



KERN HEALTH SYSTEMS  
2900 Buck Owens Boulevard  
Bakersfield, CA 93308

Request for Quote  
Professional Services Agreement  
for  
Professional Technical Resources  
November 2, 2020  
Proposal Deadline:  
November 20<sup>th</sup>, 2020 2:00 PM PST

## A. INSTRUCTIONS AND CONDITIONS

1. Definitions
  - a. As used herein, "RFQ" means "Request for Quote."
  - b. As used herein, "KHS" means "Kern Health Systems."
2. Preparation of Responses (Instructions to Bidders)
  - a. Before submitting a Proposal, each Bidder is expected to thoroughly examine the specifications in the Attachments, and all other related contractual documents included in this RFQ, including subsequent amendments to the RFQ. Failure to do so will be at the Bidder's risk, and will not bar the Bidder's obligation to perform if a contract is awarded pursuant to this RFQ.
  - b. KHS' standard Professional Service Agreement (PSA) will be used to contract with the chosen vendor. A blank template is included with this RFQ package. Any objections to the terms and conditions stated in that document must be clearly explained and included with the bid package as an additional Attachment F**
3. Explanation to Bidders
  - a. If a Bidder desires an explanation of any kind regarding provisions of this RFQ, the Bidder must generate a written request for such explanation. The request may be e-mailed to [RFP@khs-net.com](mailto:RFP@khs-net.com), faxed to 661-664-4381, or addressed to:

Kern Health Systems  
Attention Purchasing Department  
2900 Buck Owens Boulevard  
Bakersfield, CA 93308
4. Submitting Proposals
  - a. Please submit ONE (1) electronic copy. Electronic copy should be submitted via e-mail to [RFP@khs-net.com](mailto:RFP@khs-net.com).**
  - b. Mailed or third-party delivered Proposals and amendments of Proposals shall be enclosed in sealed envelopes and addressed to KHS Purchasing Department, 2900 Buck Owens Blvd, Bakersfield, CA 93308. Proposals shall be clearly identified by stating, "ATTENTION PURCHASING: IT Professional Resources shown on the outside of the envelope. Proposals and/or amendments may be hand delivered, but the foregoing information will nevertheless be required for identification purposes. KHS is not responsible for delinquent delivery issues.
  - c. Faxed proposals will NOT be considered.
  - d. Alternate Proposals are not authorized and will NOT be considered.
  - e. All Proposals (electronic and hard copies) must be received by KHS no later than November 20, 2020 2:00 PM PST. Late Proposals will NOT be considered or accepted. For purposes of this RFQ, the official time shall be the time on the clock in the lobby of KHS front office. Participants are strongly encouraged to arrive early to avoid any discrepancy between their own watch and the official clock.**

5. Bidders Response Information

Since KHS is a public entity, all responses may be disclosed through the Public Records Act. KHS may keep submissions and negotiations confidential until the Governing Board approves the final contract and/or a Purchase Order is issued.

6. Award of Contract

- a. Award will be made, in whole or in part, to the responsive, responsible Bidder whose Proposal is determined by KHS to be most advantageous to KHS, price, delivery, and others factors considered.
- b. KHS may reject any or all bids, and may waive informalities and minor irregularities in bids received.
- c. **THE CONTRACT IS SUBJECT TO KHS GOVERNING BOARD APPROVAL.**

7. Evaluation Process

- a. The determination and final selection of the successful Bidder will be based upon evaluation by KHS considering all factors and such other criteria (subjective and otherwise) as KHS may, at its sole discretion, deem relevant. In no event will KHS be limited to selecting a Bidder based solely upon total cost submitted.
- b. Including the Total Price, the following overall factors will be considered:
  - Corporate capabilities
  - Responsiveness to RFQ
  - Value-added services
  - Timeliness of service
  - Trade reference and/or referrals
  - History of compliance with government contracts and laws
- c. KHS will provide special consideration to vendors located and doing substantial business in Kern County.

8. Late Bids

No Proposal or Proposal Amendment received at the office designated in this RFQ after the time set for receipt specified in this RFQ will be considered or accepted.

9. Cost of Preparation of Bids

Costs for developing responses to this proposal are entirely the responsibility of the Bidder.

10. Withdrawal of Bids

- a. Proposals may be withdrawn by letter or in person by a Bidder or an authorized representative possessing proper identification and written proof of his authority to act on behalf of the Bidder. If withdrawn in person by a Bidder or a representative of the Bidder, the person withdrawing the Proposal will be required to sign a receipt for the Proposal.
- b. Withdrawal action of any type must be done before the date and time specified for opening of bids in this RFQ.

