

REQUEST FOR PROPOSALS
FOR
FURNISHING AND DELIVERY
OF
PAYMENT POSTING SOFTWARE
FOR
THE CURATORS OF THE UNIVERSITY OF MISSOURI
ON BEHALF OF
THE UNIVERSITY OF MISSOURI-COLUMBIA
RFP #H040808
OPENING DATE: APRIL 8, 2008
TIME: 2:00 PM, CENTRAL

Prepared by:

Heather Turner, CPPB, Senior Buyer
Office of the Manager
MU Procurement Services
University of Missouri-Columbia
113 Heinkel Building
Columbia, MO 65211-1700

Dated: March 3, 2008

TABLE OF CONTENTS

NOTICE TO RESPONDENTS

1. GENERAL TERMS & CONDITIONS **pages 1-5**

2. INSTRUCTIONS TO RESPONDENTS **pages 6-11**

3. DETAILED SPECIFICATIONS AND SPECIAL CONDITIONS **pages 12-25**

FORM OF PROPOSAL **pages 26-27**

EVALUATION CRITERIA **Attachment A**

M/WBE PARTICIPATION FORM & CERTIFYING AGENCIES **Attachment B**

NOTICE TO RESPONDENTS

The University of Missouri-Columbia requests proposals for the Furnishing and Delivery of **PAYMENT POSTING SOFTWARE, RFP #H040808**, which will be received by the undersigned at the Office of the Manager, MU Procurement Services, University of Missouri-Columbia, 113 Heinkel Building, Columbia, Missouri 65211-1700 until 2:00 p.m., CENTRAL, APRIL 8, 2008. Proposals will be opened and identified starting at 2:05 p.m., CENTRAL.

Specifications and the conditions of proposal together with the printed form on which proposals must be made may be obtained from the MU Procurement Services web site at <http://www.pmm.missouri.edu> by selecting bid information. Vendors are strongly encouraged to check the site periodically in the event addenda are issued.

The Word version is provided upon request by contacting the buyer of record. In the event a respondent chooses to use the Word version of the RFP to aid in preparation of its response, the Respondent should only complete the response information. Any modification by the Respondent of the specifications provided will be ignored, and the original wording of the RFP shall be the prevailing document. .

The University reserves the right to waive any informalities in proposals and to reject any or all proposals.

THE CURATORS OF THE
UNIVERSITY OF MISSOURI

By: Heather Turner, CPPB, Senior Buyer
MU Procurement Services

Dated: March 3, 2008

**UNIVERSITY OF MISSOURI
GENERAL TERMS AND CONDITIONS
AND
INSTRUCTIONS TO RESPONDENTS
REQUEST FOR PROPOSAL (RFP)**

1. GENERAL TERMS AND CONDITIONS

Purpose: The purpose of these specifications is to require the furnishing of the highest quality equipment, supplies, material and/or service in accordance with the specifications. These documents, and any subsequent addenda, constitute the complete set of specification requirements and proposal response forms.

Governing Laws and Regulations: Any contract issued as a result of this RFP shall be construed according to the laws of the State of Missouri. Additionally, the contractor shall comply with all local, state, and federal laws and regulations related to the performance of the contract to the extent that the same may be applicable.

Taxes: The contractor shall assume and pay all taxes and contributions including, but not limited to, State, Federal and Municipal which are payable by virtue of the furnishing and delivery of item(s) specified herein. Materials and services furnished the University are not subject to either Federal Excise Taxes or Missouri Sales Tax.

Sovereign Immunity: The Curators of the University of Missouri, due to its status as a state entity and its entitlement to sovereign immunity, is unable to accept contract provisions, which require The Curators to indemnify another party (537.600, RSMo). Any indemnity language in proposed terms and conditions will be modified to conform to language that The Curators are able to accept.

Preference for Missouri Firms: In accordance with University policy, preference shall be given to Missouri products, materials, services and firms when the goods or services to be provided are equally or better suited for the intended purpose and can be obtained without additional cost. Firms are considered "Missouri firms" if they maintain a regular place of business in the State of Missouri.

Equal Opportunity and Non-Discrimination: In connection with the furnishing of equipment, supplies, and/or services under the contract, the contractor and all subcontractors shall agree not to discriminate against any recipients of services, or employees or applicants for employment on the basis of race, color, religion, national origin, sex, age, disability, or veteran

status. The contractor shall comply with federal laws, rules and regulations applicable to subcontractors of government contracts including those relating to equal employment of minorities, women, persons with disabilities, and certain veterans. Contract clauses required by the United States Government in such circumstances are incorporated herein by reference.

Minority and Women Business Enterprise Participation: It is the policy of the University of Missouri to ensure full and equitable economic opportunities to persons and businesses that compete for business with the University, including Minority and Women Business Enterprises (M/WBEs). To this end, the University has established participation goals as outlined in this RFP.

The University encourages M/WBE participation in contracts for goods and services by firms that are certified. The University accepts certifications provided by those entities identified in Attachment A of this RFP titled Certifying M/WBE Agencies. This may either be by the primary supplier/contractor being a certified M/WBE or by the utilization of qualified subcontractors, suppliers, joint ventures, or other arrangements that afford meaningful opportunities for M/WBE participation. Work performed by M/WBEs must provide a commercially useful function related to the delivery of the service/product required herein. Second tier participation where suppliers generally provide supplies to a corporation but that are not directly related to this contract does not qualify as meaningful participation. The University may consider certifications from agencies not located in Missouri for M/WBEs not located in Missouri with the approval of the UM Director of Minority and Women Business Development.

M/WBE means a business that is a sole proprietorship, partnership, joint venture, or corporation in which at least fifty-one percent (51%) of the ownership interest is held by minorities or women and the management and daily business operations of which are controlled by one or more minorities or women who own it. Minority is defined as belonging to one of the following racial minority groups: African Americans, Native Americans, Hispanic Americans, Asian Americans, American Indians, Eskimos, Aleuts and other groups that may be recognized by the Office of Advocacy, United States Small Business Administration, Washington, D.C.

Bidders must indicate their MBE and WBE participation levels committed to this contract on the M/WBE Participation Form included in this RFP (see Attachment B). The names and percent participation of each MBE and WBE should also be provided on this form.

The evaluation of proposals will include the proposed level of M/WBE participation (see evaluation of Proposals section). Five (5%) percent of the

contract award criteria will be based on MBE and WBE participation. The University may consider the relative participation of the bidders in awarding points. However, proposals with zero participation for MBEs and/or WBEs will receive none of the MBE or WBE points respectively.

The contractor/supplier shall provide annual reports or more frequently if requested, of the financial participation of M/WBEs. The report shall include the name(s) and address(es) of the certified M/WBEs, products or services provided and the total dollar amount or percentage of utilization. The annual report shall also include separately, all second tier participation the contractor/supplier may have.

