implementation, Training, Maintenance and Budget Estimates;
- i. Attachment G – Functional Requirements Matrix; and
- j. Other information the Service Provider wishes to communicate to the County.

All Responses shall be 8 1/2" x 11" format with all standard text no smaller than 11 points. All submissions should use one-sided copying, with numbered pages, and be bound in a three ring binder or other book format with tab dividers corresponding to the content requirements specified below.

Please provide one (1) original signed Response, six (6) copies of the Response, and one (1) compact disc with the entire Response in Microsoft Word or Adobe format. This RFI can be sent to you in Microsoft Word format by sending an e-mail request to jowalker@ci.charlotte.nc.us.

Service Providers are asked to organize the information requested in this RFI in accordance with the format outlined. The Service Providers may reduce the repetition of identical information within several sections of the Response by marking the appropriate cross-references to other sections of their Response. Appendices for certain Technical information may be used to facilitate Response preparation.

Section 4

Response Format

4.1. Response Content.

4.1.1. Cover Letter.

The cover letter shall provide the name, address, telephone and facsimile numbers of the Service Provider along with the name, title, address, telephone and facsimile numbers of the executive that the County should contact with further questions for clarification about the software. The cover letter shall present the Service Provider's understanding of the RFI, a summary of the approach to be undertaken to provide the software, and a summary of the estimated total cost to the County.

4.1.2. Attachment A – Company Profile.

Complete and submit the enclosed form (Attachment A). Provide the following information.

- Provide the name headquarters address of your firm;
- Indicate the legal form of the business;
- Indicate the age of the business;
- State the total number of employees for the corporation and the number of employees whose primary responsibility is the software system;
- List the firm's total annual revenues (in U.S. Dollars) for the years indicated. ***If your firm publishes an annual financial report, please provide one (1) copy of the most recent report with your response;***
- Indicate the total number of client install bases your company currently has for both the public and private sector;
- Identify other major products or services your firm offers;
- Identify firms you consider to be your primary competitors for furnishing similar software; and
- Discuss in detail your firm's strategic direction in software design and support.

Section 4

Response Format

4.1.3 Attachment B – Client Profiles.

The County is requesting information about clients who have recently installed the System you would be offering the County. Public sector clients whose requirements are similar to the County's would be preferred references. Please reproduce the enclosed form (Attachment B) and complete one for a minimum of three (3) clients. Attach additional sheets if necessary.

- Provide the name and address of each referenced client;
- List the name of the client's project manager, their telephone number fax number, and e-mail address;
- For each referenced client, please provide the number of subscribers;
- Provide a description of the project;
- Specify the contract award date and whether there were any substantial delays in implementation, please note the length of the delay and the reason;
- List both the initial and final contract amounts;
- Indicate as a percentage the degree to which the system was customized for this client;
- Identify which financial and other software systems were interfaced;
- Identify the degree to which interfaced systems were affected;
- Identify the operating system, the database, the server, and client (workstation) hardware utilized at this client site;
- Discuss any significant obstacles to implementation of the software for this client and how your firm overcame these obstacles; and
- Identify the number of personnel you had on site by function or responsibility and how long they were on site.

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Response Format

4.1.4 Attachment C – System Profile

Complete and submit the enclosed form. Attach additional sheets, if necessary. Provide the following information.

- Provide the name of the System;
- List the name of the application development tool;
- List minimum requirements for the server hardware and operating system, including options if the software is capable of running on multiple platforms;
- List minimum requirements for the client (workstation) hardware and operating system, including options;
- List communication protocols and networks supported;
- List database environments (i.e., Oracle, MS SQL Server, etc.) you support. List database environments currently installed and operating;
- Describe ad hoc reporting capabilities;
- Identify health care management systems your firm's software system has been interfaced with successfully; and
- Discuss how interfaces to financial systems are developed.

4.1.5 Attachment D – System Functionality.

The purpose of this section is for the respondent to identify specifically how the functionality of their software will meet the needs of the County. The Response should address each of the items in Section 3, preferably in the order listed. Responses may include flow charts, diagrams, and other visual representations of the software system.

Please do not substitute printed brochures in response to specific questions.

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Response Format

4.1.6 Attachment E – Technical Environment Description.
Complete and submit the enclosed form (Attachment E). Attach additional sheets if necessary. Provide the following information:

- Describe the operating System for your application.
- Describe the available database vendors your application has successfully implemented.
- Describe the basic desktop hardware, server size and network environments necessary for optimal use of your standard application.
- Indicate your System's minimum hardware requirements for network, desktop, laptop, and application server.
- Describe the bandwidth necessary for optimal performance at all locations within our 360 square mile footprint.
- Describe how your System licenses users and the various options you have for licensing large organizations with an unknown number of users.
- Describe any other technical environment considerations that the County may need to know about or take into consideration.