11. Payment

- a. Invoices for services rendered shall be directed to:  
Kern Health Systems  
Accounts Payable  
2900 Buck Owens Blvd  
Bakersfield, CA 93308

or submitted via email to:  
apinvoice@khs-net.com

- b. Payment will be made upon receipt of an appropriate invoice and determination by KHS where products and/or services have been determined by KHS to be satisfactorily provided, and subject to the terms of the contract. Payment terms are Net 30 after receipt of a valid invoice. KHS is unable to take advantage of any prompt-payment discounts. KHS is not responsible for misdirected invoices.

12. Miscellaneous

- a. The successful Bidder may not assign the contract or any part of its obligations without the prior written consent of KHS, which may be withheld in its sole discretion.
- b. The successful bidder will enter into a “Professional Services Agreement” with KHS.
- c. Bidder recognizes that the Medi-Cal Managed Care and Healthy Families programs are dynamic programs that are subject to numerous legislative and regulatory changes, which will likely require the successful Bidder to implement related changes to the agreement that may be awarded pursuant to this RFQ.

13. Disposition of Proposals and Proprietary Data

All materials submitted in response to this RFQ become the property of Kern Health Systems. Any and all proposals received by the KHS shall be subject to public disclosure and inspection, except to the extent the proposer designates trade secrets or other proprietary data to be confidential, after the Evaluation Committee has completed its deliberative process and either the proposer has been informed that they are not the vendor selected by the Evaluation Committee for recommendation to the Board of Directors, or the matter has been set for consideration before the Board of Directors, whichever comes first.

Material designated as proprietary or confidential shall accompany the proposal and each page shall be clearly marked and readily separable from the proposal in order to facilitate public inspection of the non-confidential portion of the proposal. Prices, makes and models or catalog numbers of the items offered, deliverables, and terms of payment shall be publicly available regardless of any designation to the contrary. KHS will endeavor to restrict distribution of material designated as confidential or proprietary to only those individuals involved in the review and analysis of the proposals.

Proposers are cautioned that materials designated as confidential may nevertheless be subject to disclosure. **Proposers are advised that KHS does not wish to receive confidential or proprietary information and that proposers are not to supply such information except when it is absolutely necessary. If any information or materials in any proposal submitted is labeled confidential or proprietary, the proposal shall include the following clause:**

**(legal name of proposer) shall indemnify, defend and hold harmless Kern Health Systems, its officers, agents and employees from and against any request, action or proceeding of any nature and any damages or liability of any nature, specifically including attorneys' fees awarded under the California Public Records Act (Government Code §6250 et seq.) arising out of, concerning or in any way involving any materials or information in this proposal that (legal name of proposer) has labeled as confidential, proprietary or otherwise not subject to disclosure as a public record.**

#### 14. Timeline

The following timeline is based on KHS' requirements and will be strictly adhered to unless modified by amendment

- **November 2, 2020**                      **RFQ release**
- **November 20, 2020**                **Proposals due (2:00 PM) PST**
- **December 10, 2020**                **Proposed contract presented to KHS Board for approval**
- **December 11, 2020**                **Award Announcement**
- **December 14, 2020**                **Resumes Requested**
- **January 4, 2021**                     **Resources Start**

# ATTACHMENT A

## SCOPE OF SERVICES

### A. Background

- a. **Outcome:** Kern Health Systems (KHS) is budgeting for several large projects in 2021 and will be hiring various distinct technical disciplines to augment its existing staff to accomplish the work. This RFQ is soliciting vendors to provide full and part-time contracted human resources that will telecommute and/or work locally. KHS will reimburse said vendors on an hourly rate (time and materials) plus any travel and expense (T&E) incurred.
- b. **Business Model:** KHS manages approximately 260,000 lives under its Knox-Keene license for the State of California Medicaid program called Medi-Cal. Kern operates a fee for service model for the majority of its population and contracts with over 500 various entities. The company operates with the following departments: Claims; Utilization Management; Quality Improvement; Disease Management; Health Education; Member Services; Pharmacy; Corporate Services; Marketing; Information Technology; and Executive. Other delegated functions are pharmacy and vision.
- c. **Information Technology Environment:** The technology group within KHS consists of operational technologist, technical analysts, application development, database development; and data analysts. KHS leverages an enterprise agreement with Microsoft and uses many Microsoft technologies within the company. The current workflow solution is a .NET MVC architecture over Microsoft SQL databases. The database team uses SSIS for its Extract Load and Transformation (ETL) processes and SSRS/Business Objects for the data delivery and analytics. EDIFECS is the primary tool for HIPAA EDI transformations and the Microsoft SQL platform for data warehousing. **KHS governs projects using the Project Management Institute (PMI) Project Management Methodology (PMP) with technology execution in an iterative manner leveraging the Agile Development Methodology (Scrum).**