The University will monitor the contractor/supplier's compliance in meeting the M/WBE participation levels committed to in the awarded proposal. If the contractor/supplier's payments to participating M/WBEs are less than the amount committed to in the contract, the University may cancel the contract, suspend or debar the contractor/supplier from participating in future contracts, or retain payments to the contractor/supplier in an amount equal to the value of the M/WBE participation commitment less actual payments made to M/WBEs.

If a participating M/WBE fails to retain their certification or is unable to satisfactorily perform, the contractor/supplier must obtain other certified M/WBEs to fulfill the M/WBE participation requirements committed to in the awarded proposal. The contractor/supplier must obtain the written approval of the Chief Procurement Officer of Procurement Services for any new M/WBE participants. This approval shall not be arbitrarily withheld. If the contractor/supplier cannot obtain a M/WBE replacement, the contractor/supplier must submit documentation to the Chief Procurement Officer detailing all efforts made to secure an M/WBE replacement. The Chief Procurement Officer shall have sole discretion in determining if the actions taken by the contractor/supplier constitute a good faith effort to secure the participation of M/WBEs and whether the contract will be amended to change the M/WBE participation commitment.

Applicable Laws and Regulations: The University serves from time to time as a contractor for the United States government. Accordingly, the provider of goods and/or services shall comply with federal laws, rules and regulations applicable to subcontractors of government contracts including those relating to equal employment opportunity and affirmative action in the employment of minorities (Executive Order 11246), women (Executive Order 11375), persons with disabilities (29 USC 706 and Executive Order 11758), and certain veterans (38 USC 4212 formerly [2012]) contracting with business concerns with small disadvantaged business concerns (Publication L. 95-507). Contract clauses required by the Government in such circumstances are incorporated herein by reference.

Appropriation: The Curators of the University of Missouri is a public corporation and, as such, cannot create an indebtedness in any one year (the fiscal year beginning July 1 to June 30) above what they can pay out of the annual income of said year as set forth in 172.250, RSMo. Therefore, if the University determines it has not received adequate appropriations, budget allocations or income to enable it to meet the terms of this contract, the University reserves the right to cancel this contract with 30 days notice.

Applicable Health Related Laws and Regulations: If these specifications or any resulting contract involves health care services or products, the Contractor agrees to maintain, and will further assure such compliance by its employees or subcontractors, the confidential nature of all information which may come to Contractor with regard to patients of the University. All services provided pursuant to this contract shall be provided in accordance with all applicable federal and state laws including The Health Insurance Portability and Accountability Act of 1996, Public Law 104-191, sections 261-264 (the Administrative Simplification sections) and the regulations promulgated pursuant thereto and regulations of the Joint Commission on Accreditation of Healthcare Organization and The Centers for Medicare & Medicaid Services (CMS).

Respondents understand and agree that the Curators of the University of Missouri, in the operation of the University Hospitals and Clinics, is regulated under federal or state laws with regard to contracting with vendors. The Contractor represents that it is not currently excluded or threatened with exclusion from participating in any federal or state funded health care program, including Medicare and Medicaid. Contractor agrees to notify the University of any imposed exclusions or sanctions covered by this representation.

The University will regularly check the "List of Excluded Individuals/Entities" (LEIE), maintained by the Office of Inspector General, United States Department of Health and Human Services ("OIG") to determine if any Bidders/Respondents have been excluded from participation in federal health care programs, as that term is defined in 42 U.S.C. §1320a-7b(f). The University reserves the sole right to reject any respondents who are excluded by the OIG, who have been debarred by the federal government, or who have otherwise committed any act that could furnish a basis for such exclusion or debarment.

Inventions, Patents, and Copyrights: The Contractor shall pay for all royalties, license fees, patent or invention rights, or copyrights and defend all suits or claims for infringements of any patent or invention right or copyrights involved in the items furnished hereunder. The Contractor shall defend, protect, and hold harmless the University its officers, agents,

servants and employees against all suits of law or in equity resulting from patent and or copyright infringement concerning the contractor's performance or products produced under the terms of the contract.

Copyrights for any item developed for the University shall be the property of the University and inure to its benefit and the Contractor shall execute such documents as the University may require for the perfection thereof.

Insurance: The Contractor shall purchase and maintain such insurance as will protect the Contractor and the University against any and all claims and demands arising from the execution of the contract. Further, when stated in the Detailed Specifications and Special Conditions, the Contractor shall be required to procure and maintain the types and limits of insurance as specified.

Performance Bond/Irrevocable Letter of Credit: If a performance bond or irrevocable letter of credit is required in the Detailed Specifications and Special Conditions, the Contractor shall furnish to the University, along with their signed contract, a performance bond or unconditional irrevocable letter of credit payable to the Curators of the University of Missouri in the face amount specified in the Detailed Specifications and Special Conditions as surety for faithful performance under the terms and conditions of the contract.

2. **INSTRUCTIONS TO RESPONDENTS**

- 2.1 **Request For Proposal (RFP) Document:** Respondents are expected to examine the complete RFP document and all attachments including drawings, specifications, and instructions. Failure to do so is at respondent's risk. It is the respondent's responsibility to ask questions, request changes or clarifications, or otherwise advise the University if any language, specifications or requirements of a RFP appear to be ambiguous, contradictory, and/or arbitrary, or appear to inadvertently restrict or limit the requirements stated in the RFP to a single source.

Any and all communications from respondents regarding specifications, requirements, competitive proposal process, etc., should be directed to the University buyer of record referenced in this RFP. Written communications can be mailed to MU Procurement Services, University of Missouri-Columbia, 113 Heinkel Building, Columbia, MO 65211-1700 ATTN: Heather Turner, Senior Buyer; faxed to 573/882-5417; or emailed to TurnerH@missouri.edu. It is the responsibility of the person or organization communicating the request to ensure that it is received. To guarantee a timely response, such communication should be received at least ten calendar days prior to the proposal opening date.

The terms and conditions as distributed by the University or made available on a University website, shall not be modified by anyone submitting a proposal. Regardless of any modification to these terms and conditions that may appear in the submitted proposal, the original University terms and conditions apply. Any exceptions to the terms and conditions shall be stated clearly and it is at the University's discretion whether the exception shall be accepted or shall invalidate the proposal.

The RFP document and any attachments constitute the complete set of specifications and proposal response forms. No verbal or written information that is obtained other than through this RFP or its addenda shall be binding on the University. No employee of the University is authorized to interpret any portion of this RFP or give information as to the requirements of the RFP in addition to that contained in or amended to this written RFP document. In case of any doubt or difference of opinion as to the true intent of the RFP, the decision of the University's Chief Procurement Officer shall be final and binding on all parties.

- 2.2 **Preparation of Proposals:** All proposals must be submitted, in four copies (one original and three copies), on the proposal form accompanying these specifications and must be enclosed in a sealed envelope plainly marked: "Proposal for Furnishing and Delivery of PAYMENT POSTING SOFTWARE, RFP #H040808" and addressed, mailed and/or delivered to MU Procurement Services, University of Missouri-Columbia, 113 Heinkel

Building, Columbia, MO 65211-1700 ATTN: Heather Turner, Senior Buyer.

