



Gold Coast Health PlanSM

A Public Entity

RE: Request for Proposal Number GCHP05012023

Gold Coast Health Plan ("GCHP") is interested in establishing an agreement(s) with a contractor(s) for business process services and is inviting qualified corporations, partnerships, companies, and other Firms (individually, a "Proposer", and collectively, the "Proposers") to submit proposals responsive to this Request for Proposal ("RFP") . This RFP establishes the project background, business requirements and expectations required for Proposers to submit a proposal (individually, a "Proposal", and collectively, the "Proposals").

For this RFP, GCHP has established three groups or "Lots"; Claims Processing Services, Mailroom Scanning and Imaging Services and Print and Fulfillment Services. Proposers are **not** required to bid on every Lot but may bid on **any or all** of the Lots. In order for Proposers proposal to be responsive to the Lot, you must be responsive to **EVERY** qualitative and quantitative requirement within the respective Lot.

A Proposal must be in accordance with the following:

1. **INSTRUCTIONS:**

- 1.1. This RFP is not an offer to contract but rather an attempt to establish a common framework within which an agreement may be reached. Each Proposal submitted by a Proposer to this RFP represents a firm offer to contract on the terms and conditions described in this RFP and Proposer's response. This RFP is for special services and advice as set forth in section 53060 of the Government Code, and GCHP reserves the right to award the contract described in this RFP in any manner authorized by section 53060 of the Government Code.
- 1.2. This solicitation shall not be construed as a requirements or supply contract. GCHP shall not have any obligation hereunder to purchase any products or services from the selected Proposer.

- 1.3. All Proposals become the property of the GCHP and will not be returned to the responding Proposer unless otherwise determined by GCHP in its sole discretion.
- 1.4. Any costs incurred by the responding Proposer for developing a proposal are the sole responsibility of the responding Proposer and GCHP shall have no obligation to compensate any responding Proposer for any costs incurred in responding to this RFP. If GCHP should determine that in-person interviews are necessary, interviews will be held at the GCHP’s offices and any costs associated with such interviews will be the responsibility of the responding Proposer.

1.5. Time Schedule

Below is the tentative time schedule for this RFP.

Event	Date	Time (If applicable)
RFP Released	5/10/2023	
Intent to Propose Notification Due By	5/16/2023	5pm, PT
Questions Due	5/22/2023	5pm, PT
Questions Answered	5/26/2023	
Proposal Due Date	7/5/2023*	5pm, PT
Short List Established and Contractual Discussions Begin	8/1/2023	

* Note: GCHP may issue you a full Security Risk Assessment.

All questions must be submitted in writing. Submit your questions to the procurement contact listed below, (Section 1.7) via email. Copies of all questions and answers will be distributed to all persons who have submitted Intent to Propose as set forth below (“Prospective Proposers”), without any identification of the inquiring person. Questions received after Question Due Date will not be answered.

1.6. Intent to Propose

Prospective Proposers are asked to notify the procurement contact of this RFP of their intention to submit a Proposal (“Intent to Propose”). Failure to notify GCHP of your Intent to Propose will not affect the acceptance of any Proposal.

Complete the form provided, **Attachment 6**, the Letter of Intent to Propose, by the date listed in section 1.5 “Time schedule” by e-mailing it to: bbushey@goldchp.org.

1.7. Procurement Contract

The procurement contact is below. All communications and Proposals must be submitted to the procurement contact. Proposals and questions should be submitted via email to:

Bob Bushey
Procurement Officer
bbushey@goldchp.org
805-437-5717

1.8. Length of Proposal

Due to the length of the evaluation, approval, and procurement process at GCHP, Proposals are required to be valid for a minimum of 150 days. A proposal may not be modified, withdrawn or canceled by the Proposer for a one hundred fifty (150)-day period following the deadline for the submission of the proposal. The Proposer agrees to this condition by submission of the Proposal.

1.9. Letter of Transmittal

Proposers shall include a letter of transmittal that bears the signature of an authorized representative of the Proposer's company. The letter of transmittal will also include the name(s) of the individual(s) authorized to negotiate with GCHP as well as the names of sales representatives appointed by the Proposer, and the name of the Proposer's Project Manager.