4.1.7 Attachment F – Implementation, Training, Maintenance, Budget.

Complete and submit the enclosed form (Attachment F). Attach additional sheets if necessary. Provide the following information:

- Describe documentation provided with the System, including on-line help.
- In a typical installation, to what degree is the software customized? Based upon the background information provided, can you estimate the degree of customization, which will be required for the County? How does customization affect implementation time? How does extensive customization affect user support or System integration?

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Response Format

- Describe support services, which are available. What personnel and other resources will the County need to devote to administration and maintenance of the System?
- Provide a history for the release of major modifications and/or new versions. Have you announced a future release of the System?
- Describe the typical implementation process and schedule. Would you expect the County to follow this process and schedule? What personnel and other resources will the County need to devote for successful implementation of the System?
- Discuss the training program, methods and schedule for Provided Services Organization (PSO) personnel. Discuss the training program, methods and schedule for personnel in using departments.
- It is imperative that the County budget sufficient funds for this project. Therefore, please include for budgetary purposes only, an estimate of the total cost for this project. Please provide a separate line item expense for each of the following:
 - o estimated System software costs such as license fees and support upgrade/update fees;
 - o estimated annual maintenance fees to include any annual increase percentage, rate cap and length of rate cap;
 - o estimated hardware costs to support the implementation and deployment process;
 - o estimated implementation costs to include professional services and/or any 3rd party System integrator(s);
 - o estimate of any System related interface costs;
 - o estimate of expected travel cost for System implementation and deployment;

Section 4

Response Format

- o estimated System related training costs (functional and technical); and
 - o estimate of any other System related expenses.
- What risks do you associate with this Project? What contingencies will be built in to mitigate those risks? What costs are associated with the risk mitigation? Are these costs built into the estimate for the total cost of the project?

4.1.8 Attachment G – Functional Requirements Matrix.

Complete and submit the enclosed form (Attachment G). Provide the following information:

- Functional Requirements Response; and
- Comments.

Required Forms

RFI Acknowledgement Form

REQUEST FOR INFORMATION ACKNOWLEDGEMENT FORM

RFI # 2008-120

The Service Provider hereby certifies receipt of the Request For Information package for Mecklenburg County, North Carolina RFI # 2008-120, "Behavioral Care Management System Software and Related Services"

This form should be completed upon receipt of the Request For Information and faxed or mailed in time for the County to receive it by or before November 5, 2007. Please fax or mail the completed Request For Information Acknowledgement Form to:

Doug Sweatman
Information Services and Technology
618 North College Street
Charlotte, North Carolina 28202
Fax: 704-319-9603

Date: _____

Authorized Signature: _____

Title: _____

Company Name: _____

Company Address: _____

Please check the appropriate space provided below and provide the requested information:

____ We plan to submit a Response in response to RFI #2008-120 "Behavioral Care Management System (BCMS) Software and Related Services"

Primary Contact Name: _____

Contact E-mail address: _____

Contact phone: _____ Fax number: _____

Secondary Contact Name: _____

Contact E-mail address: _____

Contact phone: _____ Fax number: _____

____ We do not plan to submit a Response in response to RFI #2008-120 "Behavioral Care Management System (BCMS) Software and Related Services"

Reason: _____

Attachment A Company Profile

1. Name of Firm:
2. Headquarters Address:
3. City, State, Zip Code:
4. Business Organization: ☐ Sole Proprietor ☐ Partnership
 ☐ Limited Liability Company
 ☐ Corporation; State of Incorporation:
5. Number of Years in Business:
6. Total Number of Employees:
7. Total Annual Revenues: 2005 \$ 2006 \$
8. Number of Clients: Public Sector _____ Private Sector _____
9. Other Major Products and/or Services:
10. Primary Competitors:
11. Discuss your firm's strategic direction in software design and support:

Attachment B

Client Profile

(Reproduce this form; complete and submit one form for each referenced client.)