To receive consideration, proposals must be received, at the above address, prior to the proposal opening time and date stated in this RFP. Respondents assume full responsibility for the actual delivery of proposals during business hours at the specified address.

Unless otherwise specifically stated in the RFP, all specifications and requirements constitute minimum requirements. All proposals must meet or exceed the stated specifications or requirements. All equipment and supplies offered must be new, of current production, and available for marketing by the manufacturer unless the RFP clearly specifies that used, reconditioned, or remanufactured equipment and supplies may be offered. Unless specifically stated and allowed in the Detailed Specifications and Special Conditions, all pricing submitted in response to this RFP is firm and fixed.

Whenever the name of a manufacturer, trade name, brand name, or model and catalog numbers followed by the words "or equal" or "approved equal" are used in the specifications it is for the purpose of item identification and to establish standards of quality, style, and features. Proposals on equivalent items of the same quality are invited. However, to receive consideration, such equivalent proposals must be accompanied by sufficient descriptive literature and/or specifications to clearly identify the item and provide for competitive evaluation. The University will be the sole judge of equality and suitability. Whenever the name of a manufacturer is mentioned in the specifications and the words "or equal" do not follow, it shall be deemed that the words "or equal" follow unless the context specifies "no substitution." Unless noted on the proposal form, it will be deemed that the article furnished is that designated by the specifications. The University reserves the right to return, at contractor's expense, all items that are furnished which are not acceptable as equals to items specified and contractor agrees to replace such items with satisfactory items at the original proposal price.

Time will be of the essence for any orders placed as a result of this RFP. The University reserves the right to cancel any orders, or part thereof, without obligation if delivery is not made in accordance with the schedule specified by the respondent and accepted by the University. Unless otherwise specified in the Detailed Specifications and Special Conditions, all proposals shall include all packing, handling, and shipping charges FOB destination, freight prepaid and allowed.

- 2.3 **Submission of Proposals:** Respondents shall furnish information required by the solicitation in the form requested. The University reserves

the right to reject proposals with incomplete information or which are presented on a different form. All proposals shall be signed, in the appropriate location, by a duly authorized representative of the respondent's organization. Signature on the proposal certifies that the respondent has read and fully understands all proposal specifications, plans, and terms and conditions.

By submitting a proposal, the respondent agrees to provide the specified equipment, supplies and/or services in the RFP, at the prices quoted, pursuant to all requirements and specifications contained therein. Furthermore, the respondent certifies that: (1) the proposal is genuine and is not made in the interest of or on behalf of any undisclosed person, firm, or corporation, and is not submitted in conformity with any agreement or rules of any group, association, or corporation; (2) the respondent has not directly or indirectly induced or solicited any other respondent to submit a false or sham proposal; (3) the respondent has not solicited or induced any person, firm, or corporation to refrain from responding; (4) the respondent has not sought by collusion or otherwise to obtain any advantage over any other respondent or over the University.

Modifications or erasures made before proposal submission must be initialed in ink by the person signing the proposal. Proposals, once submitted, may be modified in writing prior to the exact date and time set for the proposal closing. Any such modifications shall be prepared on company letterhead, signed by a duly authorized representative, and state the new document supersedes or modifies the prior proposal. The modification must be submitted in a sealed envelope marked "Proposal Modification" and clearly identifying the RFP title, RFP number and closing time and date. Proposals may not be modified after the proposal closing time and date. Telephone and facsimile modifications are not permitted.

Proposals may be withdrawn in writing, on company letterhead, signed by a duly authorized representative and received at the designated location prior to the date and time set for proposal closing. Proposals may be withdrawn in person before the proposal closing upon presentation of proper identification. Proposals may not be withdrawn for a period of sixty (60) days after the scheduled closing time for the receipt of proposals.

All proposals, information, and materials received by the University in connection with an RFP response shall be deemed open records pursuant to 610.021 RSMo. If a respondent believes any of the information contained in the respondent's response is exempt from 610.021 RSMo, then the respondent's response must specifically identify the material which is deemed to be exempt and cite the legal authority for the exemption, otherwise, the University will treat all materials received as open records.

The University shall make the final determination as to what materials are or are not exempt.

- 2.4 **Evaluation and Award:** Any clerical errors, apparent on its face, may be corrected by the Buyer before contract award. Upon discovering an apparent clerical error, the Buyer shall contact the respondent and request clarification of the intended proposal. The correction shall be incorporated in the notice of award. The University reserves the right to request clarification of any portion of the respondent's response in order to verify the intent. The respondent is cautioned, however, that its response may be subject to acceptance or rejection without further clarification.

The University reserves the right to make an award to the responsive and responsible respondent whose product or service meets the terms, conditions, and specifications of the RFP and whose proposal is considered to best serve the University's interest. In determining responsiveness and the responsibility of the Respondent, the following shall be considered when applicable: the ability, capacity, and skill of the respondent to perform as required; whether the respondent can perform promptly, or within the time specified without delay or interference; the character, integrity, reputation, judgment, experience and efficiency of the respondent; the quality of past performance by the respondent; the previous and existing compliance by the respondent with related laws and regulations; the sufficiency of the respondent's financial resources; the availability, quality and adaptability of the respondents equipment, supplies and/or services to the required use; the ability of the respondent to provide future maintenance, service and parts.

The University has established formal protest procedures. For more information about these procedures, contact the Buyer in Campus Procurement Services.

The University reserves the right to accept or reject any or all proposals and to waive any technicality or informality.

- 2.5 **Contract Award and Assignment:** The successful respondent shall, within ten (10) days after the receipt of formal notice of award of the contract, enter into a contract, in duplicate, prepared by the University. The Contract Documents shall include the Notice to Bidders, Specifications and Addenda, Exhibits, Proposal Form, Form of Contract, Letter of Award, University Purchase Order, and Form of Performance Bond, if required.

The contract to be awarded and any amount to be paid thereunder shall not be transferred, sublet, or assigned without the prior approval of the University.

- 2.6 **Contract Termination for Cause:** In the event the Contractor violates any provisions of the contract, the University may serve written notice upon Contractor and Surety setting forth the violations and demanding compliance with the contract. Unless within ten (10) days after serving such notice, such violations shall cease and satisfactory arrangements for correction be made, the University may terminate the contract by serving written notice upon the Contractor; but the liability of Contractor and Surety for such violation; and for any and all damages resulting therefrom, as well as from such termination, shall not be affected by any such termination.
- 2.7 **Contract Termination for Convenience:** The University reserves the right, in its best interest as determined by the University, to cancel the contract by giving written notice to the Contractor thirty (30) days prior to the effective date of such cancellation.
- 2.8 **Warranty and Acceptance:** The Contractor expressly warrants that all equipment, supplies, and/or services provided shall: (1) conform to each and every specification, drawing, sample or other description which was furnished or adopted by the University, (2) be fit and sufficient for the purpose expressed in the RFP, (3) be merchantable, (4) be of good materials and workmanship, (5) be free from defect. Such warranty shall survive delivery and shall not be deemed waived either by reason of the University's acceptance of or payment for such equipment, supplies, and/or services.

