

KERN HEALTH SYSTEMS

REQUEST FOR PROPOSAL

SUBMISSION CHECKLIST

Kern Health Systems (KHS) is a government agency dedicated to running a fair bidding program to foster high quality business relationships. In preparing an RFP response, please bear the following in mind:

1. This RFP is not an offer. It is a request for proposals. KHS may reject all proposals at its convenience without any liability to proposers.
2. There is a deadline for submitting questions to KHS about this RFP.
3. There is a deadline for submitting bids to KHS.
4. Every bid package must include:
 - a. Indemnification letter for Confidential and Proprietary information
 - b. Answers to questions in Attachment A
 - c. Answers to questions in Attachment B
 - d. Answers to questions in Attachment C
 - e. Signed copy Attachment D
 - f. Signed copy of Attachment E



KERN HEALTH SYSTEMS

2900 Buck Owens Blvd

Bakersfield, CA 93308

Request for Proposal

Professional Services Agreement

Community Supports Services Referral System

(CSS System)

January 19, 2022

Proposal Deadline:

February 25, 2022 2:00 PM PST

TABLE OF CONTENTS

A. INSTRUCTIONS AND CONDITIONS

1. Definitions
2. Preparation of Responses
3. Explanation to Bidders
4. Amendments
5. Submitting Proposals
6. Non-Collusion Affidavit
7. Bidders Response Information
8. Award of Contract
9. Evaluation Process
10. Company Evaluation
11. Late Bids
12. Cost of Preparation of Bids
13. Withdrawal of Bids
14. Payment
15. Miscellaneous
16. Disposition of Proposals and Proprietary Data
17. Timeline

B. STATEMENT OF PURPOSE

C. BACKGROUND INFORMATION

ATTACHMENTS

Attachment A: Scope of Services

Attachment B: Schedule of Fees

Attachment C: Company Evaluation Criteria

Attachment D: Proposal Signature Verification

Attachment E: Non-Collusion Affidavit

A. INSTRUCTIONS AND CONDITIONS

1. Definitions
 - a. As used herein, “RFP” means “Request for Proposal.”
 - b. As used herein, “KHS” means “Kern Health Systems.”
 - c. As used herein, “CSS System” means “Community Supports Services Referral System.”
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 RFP, including subsequent amendments to the RFP. 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 RFP.
 - b. Each Bidder shall submit, as part of their Proposal, completed copies of Attachments “D”, Proposal Signature Verification, and “E” Non-Collusion Declaration.
 - c. **Each Bidder shall complete Attachments A, B, and C according to the instructions on each of the attachments.**
 - d. Each Bidder must be satisfied by personal examination and by such other means as it may prefer, as to the actual conditions and requirements under which the contract will be performed.
 - e. **KHS’ standard Professional Service Agreement (PSA) will be used to contract with the chosen vendor. A blank template is included with this RFP 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 RFP, the Bidder must generate a written request for such explanation. The request may be e-mailed to 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
 - b. Requests for explanation must be submitted by January 28, 2022 2:00 PM PST, allowing sufficient time for a reply to reach all Bidders before the submission of their Proposals. The Purchasing Manager or duly authorized personnel will

advise all candidates known to have received a copy of the RFP of each question and subsequent explanation.

4. Amendments

- a. Bidders are advised that KHS reserves the right to amend the requirements of this RFP prior to the date set for opening of bids. Such revisions will be done formally by publishing amendments to all Bidders known to have received a copy of the RFP. This may be done via fax, e-mail, or other method as determined by KHS. Amendments will be posted to the KHS website:
<http://www.kernhealthsystems.com/>, listed under the specific RFP. If in the judgment of KHS, the change is of such nature that additional time is required for Bidders to prepare their Proposals, KHS will change the date of the Proposal opening and notify all Bidders by e-mail and it will be posted to the KHS website.
- b. Bidders are requested to acknowledge receipt of amendments to an RFP. This may be done by any one of the following means:
 - 1) Sign and return the amendment via e-mail or fax.
 - 2) Sign Attachment "D", Proposal Signature Verification.