### B. Desirable Vendor Attributes - Vendor should possess the following attributes:

- a. Reputable and financially stable organization that has historically provided professional technical services.
- b. Proven experience providing these human resources to companies of the size and nature of KHS.
- c. Provide directly contracted resources (i.e. no subcontracting to third-party delegates).
- d. Ability to invoice KHS with a brief description of work performed by the individual contracted resource.

C. **Resource(s) Professional Qualifications:** KHS will need resource(s) to support its 2021 project work for the following areas:

a. **Full-Stack Application Developer** - Candidate must have the following skills:

1. Creates application programs from specifications designed and provides development of logical software programs using Visual Studio and C# .NET, HTML 5, CSS 3, and JavaScript along with the usage of frameworks such as jQuery, Kendo UI, Knockout.js Angular.js, or jQuery UI.
2. Expertise with multiple object-oriented programming languages implementing design patterns, test driven development (TDD) methods, and multi-tiered applications.
3. Expertise in creating complex structured query language (SQL) statements for analytical data mining, software development, or business reporting.
4. Expert level experience in designing relational databases using Microsoft SQL server 2019 and above.
5. Experienced in implementing EDI solutions using enterprise-grade tools such as Microsoft BizTalk Server or SQL Server Integration Services (SSIS).
6. Experienced in one or more ORM technologies such as Entity Framework or NHibernate.
7. Experienced in implementing ASP.NET websites using Microsoft MVC and Web Forms and utilizing AJAX methodologies.
8. Experienced in implementing Microsoft WCF services, Windows services, and Web API using SOAP/XML or JSON. Strong working knowledge of implementing RESTful services.
9. Experienced in one or more enterprise-grade source control repositories such as Microsoft Team Foundation Server.
10. Able to fully participate in all phases of the SDLC and lead a team with strong working knowledge of agile development methodologies such as Scrum, Kanban, or XP.
11. Ability to integrate third party tools within a Visual Studio Environment to assist in development of internal applications and engage third party vendors in problem resolution and enhancements.
12. Proactively interacts with management, business and technical analysts in review and design of new concepts and ideas, project implementation, and problem resolution.
13. Provide application development leadership to junior team members, code review, and oversight or mentoring skills to other technical team members related to application development.

b. **Database Administrator** - Candidate must have the following skills:

1. Organized individual that demonstrate responsibility, good judgement, strong analytical skills, initiative, and resourcefulness, and is able to provide leadership for junior team members.

2. Independently able to architect or design ETL and templates that are used to collect and store the data from external sources so that data can be accessed by internal or external business and technology partners or users.
3. Perform code review, troubleshoot, develop, or modify custom database packages/SSIS packages.
4. Advanced T-SQL skills.
5. Provide design and structural recommendations for database application tuning and performance enhancements to development team.
6. Install, configure, support, and troubleshoot Microsoft SQL Server, or other relational database and its supporting Windows Server, Operating Systems (OS) and associated hardware.
7. Provide leadership in the overall database designs and setup in support of the KHS and industry standards.
8. Design, create, or modify database tables, indexes, constraints, links, stored procedures, and functions.
9. Provide direction and methodology for the data warehouse design, creation, and maintenance to include data schemas and associated ETL in conjunction with business needs.
10. Establish standards for data integrity in the KHS data warehouse through data reconciliation techniques, data analysis, or ETL design issues.

c. **Technical Analyst** - Candidate must have the following skills:

1. Analyze and document functional business requirements that facilitate work throughout the company.
2. Develop complex business requirement specifications through internal and external research to complete technical analysis, and articulate and formally present research to various skill levels.
3. Lead business meetings leveraging the Agile process to assist business units in the “What” session to ensure the creation and documentation of stories and acceptance criteria.
4. Provide technical interpretation to Application Developers in the Agile “How” session to understand technical requirements related to the business stories and acceptance criteria.
5. Successfully engage in multiple complex initiatives simultaneously
6. Recommend reconciliation points necessary after a comprehensive process or data analytics engagement to mitigate/resolve present and future reconciliation conflicts.
7. Expert ability in the structure query language (SQL) for analytical data mining, software development, TFS, and business reporting.