No equipment, supplies, and/or services received by the University pursuant to a contract shall be deemed accepted until the University has had a reasonable opportunity to inspect said equipment, supplies and/or services. All equipment, supplies, and/or services which do not comply with specifications and/or requirements or which are otherwise unacceptable or defective may be rejected. In addition, all equipment, supplies, and/or services which are discovered to be defective or which do not conform to any warranty of the Contractor upon inspection (or at any later time if the defects contained were not reasonably ascertainable upon the initial inspection) may be rejected.

- 2.9 **Payment:** Payment terms, unless otherwise stated in the RFP, will be considered to be net 30 days after the date of satisfactory delivery and acceptance by the University and upon receipt of correct invoice whichever occurs last. Cash discounts for prompt payment may be offered but they will not be considered in determination of award unless specifically stated in the Detailed Specifications and Special Conditions. The University may withhold payment or make such deductions as may be necessary to protect the University from loss or damage on account of defective work, claims, damages, or to pay for repair or correction of equipment or supplies furnished hereunder.

- 2.10 **Accounting Practices:** The Contractor shall maintain, during the term of the contract, all books of account, reports, and records in accordance with generally accepted accounting practices and standard for records directly related to this contract. The Contractor agrees to make available to the University, during normal business hours, all book of account, reports and records relating to this contract for the duration of the contract and retain them for a minimum period of one (1) year beyond the last day of the contract term.
- 2.11. **Debarment and Suspension Certification** - The contractor certifies to the best of its knowledge and belief that it and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency in accordance with Executive Order 12549 (2/18/86).

UNIVERSITY OF MISSOURI

3. DETAILED SPECIFICATIONS AND SPECIAL CONDITIONS

3.1 INTRODUCTION

The Curators of the University of Missouri, a public organization, propose to contract on behalf of the University of Missouri-Columbia (referred to as "University" and/or "UP") with an organization (referred to as "Contractor") to provide **PAYMENT POSTING SOFTWARE** as described herein.

Attached hereto is a Form of Proposal to be used for the submission of information requested herein. The Form of Proposal must be sealed and clearly addressed to the Office of the Manager, MU Procurement Services, University of Missouri-Columbia, 113 Heinkel Building, Columbia, MO 65211-1700, with a notation on the sealed envelope showing the contents to be a proposal for **"PAYMENT POSTING SOFTWARE, RFP #H040808"** and received no later than **APRIL 8, 2008, at 2:00 p.m., CENTRAL**.

Any questions regarding the RFP shall be submitted in writing to Heather Turner, Senior Buyer, MU Procurement Services, 113 Heinkel Building, Columbia, MO 65211-1700 (phone 573/882-7171, fax 573/882-5417, or email TurnerH@missouri.edu).

The University reserves the right to allow University of Missouri HealthCare to utilize this contract under the same terms and conditions.

3.2 SCOPE

University Physicians (UP) of the University of Missouri-Columbia are requesting proposals for vendor hosted Payment Posting Software in an effort to improve our payment posting tasks and processes.

Currently UP processes 832,000 electronic transactions and 4,547,488 manual transactions per year.

Respondents are to provide proposals for the following:

1. Current and short term needs: Means to post electronic and manual payments with minimal manual intervention and fatal edits.
2. Long term needs: Utilize continuous quality improvement to apply new ideas, techniques, and technologies to payment/denial posting and the revenue cycle.

3.3 CONTRACT PERIOD

The contract shall be awarded for an initial contract term of one-year from date of award for the vendor hosted software service. The University reserves the right to renew the contract for up to four (4) additional one (1) year periods under the same terms and conditions, including cost, unless canceled by either party in writing with 60 days notice.

3.4 AWARD OF CONTRACT

Proposals will be awarded based upon the lowest cost and the criteria set forth in Section 3.9 of the Detailed Specifications and Special conditions.

3.5 RESPONDENT'S PROPOSAL

In order to be considered for selection, respondents must submit a complete response to this Request for Proposals that complies with all the mandatory requirements and which follows the outline provided in Form of Proposal. Proposals shall remain open and subject to acceptance for 90 days from the date of proposal opening.

All proposals must be submitted, in four copies (one original and three copies) and separated into two (2) volumes.

Volume I must contain:

- Response to General Terms and Conditions and the Information for Respondents (if applicable), responses to all mandatory requirements (section 3.10), and responses to all evaluation criteria (Attachment A), **excluding** cost.

Volume II must be submitted in a separate sealed envelope and contain:

- The Form of Proposal that shall include the pricing information, a signed Authorized Respondent Representation page, and the M/WBE Participation Form.

3.6 DELIVERY

All deliveries shall be FOB: Destination with all freight charges thereto included and fully prepaid. The seller bears and pays the freight costs.

3.7 PAYMENT

All proposals to be submitted on the basis of payment by University check, terms Net 30. Payment shall be made within thirty-(30) days after receipt of properly certified vendor's invoices, rendered in duplicate, as follows.

The University may withhold payment or make deductions as may be necessary to protect the University from loss or damage on account of defective work, claims, damages, or to pay for repair or correction of products/services furnished hereunder.

Any different payment terms desired by the respondent must be clearly stated and may or may not be accepted by the University. A payment schedule may be negotiated with the successful respondent.

Invoices for UP will be sent to: University Physicians Accounts Payable, P.O. Box 7687, Columbia, MO 65205 and invoices for UMHC will be sent to Accounts Payable Department, One Hospital Drive, Columbia, MO 65212.

3.8 HIPPA REQUIREMENTS

The successful respondent will be required to enter into a Business Associate Agreement with the University under the following terms and conditions.

a. Definitions.

Covered Entity. “Covered Entity” shall mean The Curators of the University of Missouri (hereafter “University”).

Agreement. “Agreement” means the agreement that the person or entity signing this document is entering into with Covered Entity, and by which that person or entity is providing services to Covered Entity.

Business Associate. “Business Associate” shall mean shall mean the person or entity entering into this Business Associate Agreement with Covered Entity.

Individual. “Individual” shall have the same meaning as the term “individual” in 45 CFR § 164.501 and shall include a person who qualifies as a personal representative in accordance with 45 CFR § 164.502(g).

Privacy Rule. “Privacy Rule” shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 CFR Part 160 and Part 164, Subparts A and E.

Protected Health Information. “Protected Health Information” or “PHI” means any information, whether oral or recorded in any form or medium: (i) that relates to the past, present or future physical or mental condition of an individual; provision of health care to an individual; or past, present or future payment for the provision of health care to an individual, and (ii) that identifies the individual or with respect to which there is a reasonable basis to believe that the information can be used to identify the individual, and shall have the meaning given to such term under

HIPAA and the HIPAA regulations, including, but not limited to 45 CFR § 164.501.

Required By Law. “Required By Law” shall have the same meaning as the term “required by law” in 45 CFR § 164.501.