5. Submitting Proposals

- a. **Please submit THREE (3) hard copies of your Proposal and ONE (1) electronic copy. Electronic copy should be submitted via e-mail to rfp@khs-net.com. Due to mail delivery delays, KHS will accept electronic proposals by February 25, 2022 at 2:00 PM PST and the hard copies can arrive after the due date as long as the electronic copy arrives within the stipulated time.**
- 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 Boulevard, Bakersfield, CA 93308. Proposals shall be clearly identified by stating, "ATTENTION PURCHASING: CSS System RFP" 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 and amendments will NOT be considered.
- d. Alternate Proposals are not authorized and will NOT be considered.
- e. **All Proposals must be received by KHS no later than February 25, 2022 at 2:00 PM PST. Late Proposals will NOT be considered or accepted. For purposes of this RFP, the official time shall be the time on the clock in the lobby of KHS front office.**

6. Non-Collusion Declaration

Each Bidder is required to complete the document entitled, "Non-Collusion Declaration" on the form provided herein (Attachment E).

7. 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.

8. 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 other 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.

9. 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 RFP
 - Experience with Community Supports Services referral systems
 - Value-added services
 - Timeliness of service
 - Trade reference and/or referrals
 - History of compliance with government contracts and laws
 - Knowledge/experience with CalAIM Initiative
- c. KHS will provide special consideration to vendors located and doing substantial business in Kern County.

10. Company Evaluation

Bidders shall provide responses to the series of questions and information requested in Attachment C that will be used to evaluate the Bidder's company. Responses to individual questions/information request should be kept to a single page, except as designated.

11. Late Bids

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

12. Cost of Preparation of Bids

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

13. 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 RFP.

14. Payment

- a. Invoices for services rendered shall be directed to:
Kern Health Systems
Accounts Payable
2900 Buck Owens Boulevard
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.

15. 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 RFP.

16. Disposition of Proposals and Proprietary Data

All materials submitted in response to this RFP 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.

17. Timeline

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

- | | |
|---------------------|---|
| • January 19, 2022 | RFP release |
| • January 28, 2022 | Bidders Questions Due (2:00PM PST) Please e-mail. |
| • February 4, 2022 | KHS will e-mail responses to all Bidders |
| • February 25, 2022 | Proposals due (2:00PM PST) |
| • March -11, 2022 | Interviews |
| • March 25, 2022 | Internal Contracts Meeting Presentation |
| • April 14, 2022 | Proposed contract presented to KHS Board for approval |
| • April 15, 2022 | Award Announcement |

KHS will strongly consider those vendors who adhere to KHS' boilerplate PSA as the master agreement that will govern this engagement.

B. STATEMENT OF PURPOSE

This RFP contains a list of requirements for the development of a (CSS System). KHS is soliciting responses from qualified Bidders to address the stated requirements of this RFP. A qualified Bidder, for the purpose of this RFP, is one that can reliably provide the required services to KHS and perform to the satisfaction of KHS and its regulators for the entire term of the agreement.

Upon receipt of this RFP, recipients are expected to read and understand the service priorities and requirements that have been defined by KHS. Ample opportunity will be given to ask questions and receive clarification. The final Proposal submitted should include all appropriate goods and services required to satisfy the identified priorities and requirements. KHS will look to the selected vendor for technical compatibility of components and application requirements satisfaction during the entire term of the agreement.

KHS management would prefer to have an ongoing relationship with the chosen Bidder. The character and operating principles of the successful Bidder are important to KHS management. The following sections ask questions about the history and purpose of the Bidder's company. Please answer the specific questions. If additional information would be informative to KHS management, please add it to the last question in each section. Bidders should number all responses with the section letter and section number.

C. BACKGROUND INFORMATION

KHS is a public agency formed under Section 14087.38 of the California Welfare and Institutions Code. KHS began full operations on September 1, 1996. KHS serves about 320,000 Medi-Cal participants in Kern County. Medi-Cal is a jointly funded, Federal-State health insurance program for certain low-income people.