1.10. Conflict Of Interest

- 1.10.1. The successful Proposer will be required to certify, to the best of its knowledge, that its Proposal and any awarded contract is not in violation of any provisions of applicable laws related to conflicts of interest, and that it is familiar with such laws, including by way of illustration and not by limitation, Section 87100 et seq. and Section 1090 et seq. of the Government Code of the State of California. A conflict-of-interest certification is attached as **Attachment 3** and shall be submitted with the Proposal.
- 1.10.2. Individuals who will perform work for GCHP on behalf of the successful Proposer might be deemed public officials under state conflict of interest laws. If so, such individuals will be required to submit a Statement of Economic Interests, California Fair Political Practices Commission Form 700, in accordance with the law and GCHP's Conflict of Interest Code.

1.11. Experience/References

Each Proposer must provide the names of at least three (3) references that have recently contracted it for similar services to be performed pursuant to this RFP. GCHP may contact the identified references and evaluate the Proposer’s demonstrated successful implementation of negotiated scope, solution requirements, pricing approach, service delivery approach and results, transition approach and results, staffing, flexibility, agility, innovation/continuous improvement, governance, cultural fit, and ongoing relationship requirements. For each reference listed, provide the following. Use **Attachment 4** with your response.

Company name

Company address

Person to contact

Telephone number of contact

1.12. Proposal is a Public Record

All information submitted by a responding Proposer to GCHP is governed by the California Public Records Act (“CPRA”). Proposals will remain confidential during the procurement process to the furthest extent permitted by law, but only until such time as determined by GCHP in its sole discretion. If Proposer views certain information in its Proposal as confidential information that is proprietary or constitutes a “trade secret” or is otherwise exempt from disclosure under the CPRA, it shall provide GCHP with both a redacted and unredacted version of its Proposal with the rationale for the redactions. GCHP makes no guarantee that any or all of a Proposal will be kept confidential, even if the Proposal is marked “confidential,” “proprietary,” etc.

By submitting a redacted Proposal, the Proposer agrees that if in response to a CPRA request, Proposer will indemnify, defend and hold GCHP harmless in any CPRA action, lawsuit or administrative proceeding seeking to force GCHP to disclose such purported confidential information identified by Proposer. If Proposer objects to this indemnification, then GCHP will disclose information under the CPRA in accordance with the legal requirements of the CPRA and GCHP’s interpretations thereof.

1.13. Reservation of Rights

GCHP reserves the right to do the following at any time, at GCHP's sole discretion:

- 1.13.1. Reject any and all proposals or cancel this RFP.
- 1.13.2. Waive or allow corrections to any or inadvertent defect, irregularity, informality or technical error in any proposal or the RFP procedure.
- 1.13.3. Request that certain or all Proposers supplement or modify all or certain aspects of their respective Proposals or other materials submitted and/or provide additional information
- 1.13.4. Procure any services specified in this RFP by other means.
- 1.13.5. Modify the specifications or requirements for services in this RFP, or the required contents or format of the proposals prior to the due date.
- 1.13.6. Extend the deadlines specified in this RFP, including the deadline for accepting Proposals.
- 1.13.7. Negotiate with any, all, or none of the Proposers.
- 1.13.8. Terminate negotiations with a Proposer without liability and negotiate with other Proposers.
- 1.13.9. Award a Contract to any Proposer, including a Proposer other than the Proposer offering the lowest price.
- 1.13.10. GCHP reserves the right to eliminate a proposal from consideration if the Proposer's Security Risk Assessment reveals an unacceptable level risk for the proposed contract. An unacceptable level of risk shall be in the sole discretion of GCHP and may be based on a single risk factor or the cumulative effect of multiple risk factors. In such case, GCHP will notify the Proposer of the specific risk factor(s) resulting in the elimination. The Proposer will have three business days from GCHP's notice of elimination to submit a protest. The protest shall contain all relevant evidence that Proposer intends to present to prove that GCHP's assessment of the risk is in error. GCHP's determination of the protest shall be final. Nothing herein prevents GCHP from considering any particular Proposal or weighting the risk factors as part of the qualitative analysis, regardless of risk level.

1.14. Supplier Diversity

Supplier diversity is a high priority at GCHP. It is our business practice to create and maintain an environment in which traditionally underrepresented, minority- and women-owned businesses have an equal opportunity for building and maintaining a relationship with GCHP. In considering the Proposals, GCHP will not discriminate against, or grant preferential treatment to, any individual or group on the basis of age, sex, sexual identity or preference, race, color, ancestry, national origin, religious creed, physical or mental disability, medical condition, marital status, ethnicity, or other characteristic protected by applicable law.