Secretary. “Secretary” shall mean the Secretary of the Department of Health and Human Services or his designee.

Security Rule. “Security Rule” shall mean the Security Standards and Regulations at 45 CFR Parts 160, 162 and 164 subpart C.

b. Obligations and Activities of Business Associate

(i) Business Associate agrees to not use or further disclose Protected Health Information other than as permitted or required by the Agreement or as Required By Law.

(ii) Business Associate agrees to use appropriate safeguards to prevent use or disclosure of the Protected Health Information other than as provided for by the Agreement.

(iii) Business Associate agrees to mitigate, to the extent practicable, any harmful effect that is known to Business Associate of a use or disclosure of Protected Health Information by Business Associate in violation of the requirements of the Agreement.

(iv) Business Associate agrees to report to Covered Entity any use or disclosure of the Protected Health Information not provided for by the Agreement, including any breach of the security of the Protected Health Information.

(v) Business Associate agrees to ensure that any agent, including a subcontractor, to whom it provides Protected Health Information received from, or created or received by Business Associate on behalf of Covered Entity agrees to the same restrictions and conditions that apply through this Agreement to Business Associate with respect to such information. To the extent that Business Associate uses one or more subcontractors or agents and such subcontractors or agents receive or are to have access to University’s PHI, each such subcontractor or agent shall sign an agreement containing substantially the same provisions as this Business Associate Agreement.

(vi) Business Associate shall use appropriate safeguards to prevent use or disclosure of the University’s PHI otherwise than as provided for by the Agreement. Business Associate shall maintain a written information privacy and security program that includes administrative, technical and physical safeguards.

(vii) Business Associate agrees to provide access, at the request of Covered Entity, and in the time and manner designated by Covered Entity, to Protected Health Information in a Designated Record Set, to Covered Entity or, as directed by Covered Entity, to an Individual in order to meet the requirements under 45 CFR § 164.524.

(viii) Business Associate agrees to make any amendment(s) to Protected Health Information in a Designated Record Set that the Covered Entity directs or agrees to pursuant to 45 CFR § 164.526 at the request of Covered Entity or an Individual, and in the time and manner designated by Covered Entity.

(ix) Business Associate agrees to make internal practices, books, and records relating to the use and disclosure of Protected Health Information received from, or created or received by Business Associate on behalf of, Covered Entity available to the Covered Entity, or at the request of the Covered Entity to the Secretary, in a time and manner designated by the Covered Entity or the Secretary, for purposes of the Secretary determining Covered Entity's compliance with the Privacy Rule.

(x) Business Associate agrees to document such disclosures of Protected Health Information and information related to such disclosures as would be required for Covered Entity to respond to a request by an Individual for an accounting of disclosures of Protected Health Information in accordance with 45 CFR § 164.528.

(xi) Business Associate agrees to provide to Covered Entity or an Individual, in time and manner designated by Covered Entity, information collected in accordance with the above Paragraph (x) of this Agreement, to permit Covered Entity to respond to a request by an Individual for an accounting of disclosures of Protected Health Information in accordance with 45 CFR § 164.528.

(xii) During the term of the agreement, Business Associate shall notify University within twenty-four (24) hours of any actual or suspected breach of security, intrusion, or unauthorized use or disclosure of PHI and/or any actual or suspected use or disclosure of data in violation of any applicable federal or state laws or regulations.

(xiii) Business Associate agrees it will provide appropriate training regarding the requirements of this business associate agreement to any employee of Business Associate who will have access to or make use of the University's PHI. Business Associate agrees that the University shall have the right to immediately terminate the access to PHI of any employee or agent of the Business Associate, including subcontractors, where the University identifies an actual or threatened breach of security, intrusion, or unauthorized use or disclosure of PHI or any actual or suspected use or disclosure of data in violation of any applicable federal or state laws or regulations.

(xiv) From time to time upon reasonable notice, upon a reasonable determination by University that Business Associate has breached a provision of this Business Associate Agreement, University may inspect the facilities, systems, books and records of Business Associate to monitor compliance with this Business Associate Agreement. Business Associate shall promptly remedy any violation of any term of this Business Associate Agreement and shall certify the same to University in writing. The fact that University inspects, or fails to inspect, or has the right to inspect Business Associate's facilities, systems and procedures does not relieve Business Associate of its responsibilities to comply with this Business Associate Agreement, nor does University's (i) failure to detect or (ii) detection, constitute acceptance of such practice or waiver of University's enforcement rights under this Business Associate Agreement.

c. Permitted Uses and Disclosures by Business Associate

(i) Except as otherwise limited in this Business Associate Agreement, Business Associate may use or disclose Protected Health Information on behalf of, or to provide services to, the University for the purpose of providing services under the Agreement, if such use or disclosure of Protected Health Information would not violate the Privacy Rule if done by Covered Entity.

(ii) Except as otherwise limited in this Business Associate Agreement, Business Associate may disclose Protected Health Information for the proper management and administration of the Business Associate, provided that such disclosures are required by law.

(iii) Covered Entity shall notify Business Associate of any restriction to the use or disclosure of Protected Health Information that Covered Entity has agreed to in accordance with 45 CFR § 164.522.

(iv) Covered Entity shall not request Business Associate to use or disclose Protected Health Information in any manner that would not be permissible under the Privacy Rule if done by Covered Entity.

d. Term and Termination

(i) The Term of this Business Associate Agreement shall be effective as of as of the effective date of the Agreement, and shall terminate when all of the Protected Health Information provided by Covered Entity to Business Associate, or created or received by Business Associate on behalf of Covered Entity, is destroyed or returned to Covered Entity, or, if it is not feasible to return or destroy Protected Health Information, protections are extended to such information, in accordance with the termination provisions in this Section.

(ii) A breach by Business Associate of any provision of this Business Associate Agreement as determined by the University, shall constitute a material breach of

the Agreement and shall provide grounds for immediate termination of the Agreement by University.

(iii) If University knows of a pattern of activity or practice of Business Associate that constitutes a material breach or violation of the Business Associate's obligations under the provisions of this Business Associate Agreement, and does not terminate the Agreement pursuant to paragraph d(ii) above, then University shall take reasonable steps to cure the breach or end such violation, as applicable. If University's efforts to cure the Business Associate's breach or end such violation are unsuccessful, University shall either (i) terminate the Agreement, if feasible or (ii) if termination of the Agreement is not feasible, University shall report the Business Associate's breach or violation to the Secretary.

(iv) University may immediately terminate this Business Associate Agreement and Business Associate's access to PHI if Business Associate is named as a criminal defendant in a criminal proceeding arising from a violation of 42 U.S.C. § 1320d-6 or a finding or stipulation that Business Associate has violated any standard or requirement of HIPAA or other security or privacy laws is made in any administrative proceedings in which the Business Associate has been joined.

e. Effect of Termination

(i) Except as provided in paragraph (ii) of this section, upon termination of the Agreement for any reason, Business Associate shall return or destroy all Protected Health Information received from Covered Entity, or created or received by Business Associate on behalf of Covered Entity. This provision shall apply to Protected Health Information that is in the possession of subcontractors or agents of Business Associate. Business Associate shall retain no copies of the Protected Health Information.