8. Comprehend and implement system configuration changes of the managed care core system software to process data transactions for business functions such as eligibility, claims, authorizations, and case management.
  9. Mentors and leads in the creations of testing plans that are used in the testing and implementation of software systems used by the organization.
- d. **Data Analyst** - Candidate must have the following skills:
1. Expert level with T-SQL (Transact\SQL)
  2. Strong experience working in Microsoft SQL Server and the Microsoft Business Intelligence Stack (SSRS, SSAS and SSIS)
  3. Strong experience designing relational and multi-dimensional models
  4. Strong cube design expertise
  5. Strong SSRS reporting off cubes (multidimensional MDX experience preferred)
  6. SSRS Dashboard Development
  7. Knowledge of SharePoint Integration for SQL Server Reporting Services (preferred)
  8. Effective verbal and written communications skills and effective presentation skills
  9. Self-motivator, independent, cooperative, flexible, creative
  10. Successful in translating technical language to lay audiences
- e. **Project Manager** - Candidate must have the following skills:
1. Familiar with PMI methodology and willing to adapt to internal KHS project management processes.
  2. Experience working with project owners to create project proposals that establish projects goals and define anticipated benefits.
  3. Experience facilitating, directing and managing the project team in the creation of project artifacts including the project charter, scope statement, requirements, work breakdown structure, resource loaded schedule, budget, communication plans, RAID log, etc.
  4. Expertise in monitoring and controlling the execution of projects to the successful delivery of the scope, schedule, budget, goals and benefits of projects.
  5. Adept at communicating project information and ensuring stakeholder engagement.
  6. Possesses soft skills to build, develop and nurture business and technical relationships vital to the success of the project.
- f. **Systems Administrator** - Candidate must have the following skills:
1. Expert level knowledge of Microsoft Server technologies including all system center tools (Operations Manager, Service Manager, and Configuration Manager).

1. Expert level knowledge of installing and maintaining Microsoft Server technologies including TFS, Share point, Windows OS, Server OS, Orchestrator, Exchange and Active Directory .
2. Perform technical support in the administration and maintenance of client-server applications and operating systems.
3. Expert level knowledge of virtualization including hypervisors VMware and Hyper V
4. Strong experience in provisioning new physical and virtual servers
5. Strong experience in designing physical and logical system architectures
6. Ability to discern requirements from technical specification documents
7. Effective verbal and written communications skills and effective presentation skills
8. Self-motivator, independent, cooperative, flexible, creative
9. Successful in translating technical language to lay audiences

**D. Vendor Pricing Model**

- a. KHS requires a per hour rate for each resource during the project timeline.
- b. KHS requires that invoices reflect which project(s) each resource is billing hours towards.

**E. KHS Project Timeline**

- a. Estimated Project Completion: 01/02/2021 through 12/31/2021.

**F. Vendor Responses**

- a. Provide a “yes” or “no” response to clarify resource capability for each of the requirements listed in Section D of Attachment A.
- b. Provide an hourly rate for each discipline/category.
- c. Clarify any items not identified in the RFP that will add to the Total Cost of Ownership (TCO) for resource.
- d. Provide responses for any technical exceptions, exclusions, or variations not covered by the RFP.

**G. Vendor Assumptions**

- a. KHS will provide resource(s) with a KHS Active Directory Account, Skype, GoToMeeting, and Email for the duration of the project.
- b. KHS will provide resource(s) with a Virtual Private Network account to access the KHS network remotely for the duration of the project.

- c. KHS will provide resource(s) with a Virtual Machine, with all the necessary applications related to the technical discipline, accessible with Microsoft Remote Desktop for the duration of the project.
- d. KHS will provide resource(s) with hardware for the duration of the project.
- e. KHS will provide resource(s) with access to the KHS Webmail during the Project duration.

**ATTACHMENT B**  
**SCHEDULE OF FEES**

Proposal Costs (This section is derived from the Scope of Services, Attachment A)

- A. Define your proposed method of reimbursement for services provided through your organization. Kern Health Systems customarily prefers itemized billing on a project basis (or as major milestones are accomplished for very large projects) with specific deadlines identified in the Proposal.
- B. Please provide a summary table matrix of costs by line item including:
  - 1. Item description
  - 2. Quantities required (specify units of measure)
  - 3. Not-to-exceed amounts for installation or travel
  - 4. Target date of completion
- C. List any additional costs that may be incurred in completion of this project and the circumstances that would trigger those costs.