ATTACHMENT A

SCOPE OF SERVICES

A. Overview

Kern Health Systems is proposing to implement a Community Supports Services Referral System (CSS System) to accommodate CalAIM Community Supports. Community Supports are flexible wrap-around services that a Medi-Cal managed care plan will integrate into its population health strategy. These services are provided as a substitute to, or to avoid, other covered services, such as a hospital or skilled nursing facility admission or a discharge delay. Community Supports would be integrated with care management for members at high levels of risk and may fill gaps in state plan benefits to address medical or social determinants of health. The CSS System will be utilized by 200+ community-based organizations (CBOs), physician groups, County agencies, and KHS to track, document, and create a comprehensive network.

Initially, the CSS System will allow Providers to refer the following pre-defined Community Supports (subject to change or have services added) to Members in the areas of:

- i. Housing Transition Navigation Services
- ii. Housing Deposits
- iii. Housing Tenancy and Sustaining Services
- iv. Short-Term Post-Hospitalization Housing
- v. Recuperative Care (Medical Respite)
- vi. Respite Services
- vii. Day Habilitation Programs
- viii. Nursing Facility Transition/Diversion to Assisted Living Facilities, such as Residential Care Facilities for Elderly (RCFE) and Adult Residential Facilities (ARF)
- ix. Community Transition Services/Nursing Facility Transition to a Home
- x. Personal Care and Homemaker Services
- xi. Environmental Accessibility Adaptations (Home Modifications)
- xii. Medically Supportive Food/Meals/Medically Tailored Meals
- xiii. Sobering Centers
- xiv. Asthma Remediation

B. Community Supports definitions:

Community Supports: Pursuant to 42 CFR 438.3(e)(2), Community Supports are services or settings that are offered in place of services or settings covered under the California Medicaid State Plan and that are a medically appropriate, cost-effective alternative to a State Plan Covered Service. Authorized Community Supports are included in development of the Plan's capitation rate and count toward the medical expense component of Plan's Medical Loss Ratio (MLR).

Community Supports Provider: a contracted Provider of DHCS pre-approved Community Supports. Community Supports Providers are community-based entities with experience

and expertise providing one (1) or more of the Community Supports approved by DHCS to individuals with complex physical, behavioral, developmental and social needs.

For a complete definition of each of the above, including eligibility and program requirements, please visit:
<https://www.dhcs.ca.gov/Documents/MCQMD/DHCS-Community-Supports-Policy-Guide.pdf>

C. CSS System Delivery of Community Supports:

1. The CSS System will allow Community Supports Providers to deliver the Community Supports services it is contracted to provide in accordance with pre-defined service definitions.
2. Accept Member referrals from Health Plan for authorized Community Supports, up to the Community Supports Provider's pre-determined capacity;
3. Document outreach efforts to the referred health care Provider and Plan for authorized Community Supports;
4. Develop and upload pre-defined screening tools required to be administer by the Community Supports Provider, physicians, and health plan staff;
5. Ability to set up easily set-up users by entity/group;
6. Ability to allow users to be limited to Community Supports category or service (for example, the user will only be able to receive referrals for Housing Services and not all Community Supports referral categories;
7. CSS System will allow Community Supports Provider to obtain and document consent from each assigned Member to receive Community Supports and authorization of related data sharing, including sharing of personal health information, in accordance with Federal, State and local laws, and shall communicate this information to the Plan.
8. CSS System will allow Community Supports Provider to obtain and document Member authorization to communicate electronically with the Member and/or family member(s), guardian, caretaker, and/or authorized support person(s), if it intends to do so;
9. The CSS System will allow Community Supports Provider to identify additional Community Supports the Member may benefit from and send any additional request(s) for Community Supports to the Plan for authorization. (example: track Community Supports member and family if services are provided to all.)
10. Available ad-hoc reporting, including Community Supports network details and referral metrics including, but not limited to:
 - Claims data as outlined in the CalAIM Community Supports document; screening tools and results; utilization, referral tracking and outcomes, consent forms, and user profiles.
 - KHS needs access to the underlying data of the CSS System in order to support integration with systems, operational reporting and analytics, transaction reconciliation, and other operational processes to support the organization using data.;