1. Client Name:
2. Address:
3. City, State, Zip Code:
4. Project Manager:
5. Telephone Number:
6. Fax Number: E-mail address:
7. Total Number of Employees:
8. Number of subscribers:
9. Project Scope/Description:
10. Contract Award Date:
11. Cutover Date:
12. Initial Contract Amount:
13. Final Contract Amount:
14. Percentage of Customization:
15. Systems Interfaced:
16. Operating System:
17. Database:
18. Required Hardware/Software:
19. Discuss significant obstacles to implementation and how those obstacles were overcome:

Attachment B Client Profile

20. In the table below, indicate the number of personnel on site for implementation and training.

Number	Function/Responsibility	Length of Time On-Site

Attachment C

System Profile

1. Product Name:
2. Application Development Tool:
3. Server - Hardware:
4. Server - Operating System:
5. Client/Workstation - Hardware:
6. Client/Workstation - Operating System:
7. Communications Protocols Supported:
8. Database Environments Supported:
9. Database Environments Currently Installed:
10. Ad Hoc Reporting Capabilities:
11. Integration with Office Automation Tools:
12. Integration with Document Management, Workflow and Imaging Software:
13. Interfaces to Health Care Management Systems - Currently Installed:
14. Discuss how interfaces to Health Care Management Systems are developed:
15. What are the features of your software system that give you a competitive advantage?
16. What are weaknesses in your competitors' systems of which the County should be aware?

Attachment D

System Functionality

1. Identify how the functionality of your software system will meet the needs of the County by addressing each of the items in Section 3, preferably in the order listed.
2. Please provide any additional information such as flow charts, diagrams, and other system documents that will provide the County with a visual representation of how the software system works.

Attachment E

Technical Environment

The Project Management Services Division is part of Mecklenburg County's Information Service & Technology Department, which supports the County's Area Mental Health Department and will be involved in the analysis of the RFI responses.

1. Describe the operating System for your application.
2. Describe the available database vendors your application has successfully implemented.
3. Describe the basic hardware and network environments necessary for optimal use of your standard application.
4. Indicate your System's minimum hardware requirements for network, desktop, laptop, and application server.
5. Describe the bandwidth necessary for optimal performance at all locations within our 360 square mile footprint.
6. Describe how your System licenses users and the various options you have for licensing large organizations with an unknown number of users.
7. Describe any other technical environment considerations that the County may need to know about or take into consideration.

Attachment F

Implementation, Training, Maintenance, and Budget Estimates

1. Describe documentation provided with the System, including on-line help.
2. In a typical installation, to what degree is the software customized for the user's application?
3. How does customization affect user support?
4. Describe support services that are available?
5. Provide a history for the release of major modifications and/or new versions:
6. Describe the typical implementation process and schedule. Would you expect the County to follow this process and schedule? What personnel and other resources will the County need to devote for successful implementation of the services?
7. Does your company offer a users group specific to government applications?
8. Briefly discuss available training programs and methods for training end-user or department personnel:
9. It is imperative that the County budget sufficient funds for this project. Therefore, please include for budgetary purposes only, an estimate of the total cost for this project. Please provide a separate line item expense for each of the following:
 - estimated System software costs such as license fees and support upgrade/update fees;
 - estimated annual maintenance fees to include any annual increase percentage, rate cap and length of rate cap;
 - estimated hardware costs to support the implementation and deployment process;
 - estimated implementation costs to include professional services and/or any 3rd party system integrator(s);
 - estimate of any System related interface costs;
 - estimate of expected travel costs for System implementation and deployment;
 - estimated System related training costs (functional and technical); and
 - estimate of any other System related expense(s).
10. Describe support services, which are available. What personnel and other resources will the County need to devote to administration and/or maintenance?

Attachment F

Implementation, Training, Maintenance, and Budget Estimates

11. What risks do you associate with this Project? What contingencies will be built in to mitigate those risks? What costs are associated with the risk mitigation? Are these costs built into the estimate for the total cost of the project?

Attachment G

Functional Requirements Matrix

FUNCTIONAL REQUIREMENTS

Mecklenburg County has created requirements matrices to help the Service Provider understand expectations of the County and to aid in the comparison of the Proposals. Each Proposal must include these matrices with the appropriate code denoted by the Service Provider for each requirement of the Software. Any costs to the County over the life of the System for any of the features listed in this form must be explained in detail in the Proposal.

The inability of a Service Provider to successfully meet all of the requirements listed on this form will not invalidate the Proposal, although those Proposals that do meet all of the requirements may be given priority.