(ii) In the event that Business Associate determines that returning or destroying the Protected Health Information is not feasible, Business Associate shall provide to Covered Entity notification of the conditions that make return or destruction not feasible. Upon mutual agreement of the Parties that return or destruction of Protected Health Information is not feasible, Business Associate shall extend the protections of this Business Associate Agreement to such Protected Health Information and limit further uses and disclosures of such Protected Health Information to those purposes that make the return or destruction not feasible, for so long as Business Associate maintains such Protected Health Information.

(iii) Upon termination of the Agreement, Business Associate shall certify to the University that it has destroyed all PHI received from the University in accordance with this provision or, if Business Associate and University determine that such destruction is not feasible, Business Associate shall provide to the University a complete written description of all PHI that Business Associate has determined that it is not feasible to destroy.

f. Miscellaneous

(i) Regulatory References. A reference in this Business Associate Agreement to a section in the Privacy or Security Rule means the section as in effect or as amended, and for which compliance is required.

(ii) Amendment. The Parties agree to take such action as is necessary to amend this Business Associate Agreement from time to time as is necessary for Covered Entity to comply with the requirements of the Privacy and Security Rules and the Health Insurance Portability and Accountability Act, Public Law 104-191.

(iii) Survival. The respective rights and obligations of Business Associate under Section e of this Business Associate Agreement shall survive the termination of the Agreement.

(iv) Interpretation. Any ambiguity in this Business Associate Agreement shall be resolved in favor of a meaning that permits Covered Entity to comply with the Privacy and Security Rules, and HIPAA.

3.9 PROPOSAL EVALUATION AND SELECTION PROCESS

3.9.1 RFP Evaluation

- a. Proposals will be evaluated in the areas as described in Section C below. The University plans to make a selection based on whose proposal is determined to represent the best value to the University. The University's best value source selection is based on the following: If all offers are deemed competitive and are of approximately equal qualitative (technical, operational, and management) merit, the University will select the offer with the lowest price. However, the University may initiate negotiations with a respondent(s) whose proposal(s) offers a higher qualitative merit if the difference in price is commensurate with added value. Conversely, the University may initiate negotiations with a respondent whose proposal offers a lower qualitative merit if the price differential between it and other offers so warrants.
- b. An evaluation team will evaluate the proposals utilizing the following process:
 - 1) Results of the initial proposal evaluation are used to determine those having a reasonable chance of being selected for award. Proposals determined not to be competitive will be eliminated from further consideration, and the respondents are notified accordingly.
 - 2) Respondent's who submit acceptable proposals may be required to give a demonstration of their product offering. The demonstration is to last

no longer than two (2) hours and will be based on a demonstration script provided to the shortlisted vendors by the University. The University will contact the respondent two weeks prior to the demonstration date.

- 3) The University may, at its sole discretion, conduct limited communications with one or more respondents for the purpose of determining whether the proposals should be included for further consideration. Such communications may be conducted to enhance the University's understanding of the proposal(s) and may be used to:
 - (i) Validate or clarify the proposed pricing; and
 - (ii) Clarify omissions, ambiguities and uncertainties in respondent's proposal; and
 - (iii) Clarify relevant firm experience information.
 - 4) The University reserves the right to make determinations about any proposals received without conducting further communications with any respondents. Further, the University, at its sole discretion, may waive minor informalities and minor irregularities in proposals received.
- c. The University may make source selection after the initial proposal evaluation and demonstrations or may conduct discussions with any or all respondents who have submitted proposals, which are determined to be competitive. The purpose of such discussions is to assist the evaluators in fully understanding each proposal by:
- 1) Discussing those aspects of each proposal which contain omissions, ambiguities and uncertainties;
 - 2) Verifying and identifying strengths and weaknesses which could affect work performance;
 - 3) Verifying the validity of the respondent's proposed pricing; and
 - 4) Assessing the proposed personnel and the respondent's capabilities for performing the work.
- d. After discussions, if any, the initial evaluation findings will be reviewed and may be revised to incorporate the results of the discussions to arrive at a final evaluation.
- e. The evaluation findings will be compiled by the evaluation team and ratings are assigned which incorporate the results of the proposal assessments and any discussions with respondents.

f. Vendor Selection

- 1) The results of the final RFP evaluation will be approved by the appropriate authorized University personnel and the Senior Buyer will notify the selected Respondent and coordinate the negotiation of contractual terms and conditions based on the proposal(s) submitted.
- 2) The University reserves the right to reject all proposals, to award a contract based on initial proposals (without proposal clarifications) or to conduct oral discussions, prior to making source selection.

g. Evaluation Criteria

The criteria and factors that will be used to evaluate the proposal(s) are included herein as Attachment A.

- h. Since respondent must comply with **ALL** mandatory requirements, proposals **WHICH DO NOT MEET THE MANDATORY REQUIREMENTS WILL BE ELIMINATED**
- i. Evaluation of each proposal shall be made based on the following:
 - Cost 50 points
 - Evaluation Criteria 45 points
 - Minority/Woman Owned Business Participation 5 points
100 points
- j. Points for all criteria except cost are assigned in the best judgment of the University based on the information provided by the Respondent.
- k. The University reserves the sole option to conduct an on-site visit, at its expense, to confirm the specifications are met as provided in the responses.
- l. Responses shall be indexed to every paragraph of this RFP. When the item asks for information, provide a detailed response. **Do not refer solely to attached sales literature as a response. The University reserves the right to declare the proposal as non-responsive if the respondent fails to respond fully to any part of the RFP.**
- m. Below each item, Respondent shall indicate whether the proposed service meets or exceeds the requirement/specification. To aid in the evaluation of proposals, a checklist has been provided for each of the requirements/specifications. A brief explanation on how to use the checklist follows:

_____ *Meets or exceeds the specified requirement*
_____ *Does not meet the specified requirement*

Comment:

Instructions on completion: the Respondent shall mark the first statement “Meets or exceeds the specified requirement” only if every part of the requirement stated in the subsection can be met. If more space is required for comments or a description, a page should be attached with the additional information, identified by the associated section number.

The respondent shall mark the second statement “Does not meet the specified requirement”, if any part of the requirement cannot be met.

Additional information may be provided in the comment section.