Each Proposer shall certify in its Proposal that in performing work or providing services, it will not discriminate in its contracting, hiring or employment practices because of age, sex, sexual identity or preference, race, color, ancestry, national origin, religious creed, physical or mental disability, medical condition, marital status, ethnicity, or any other characteristic protected by applicable law. Proposer shall also certify in its proposal that it will comply with applicable federal and California

anti-discrimination laws, including but not limited to the California Fair Employment and Housing Act, beginning with Section 12900 of the California Government Code.

2. OVERVIEW

2.1. Gold Coast Health Plan

Gold Coast Health Plan is an independent public entity created by Ventura County Ordinance and authorized through Federal Legislation; however, Gold Coast Health Plan is not a county agency. The Ventura County Board of Supervisors approved implementation of a County Organized Health System (COHS) model, transitioning from fee-for-service Medi-Cal to managed care, on June 2, 2009. The purpose of Gold Coast Health Plan is to serve Medi-Cal beneficiaries, enhance the quality of healthcare, provide greater access, improve service and provide choice.

Gold Coast Health Plan proudly serves more than 230,000 Medi-Cal beneficiaries living in Ventura County, Calif. We are an independent public entity governed by the Ventura County Medi-Cal Managed Care Commission and are dedicated to serving our members. The commission is comprised of locally elected officials, Providers, hospitals, clinics, the county healthcare agency and a consumer advocate. Our *Member-first focus* centers on the delivery of exceptional service to our beneficiaries by enhancing the quality of healthcare, providing greater access and improving member choice.

From its inception, Medi-Cal has experienced increasing program costs, primarily as a result of spiraling growth in the caseload, utilization of service, and hospital costs. A Medi-Cal Reform Plan was enacted by statute in October 1971 (Chapter 577, Statutes of 1971) with the objective of developing an equitable statewide eligibility system, a uniform schedule of benefits for those eligible within a strong system of utilization and quality controls, and an improved system of health care delivery and health care financing for the program.

Modifications to the program are continually occurring because of federal and State legislation, departmental regulations, and other efforts to improve the program. Proposer should be aware that Proposer's responsibility will include the planned and orderly implementation of the applicable provisions of all state and federal legislation and regulations whenever they may occur within the life of the contract.

2.2. Project Background

This RFP is for the required services associated with GCHP's Enterprise Transformation Project. This RFP is related to Business Processing Outsourcing ("BPO") service associated with three specific services: claims processing, mailroom services and print and fulfillment services.

Following the health plan industry's standard practice of regularly evaluating capabilities and performance against the nationwide market of system and service providers, GCHP has activated a comprehensive procurement of technologies and services. GCHP intends to implement these solutions by July 1, 2024. This RFP being issued is to source the marketplace for

the implementation and ongoing services associated with claims processing, mailroom operations and print and fulfillment. GCHP currently has a contract for services with a single service provider that covers all core technology as well as Business Processing Outsourcing (“BPO”) services that is set to expire at the end of June 2024. GCHP has embarked on a comprehensive Enterprise Transformation project and has completed its selection of key technologies. Please reference the initiatives below and the associated selected vendor and products.

RFP #	Technology or Service	Selected Vendor	Technology Platform
RFP 1	EDI services	TBD	
RFP 2	Core Claims Processing Software	Health Edge	HealthRules
RFP 3	Medical Management software	CaseNet	TruCare
RFP 4	Provider and Member Portal software	TBD	
RFP 5	BPO (Claims processing services)	TBD	
RFP 6	Mailroom and Claims Editing services	TBD	
RFP 7	Print and Fulfillment services	TBD	
RFP 8	Call Center Software/Technology	TBD	

The approximate timeline for these remaining RFPs is shown below:

- RFP’s 5, 6 & 7 represent this RFP and are targeting Commission approval in August 2023
- RFP 8. RFP issue date of early-June 2023, Commission approval, October 2023

3. QUALITATIVE REQUIREMENTS

This section of the RFP contains the qualitative requirements. GCHP will evaluate Contractors response to these requirements in relation to those of all other bidders. Contractors must provide a detailed response of “how” they will meet or exceed the requirements listed in this section.