D. Payment/Claims Processing:

- a. The CSS System will allow Community Supports Provider to record, generate, and send a claim or invoice to Health Plan for Community Supports rendered;
- b. If the Community Supports Provider submits claims, then the CSS System will allow Community Supports Provider to submit claims to the Plan using specifications based on national standards and code sets to be defined by DHCS;
- c. In the event the CSS System is unable to allow Community Supports Provider to submit claims to Health Plan for Community Supports-related services using DHCS-defined standard specifications and code sets, the CSS System will allow Community Supports Provider to submit invoices with minimum necessary data elements (preferably those found on a standard ANSI X12 837 file output) defined by DHCS, which includes information about the Member, the Community Supports service(s) rendered, and Community Supports Providers' information to support appropriate payment by Health Plans, that will allow Health Plan to convert Community Supports invoice information into DHCS-defined standard specifications and code sets for submission to DHCS;

E. CSS System Requirements –

a. System Requirements

- i. Required: Windows OS 2019 or newer
- ii. Required: SQL DB 2019 or newer
- iii. Required: Ability to support business continuity
- iv. Required: Single Sign On capabilities with Active Directory
- v. Required: Licensing Model
 1. Perpetual licensing
 - Named or concurrent
 2. Subscription
 - Named or concurrent
 3. SaaS
 - Named or concurrent

b. Integration Requirements

- i. Preferred: Integration capabilities with API functions
 1. Inbound Data Exchange – KHS to Referral System
 2. Outbound Data Exchange – Referral System to KHS
- ii. KHS would like a list of APIs and/or micro services available for use with proposed solution
- iii. KHS will likely integrate into our Provider Portal, Medical Management Solution, and custom workflow solutions (KHS Built) as necessary
- iv. The goal is to avoid bulk data loads which can cause timing issues and would like to create a homogeneous system environment for our providers and end users
- v. KHS does expect for vendor to support any APIs/micro services provided as part of the solution

- vi. Separate professional services would be solicited as necessary for integration
 - vii. Please share any experience for integration standards, timelines, and resource estimates
- c. Environments
 - i. Ability to leverage multiple environments such as Test/UAT/Prod
- d. Data Requirements
 - i. Required: Ability to support database replication
 - ii. Required: Ability to have read/write access to database
 - iii. Required: Ability to perform database maintenance for optimum performance

KHS strongly encourages interested vendors to apply, even if not all recruitments are currently available in your system.

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.

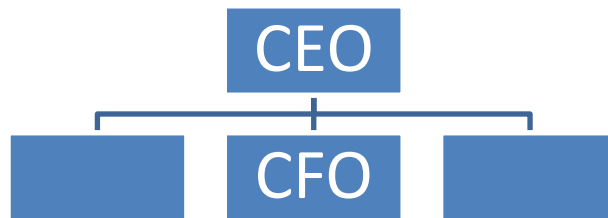
ATTACHMENT C

COMPANY EVALUATION CRITERIA

- A. Provide a “functional organizational chart” of your company. Indicate the name and experience of the Manager or Lead Employee that will be assigned to Kern Health Systems and the functional area to which this position reports. If your company is NOT a full-service consulting organization, indicate which services are subcontracted in the “functional organizational chart.” The following chart is for illustration purposes only:

ABC Consulting Company

Organizational Chart



- B. **IMPORTANT:** Bidder’s present financial statements are necessary and must be part of the Proposal submission. If any type of prepayment is required, Bidder must provide company’s summary of its present financial status **and** performance *for the past three years*

C. Organizational information

1. Provide a summary list of the organizational personnel that will actively participate and contribute their skills to this project. Include in this list the individual’s name, job title, work location and relevant experience in projects of similar size and complexity. (Responses may be one page per individual.)
2. Provide a summary of the work plan and/or methodology and physical resources (staff and equipment) your company will commit to ensure successful project completion. (Response may be up to four pages.)
3. Summarize your company’s overall project services that you are able and willing to provide.
4. Provide three current customer references of organizations currently receiving products or services similar to those proposed. Include in the reference list organization name, location, contact name and telephone number.