3.10 MANDATORY REQUIREMENTS

3.10.1 Ability to post electronic payments.

_____ Meets or exceeds the specified requirement

_____ Does not meet the specified requirement

Comment:

3.10.2 Compatible with IDX BAR version 4.0 and any future upgrades or releases.

_____ Meets or exceeds the specified requirement

_____ Does not meet the specified requirement

Comment:

3.10.3 Ability to locate correct invoice numbers when 835 number is incorrect.

_____ Meets or exceeds the specified requirement

_____ Does not meet the specified requirement

Comment:

3.10.4 Ability to post secondary payments when primary payment hasn't been posted.

_____ Meets or exceeds the specified requirement

_____ Does not meet the specified requirement

Comment:

3.10.5 Ability to post insurance payments when the balance has been transferred to another patient responsibility.

_____ Meets or exceeds the specified requirement

_____ Does not meet the specified requirement

Comment:

3.10.6 Provide a solution for non-HIPPA compliant remark codes.

_____ Meets or exceeds the specified requirement

_____ Does not meet the specified requirement

Comment:

- 3.10.7 Ability to electronically post take-backs (negative payments).

_____ Meets or exceeds the specified requirement

_____ Does not meet the specified requirement

Comment:

- 3.10.8 Prevent balance transfers based on payer balance and/or remark codes.

_____ Meets or exceeds the specified requirement

_____ Does not meet the specified requirement

Comment:

- 3.10.9 Ability to process both paper and electronic remittances.

_____ Meets or exceeds the specified requirement

_____ Does not meet the specified requirement

Comment:

- 3.10.10 Ability to efficiently post cash from EDI files, including the elimination of fatal edits caused by invalid financial status classifications.

_____ Meets or exceeds the specified requirement

_____ Does not meet the specified requirement

Comment:

- 3.10.11 Minimum 98% payment posting accuracy rate.

_____ Meets or exceeds the specified requirement

_____ Does not meet the specified requirement

Comment:

- 3.10.12 Ability to reduce or eliminate indexing images during manual payment postings.

_____ Meets or exceeds the specified requirement

_____ Does not meet the specified requirement

Comment:

- 3.10.13 Provide easy (2 mouse clicks or less) access to scanned images during credit resolution and follow-up tasks utilizing vendor software on EDM or relying solely on vendor software.

_____ Meets or exceeds the specified requirement

_____ Does not meet the specified requirement

Comment:

- 3.10.14 Ability to reconcile cash daily and continuously determine inventory.

_____ Meets or exceeds the specified requirement

_____ Does not meet the specified requirement

Comment:

- 3.10.15 Graphical tool that allows for each creation of EDI translation templates.
_____ Meets or exceeds the specified requirement
_____ Does not meet the specified requirement
Comment:
- 3.10.16 Provide a translation of reject codes that appear on remittance advice to HIPPA compliant codes
_____ Meets or exceeds the specified requirement
_____ Does not meet the specified requirement
Comment:
- 3.10.17 Create an effective financial status change depending on reject/denial codes posted to an invoice.
_____ Meets or exceeds the specified requirement
_____ Does not meet the specified requirement
Comment:
- 3.10.18 Provide a means to create accurate and interactive reports involving payments and denials posted to IDX.
_____ Meets or exceeds the specified requirement
_____ Does not meet the specified requirement
Comment:
- 3.10.19 Provide a means for automated reconciliation capabilities between the bank, your system, and IDX.
_____ Meets or exceeds the specified requirement
_____ Does not meet the specified requirement
Comment:
- 3.10.20 Offer structured (template based) OCR solutions.
_____ Meets or exceeds the specified requirement
_____ Does not meet the specified requirement
Comment:
- 3.10.21 Offer unstructured OCR solutions.
_____ Meets or exceeds the specified requirement
_____ Does not meet the specified requirement
Comment:
- 3.10.22 The successful respondent shall provide initial on-site training at no additional cost (or shall be included as part of the implementation fee).
_____ Meets or exceeds the specified requirement
_____ Does not meet the specified requirement
Comment:

- 3.10.23 The successful respondent shall respond to support calls within one (1) business day and provide daily communication until resolution of the issue. A support call would be classified as an issue where the system does not appear to perform correctly. Support calls shall be provided at no additional cost (or shall be included as part of the monthly fee).
_____ Meets or exceeds the specified requirement
_____ Does not meet the specified requirement
Comment:
- 3.10.24 The successful respondent shall respond to service calls within four (4) business hours. A service call is when the system is not functioning or users cannot log into the system. Service calls shall be provided at no additional cost (or shall be included as part of the monthly fee).
_____ Meets or exceeds the specified requirement
_____ Does not meet the specified requirement
Comment:
- 3.10.25 Respondents must complete and include, as part of its proposal submission, responses to IT Security Requirements located at <http://doit.missouri.edu/security/applications/it-procurement.html>
_____ Meets specified requirement
_____ Does not meet specified requirement
Required information is completed and included? ____ yes ____no
Comments:

FORM OF PROPOSAL

(Name of firm or individual responding)

REQUEST FOR PROPOSALS
FOR
FURNISHING AND DELIVERY
OF
PAYMENT POSTING SOFTWARE
FOR
THE CURATORS OF THE UNIVERSITY OF MISSOURI
RFP #H040808
OPENING DATE: APRIL 8, 2008
TIME: 2:00 PM, CENTRAL

The undersigned proposes to furnish the following items and/or services at the prices quoted and agrees to perform in accordance with all requirements and specifications contained within this Request For Proposal issued by the University of Missouri.

NOTE: The following information is to be submitted sealed in a SEPARATE ENVELOPE marked "Volume II, Form of Proposal and Pricing Information for Payment Posting Software, RFP #H040808".

PRICING SECTION

Vendor Hosted Software Monthly Fee for 75 users:	\$_____ /month
Incremental cost for additional users	\$_____ /user per month
Enhancement costs (if not included in the monthly fee)	\$_____
One-Time Set-up and implementation fee	\$_____
Other costs (describe and itemize)	

AUTHORIZED RESPONDENT REPRESENTATION

Number of calendar days delivery after receipt of order		Payment Terms
Authorized Signature		Date
Printed Name		Title
Company Name		
Mailing Address		
City, State, Zip		
Phone No.	Federal Employer ID No.	
Fax No.	E-Mail Address	
Circle one: Individual Partnership Corporation		
If a corporation, incorporated under the laws of the State of _____		
Licensed to do business in the State of Missouri? ____yes ____no		

This signature sheet must be returned with your proposal.

ATTACHMENT A

Evaluation Criteria

The Respondent should use the following format to provide a detailed response to each of the following evaluation criteria. If additional space is needed, the Respondent may attach additional sheets, as necessary.

1. Industry Experience
 - a. Provide the number of years your automated remittance processing solution has been on the market.
 - b. Provide the number of physician billing clients currently utilizing your payment posting solution.
 - c. Provide three impact examples of your solution at IDX physician billing practices and provide references for these accounts.
 - d. Provide a detailed description of your experience integrating with IDX BAR. Provide a minimum of three (3) references that support this experience.
2. Integration with Existing Systems
 - a. Provide a detailed description of how your product interfaces with IDX BAR.
 - b. Provide a detailed description of how your solution interacts with the existing system(s) during the payment posting process to locate correct invoice numbers.
 - c. Provide a detailed description of how your solution provides an interface to document imaging systems (IDX EDM).
3. Business Process Automation
 - a. Describe how a secondary payment received prior to the primary payment is handled.
 - b. Describe how insurance payments that have transferred to patient responsibility are handled.
 - c. Describe how your solution utilizes remark codes in the payment posting process.
 - d. Describe how your solution processes capitated payments.
 - e. Describe how your solution processes take-backs.
 - f. Describe how your solution validates insurance registration information.
 - g. Describe any workflow automation your solution provides.