The tables should be completed with the following option in the Functional Requirements Response column:

Priority Levels

Essential
Important
Desired
Question

Functional Requirements Response

1 = Full Functionality; Available now
2 = Full Functionality; Available within 12 months
3 = Available; Work Around required
4 = Minor Modifications Required; Estimated Effort
5 = Major Modifications Required; Estimated Effort
6 = No Functionality

Attachment G

Functional Requirements Matrix

Behavioral Care Management System (BCMS) - Functional Requirements Matrix

Ref #	Functional Requirements	Priority Level	Functional Requirements Response	Comments
Behavioral Health Information Services				
BHIS 1	Ability to record diagnosis records.	Essential		
BHIS 2	Ability to electronically sign off on clinical records.	Essential		
BHIS 3	Describe how corrections are made to record entries – both in terms of generic data and clinical, attested data.	Question		
BHIS 4	Integrated scanning technology in your system.	Desired		
BHIS 5	Does your system allow for the use of signature pad technology?	Question		
BHIS 6	Describe any System generated reminders (“You have 5 unattested records in the system”, for example).	Question		
BHIS 7	The system is compatible with speech recognition software.	Desired		
BHIS 8	Describe the strategy underlying the layout of the patient record.	Question		
BHIS 9	The system should provide for Release of Information tracking.	Essential		
BHIS 10	New patient records should be checked against existing records to identify possible duplicates.	Important		
BHIS 11	System provides a process for loading legacy data or is included with initial support.	Essential		
BHIS 12	The assignment of new patient identification numbers is sequential and can the customer identify the “starting point” for that number.	Essential		
BHIS 13	Describe the auditing and compliance modules for internal audits that a medical records supervisor might perform.	Question		
BHIS 14	Describe other systems that the software is compatible with or interfaces with.	Question		
BHIS 15	Describe the System compliance with HIPAA standards.	Question		
BHIS 16	Duplicate records can be merged, automatically and completely.	Essential		

Attachment G

Functional Requirements Matrix

Ref #	Functional Requirements	Priority Level	Functional Requirements Response	Comments
Finance				
FIN 1	The product provides a quick and easy method for clinicians to report their time into the System.	Important		
FIN 2	The System produces an 837 file (outgoing).	Essential		
FIN 3	The 837 file settings and parameters can be configured by the user.	Essential		
FIN 4	The System reads an 835 file (incoming).	Essential		
FIN 5	The System uses the 835 file to post payments back to the patient or patient level.	Essential		
FIN 6	What is the claims generation speed? (For example, how many claims are produces per hour?).	Question		
FIN 7	Ability to bill patients using multiple sliding fee scales based on the programs the patients are in.	Important		
FIN 8	Ability to create window statements on plain paper.	Desired		
FIN 9	Ability to create statements for to a responsible person other than the patient.	Important		
FIN 10	Ability to electronically mark a service to rebill from the 835 posting based on the denial of the service.	Important		
FIN 11	Ability to generate AR reports.	Important		
FIN 12	Ability to map multiple diagnoses to a single service to be submitted on a claim.	Important		
FIN 13	Ability to read in the 277 and mark the claim as pended. When the claim is paid or denied, then pended status is removed. Tracking or the pending status so that resubmission will be done if the claim is never paid.	Essential		
FIN 14	Ability to track and maintain the Provider/Practitioner and Facility License numbers.	Desired		
FIN 15	Ability to set up agreements or contract terms for multiple billing sources. IE: Multiple Insurance Companies, Medicaid (For direct bill), LME etc.	Essential		

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Functional Requirements Matrix

Ref #	Functional Requirements	Priority Level	Functional Requirements Response	Comments
Clinical Documentation				
CLN 1	Diagnostic modules are incorporated and automatically updated when new diagnoses are added (pertains more to ICD-9 medical diagnoses than DSM-IV-TR).	Important		
CLN 2	The Service Provider has experience in North Carolina, specifically the current state reform of service delivery for persons with mental health, developmental disability and/or substance abuse problems.	Desired		
CLN 3	The various clinical documentation sections (progress notes, entering clinician time or billing, treatment plan, etc.) can be mapped or connected by the user in order to create references within completed documents.	Essential		
CLN 4	User interfaces are recorded in an audit trail or similar structure, even if the user did not make record changes.	Essential		
CLN 5	Describe (compare) System speed and performance with respect to desktop and remote access.	Question		
CLN 6	The customer can set "required fields" to prevent their omission by users.	Essential		
CLN 7	Describe how the clinical notes and the billing system interface and if the attestation of clinical notes and the submission of billing "lock" each other and what functions are in place for future corrections.	Question		
CLN 8	The System contains text editing features such as spell check in progress notes.	Important		
CLN 9	The System has a dashboard function for users that includes notices and pop-ups.	Important		
CLN 10	The training database has all functionalities as the production database.	Essential		
CLN 11	Describe how the System has been optimized to reduce the number of steps required to complete functions (screens transfer data to each to other to prevent re-entry, for example).	Question		