5. Summarize your billing procedures.
6. List the members of your organization who are authorized to negotiate Proposals/Contracts.
7. What is your company's Mission Statement?
8. How long has your company been in business?
9. Describe the educational background and experience of the key members of the project team your firm would assign to KHS' project.
10. Describe your company's experience with health insurance plans.
11. Describe your company's experience with governmental agencies (in particular, California Department of Health Care Services, California Department of Managed Health Care, and the Centers for Medicare and Medicaid Services).
12. Does your company perform audits or consulting services for any Independent Physician Associations (IPAs) or hospitals?
13. Is your firm currently under investigation or being sued by any governmental agency? If so, describe.
14. Has your company been investigated or sued by any governmental agency over the past five years? If so, describe.
15. Has your company been sued over the last five years for services similar to those that are the subject of this RFP?
16. Has your company been the subject of a sanction, audit deficiency, settlement or Corporate Integrity Agreement under the Medicare or Medicaid Programs?
17. What is the form of your organization? (e.g., profit, not-for-profit, private, public)
18. List any shareholders who own five or more percent of the company and their percent share.
19. Describe your organization's policies, procedures and protocols to protect Protected Health Information under HIPAA, HITECH and the California Confidentiality of Medical Information Act.

Add any information that would be useful in describing your company.

ATTACHMENT D

PROPOSAL SIGNATURE VERIFICATION

All offers in response to this RFP must be received on or before February 25, 2022 2:00 PM PST at the office of **Kern Health Systems, Attn: Purchasing Dept., 2900 Buck Owens Boulevard, Bakersfield, CA 93308.** All offers are subject to the attached Instructions and Conditions, general provisions, special provisions, and Attachments. The undersigned agrees, if its offer is accepted (in whole or in part) to provide products, other materials, and services as set forth in the Attachments, it shall do so in accordance with the provisions of this RFP, the controlling contract between the parties, and the master contracts between KHS and the State of California.

Offer Name: _____

Address: _____

Phone Number: _____

FAX: _____

Typed or printed name and title of person authorized to sign offer:

Signature of Authorized Person: _____

Date of Offer: _____

Grand Total of "Attachment B": \$ _____

Acknowledgment of Amendments

The Offer acknowledges receipt of Amendments to the RFP numbered and dated as follows:

Amend #	Date	Amend #	Date	Amend #	Date

ATTACHMENT E
NON-COLLUSION DECLARATION

TO BE EXECUTED BY BIDDER
AND SUBMITTED WITH PROPOSAL (Mandatory)

Public Contract Code § 7106

State of California

County of Kern

The undersigned declares:

I am the ____ of ____, the party making the foregoing bid.

The bid is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation. The bid is genuine and not collusive or sham. The bidder has not directly or indirectly induced or solicited any other bidder to put in a false or sham bid. The bidder has not directly or indirectly colluded, conspired, connived, or agreed with any bidder or anyone else to put in a sham bid, or to refrain from bidding. The bidder has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the bid price of the bidder or any other bidder, or to fix any overhead, profit, or cost element of the bid price, or of that of any other bidder. All statements contained in the bid are true. The bidder has not, directly or indirectly, submitted his or her bid price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, to any corporation, partnership, company, association, organization, bid depository, or to any member or agent thereof, to effectuate a collusive or sham bid, and has not paid, and will not pay, any person or entity for such purpose. Any person executing this declaration on behalf of a bidder that is a corporation, partnership, joint venture, limited liability company, limited liability partnership, or any other entity, hereby represents that he or she has full power to execute, and does execute, this declaration on behalf of the bidder.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct and that this declaration is executed on ____[date], at ____[city], ____[state].”

Signature

Date