ATTACHMENT A

Evaluation Criteria (continued)

- h. Describe how your product processes both paper and electronic remittances.
 - i. Describe how your solution electronically posts payments and rejects from a hard copy of a remittance.
 - j. Describe how your solution can improve efficiency in posting cash from EDI files, including eliminating fatal edits.
 - k. University Physicians has historically shared a tax ID # with both the University Hospital and the four campus system. As a result, funds co-mingle. Describe how your solution can assist in eliminating manual intervention.
 - l. Describe how your solution integrates with IDX's Document Imaging EDM to provide real-time automated access of scanned images during follow-up and credit resolution tasks.
 - m. Describe how your solution handles un-posted claims.
 - n. Describe how your solution maintains batch integrity.
 - o. Describe how your solution identifies and processes exceptions, including remaining balances, payment variances, or denials.
 - p. Explain how your solution processes denials.
 - q. Describe how your solution will improve the workflow of rejections/denials for both electronic and paper based payments.
 - r. Describe how your solution handles reject codes that appear on a remittance advice to HIPAA compliant codes.
 - s. Describe how you will create an effective financial status change depending on reject/denial codes posted to an invoice.
 - t. Explain the process to establish additional electronic payers.
 - u. Describe your ability to assist physician billing practices in working with payers to increase the percentage of EDI transactions.
4. Reporting
- a. Describe, in detail, the reporting capabilities, including any drill down reporting functions, executive dashboard, graphs, trend analysis, and key performance indicators your solution provides.

ATTACHMENT A

Evaluation Criteria (continued)

- b. Describe the ability of your solution to save report profiles, including filters, groupings, and sorting.
 - c. Describe your reporting, scheduling, and report distribution functionality.
 - d. Describe the tool your solution utilizes to enable users to develop their own reports.
 - e. Describe the report writing experience required of end users (i.e. Crystal Reports, Cognos, etc.).
 - f. Describe your recommended database platform.
 - g. Describe how reports are generated. Do end users need to know the underlying data model in order to create a report or is report generation “on-the-fly” and intuitive?
5. Future Growth
- a. Describe the other applications your company provides for revenue cycle process improvements.
 - b. Does your company provide a means for point of service cash posting with data validations?
 - c. Does your system offer automated reconciliation capabilities between the bank, your system, and IDX?
 - d. Describe how your system can adapt to a new billing system in the future.
 - e. Describe any Optical Character Recognition capabilities your product offers.

M/WBE PARTICIPATION FORM

If proposing MBE/WBE participation, the contractor/supplier must indicate below the percentage of qualified MBE and WBE participation committed to in relation to the total dollar value of the contract regardless of whether the contractor/supplier is awarded one, some, or all of the categories being proposed. Overall the MBE and WBE participation must not be contingent upon award of a specific category, and the contractor/supplier, if awarded a contract, must be able to achieve the stated participation for the resulting contract regardless of the categories awarded or not awarded. The contractor/supplier must be able to achieve participation stated below for the total value of the awarded contract(s). If the contractor/supplier is a qualified MBE and/or WBE, the contractor/supplier may indicate 100% participation.

The University's MBE participation goal for this bid is 10%.

The University's WBE participation goal for this bid is 5%.

The contractor supplier is committed to the following MBE and WBE participation on this bid:

Total MBE Participation ____% **Total WBE Participation ____%**

Complete the following table indicating the firms used to meet the participation levels indicated.

MBE Firm Name	MBE % of Contract	WBE Firm Name	WBE % of Contract

-----THIS FORM MUST BE SUBMITTED WITH THE RESPONSE-----

This form is related to Section 1.7 of the General Terms and Conditions.

CERTIFYING MBE/WBE AGENCIES

MBE/WBEs are those businesses certified as disadvantaged by an approved agency. The Bidder is responsible for obtaining information regarding the certification status of a firm. A list of certified firms may be obtained by contacting the agencies listed below. Any firm listed as disadvantaged by any of the following agencies will be classified as a MBE or WBE by the Owner.

St. Louis Development Corporation
1015 Locust
St. Louis, MO 63101
314/622-3400; 314/622-3413 (Fax)
CONTACT: Minority Business Development Manager

Bi-State Development Agency
707 North First Street
St. Louis, MO 63102-2595
314/982-1457; 314/982-1558 (Fax)
CONTACT: Disadvantaged Business Enterprise
Coordinator
St. Louis Minority Business Council
308 North 21st St., 7th Floor
St. Louis, MO 63101
314/241-1143; 314/241-1073 (Fax)
CONTACT: Executive Director

U.S. Small Business Administration - St. Louis, MO
8(a) Contractors, Minority Small Business
815 Olive St., Room 242
St. Louis, MO 63101
314/539-6600; 314/539-3785 (Fax)
CONTACT: Business Opportunity Specialist

Lambert St. Louis International Airport
4610 N. Lindbergh, Suite 240
Bridgeton, MO 63044
314/551-5000; 314/551-5013 (Fax)
CONTACT: Program Specialist

City of Kansas City, Missouri
Human Relations Department, MBE/WBE Division
4th Floor, City Hall
Kansas City, MO 64106
816/274-1432; 816/274-1025 (Fax)
CONTACT: Minority Business Specialist

Kansas City Minority Supplier Council
777 Admiral Blvd.
Kansas City, MO 64106
816/221-4200; 816/221-4212 (Fax)
CONTACT: Executive Director

U.S. Small Business Administration - Kansas City, MO
8(a) Contractors, Minority Small Business
323 W. 8th Street, Suite 501
Kansas City, MO 66105
816/374-6729; 816/374-6759 (Fax)
CONTACT: Business Opportunity Specialist

State of Missouri-Office of Administration
Division of Design and Construction, Minority Business
Development
P.O. Box 809, Harry S. Truman State Office Building
Room 730, 301 West High Street
Jefferson City, MO 65102
573/751-6908; 573/526-3097 (Fax)
CONTACT: Minority Contracts Coordinator

Missouri Department of Transportation
Division of Construction
P.O. Box 270
Jefferson City, MO 65102
573/751-6801; 573/526-5640-6555 (Fax)
CONTACT: Disadvantaged Business Enterprise
Coordinator

Illinois Department of Transportation
MBE/WBE Certification Section
2300 Dirkes Parkway
Springfield, IL 62764
217/782-5490
CONTACT: Certification Manager

State of Missouri-Office of Administration
Division of Purchasing & Materials Management
Minority Purchasing Unit
P.O. Box 809
Jefferson City, MO 65102
800/592-6019; 573/751-7276 (Fax)
CONTACT: MBE/WBE Certification Coordinator