Attachment G

Functional Requirements Matrix

Ref #	Functional Requirements	Priority Level	Functional Requirements Response	Comments
CLN 12	Describe the saving of data in the event of errors or system terminations that closes incomplete screens.	Question		
CLN 13	Data already entered (like a progress note) won't be lost (temporary backup of drafts).	Desired		
CLN 14	Describe how the local System Administrator can hide unused fields and to what level this can be set (by user groups, by user).	Question		
CLN 15	Describe how data can be corrected after billing has taken place to preserve the integrity of billing and data both.	Question		
CLN 16	Describe the process of amending records in the event that data was entered into the wrong patient record, for example.	Question		
CLN 17	Defaults can be set depending upon the user group or individual login such as provider or program categories of practitioners.	Question		
Reporting				
REP 1	Is your System configured in such a way as to allow Mecklenburg County to export/link data into SQL Server, Excel, MS ACCESS and Business Objects for custom reporting?	Question		
REP 2	What ad-hoc/custom reporting tools are included in your proposal?	Question		
REP 3	National reporting standards have been incorporated into the software System (HEDIS, COA, CARF for example).	Desired		
REP 4	Does the System have the ability to answer query requests on-line, not via an ad-hoc report? Describe your query capabilities.	Question		

Attachment G

Functional Requirements Matrix

Security				
SEC 1	Describe System security features including user authentication and application resource authorization where applicable, identifying any Service Provider specific dependencies on external systems.	Question		
SEC 2	Does your System accept the Microsoft Network userid as a "pass through" sign-on? Note: our userid is a seven-digit alphanumeric field.	Question		
SEC 3	Are unauthorized functions (due to security) "grayed out" or unseen to an unauthorized user?	Question		
SEC 4	Do you date, time stamp and capture userid when a file record is changed? Do you identify which data element of a file record is changed? Do you track each change or just keep "last changed by" information? Do you keep "added by" information separate from "last changed by" information?	Question		
SEC 5	What is your recommended back-up procedures and disaster recovery approach for this System? Please describe.	Question		
SEC 6	Using your knowledge of our current data volumes and your proposed System, how long would the System be "down" or unavailable due to any nightly batch cycles, system backups, database reorganizations, etc?	Question		
SEC 7	Multiple level of security for each module (if module based) including the administration and billing modules. Security should be able to be assigned down to the function, screen and in some cases the field or record level.	Essential		
System Requirements				
SYS 1	What archiving capabilities does your System have? Please describe.	Question		
SYS 2	Describe any "calendar" functions your system has. Example, when determining due dates, will your system recognize weekends and County holidays based on a user-updateable calendar?	Question		
SYS 3	Does your System contain on-line "help" screens for both field-level assistance and general purpose screen descriptions?	Question		

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Functional Requirements Matrix

Ref #	Functional Requirements	Priority Level	Functional Requirements Response	Comments
SYS 4	If on-line "help" is available, can such text be modified for Mecklenburg County specific language?	Question		
SYS 5	What types of documentation (both written and online) are included with the System? Please describe.	Question		
SYS 6	Do you store six-digit dates (MMDDYY) or eight-digit dates (MMDDCCYY)? If you store eight-digit dates, is the century designation implied for user date entry or are users required to enter all eight-digits? If implied, what is the calculation to determine in which century an entered year should be placed? Is the time also stored with the dates?	Question		
SYS 7	Can screen literals and report column headings be easily changed to reflect County terminology (e.g. "customer number" versus "customer id")?	Question		
SYS 8	What portion of your base software System offered in this proposal was written outside the U.S.?	Question		
SYS 9	What percentage of on-going support (Helpdesk, Mecklenburg-specific enhancements, etc.) is projected to be performed outside of the U.S.?	Question		
SYS 10	Ability to add user identified fields to database that will allow reports to be generated from.	Important		
SYS 11	Ability to set up and modify HIPAA transaction sets as the state and individual insurance companies require for specific fields and loops within the transactions.	Essential		
SYS 12	Ability to map internal codes to state codes as needed.	Essential		
SYS 13	Ability to properly report Group Services.	Essential		
SYS 14	Ability to setup supervisor to staff connection for use as a monitoring tool.	Important		