GCHP intends to evaluate Proposals by ranking the Proposals in order of being most advantageous to the GCHP at GCHP’s sole discretion with price and other factors considered, including but not limited to, the Proposers’ qualifications, experience, capabilities, record of performance, references, proposed staffing, availability of key personnel, location and ability to provide services in Ventura and/or California, responsiveness and diversity outreach and efforts. GCHP intends to evaluate Proposals in a holistic manner, giving weight to price and other factors to the extent that they reflect upon GCHP’s assessment of the reasonable likelihood that a Proposer would be able to successfully render the services in a reliable manner satisfactory to GCHP at a reasonable cost.. GCHP may require Proposers to demonstrate that their product(s) functions as is represented in proposals and is usable and suitable for the purposes described in this RFP, and GCHP may evaluate and consider factors such as ease of use, functionality, ability to

integrate with GCHP’s technology eco-system and capabilities, and others as evidenced in the demonstration. GCHP reserves the right to evaluate the Proposals in any manner permitted by law.

For this RFP, GCHP has established three groups or “Lots”; Claims Processing Services, Mailroom Scanning and Imaging Services and Print and Fulfillment Services. Proposers are **not** required to bid on every Lot but may bid on **any or all** of the Lots. In order for Proposers proposal to be responsive to the Lot, you must be responsive to **EVERY** qualitative and quantitative requirement within the respective Lot.

Demand Profile/ Volume Metrics

Each Lot has its own set of specific volume metrics. Please reference each of the documents below in order to better understand the operation volumes by type and period.

- Lot 1 Claims Processing Services: Reference Attachment 9a
- Lot 2 Mailroom Scanning and Imaging Services: Reference Attachment 9b
- Lot 3 Print and Fulfillment Services: Reference Attachment 9c

NOTE: For ease of response, please use **Attachment 8a, 8b and 8c** for your response to Section 3 of each Lot:

Lot 1: Claims Processing Services

3.1. Lot 1 Claims Processing Services Proposer Overview

3.1.1. **Business Type Description** - List all that apply that describe your business.

- Corporation
- Partnership
- Joint Venture
- Publicly Held
- Limited Liability Corporation (LLC)
- Non-Profit
- Other, please specify

3.1.2. **Proposer Stability**

- 3.1.2.1. List any recent events which may have a material impact on Proposer’s stability, ongoing operational status, or organizational structure.
- 3.1.2.2. Indicate the length of time that Proposer has been providing claims processing technology for health plans.
- 3.1.2.3. Provide details of your product investments, roadmap, and release schedule. How are client requirements incorporated into these roadmaps
- 3.1.2.4. Describe how your Software Solution and product roadmap incorporates new and emerging technologies.

3.1.3. Experience/References

- 3.1.3.1. Describe your knowledge and capabilities regarding the California Department of Health Care Services (“DHCS”) and Centers for Medicare and Medicaid Services (“CMS”) regulatory environment, including specific examples of working within the parameters of DHCS regulations, where applicable.
- 3.1.3.2. Describe your experience with the Medicaid/Medi-Cal and Medicare/D-SNP product lines.
- 3.1.3.3. Describe your experience in configuring and processing claims using (a) HealthEdge HealthRules software, and (b) other claims processing technology.
- 3.1.3.4. How many customers do you have using HealthEdge HealthRules software Other software for claims processing?
- 3.1.3.5. List the technical skill sets that you employ that are focused on HeathRules claims processing software?
- 3.1.3.6. Describe how you provide value to your clients that sets you apart from your competition.
- 3.1.3.7. Provide your approximate total number of employees.
- 3.1.3.8. Provide employee turnover rate by month for the previous 12 months.
- 3.1.3.9. In the event Proposer anticipates utilizing subcontractor in the performance of any contract issued pursuant to this RFP, such subcontractor must be identified. Further, Proposer must fully define the scope of work to be performed by such subcontractor with an accompanying overview description of Proposer’s intended contractual relationship with, and plan for managing the performance of, such subcontractor.

3.1.4. Financial information

- 3.1.4.1. Each Proposer shall include one (1) complete copy of its most recent Annual Report

3.1.5. Continuous Improvement

- 3.1.5.1. Proposer shall proactively engage with the GCHP Change Control Board (CCB) to identify system/non-system-based changes, maintenance, or modification efforts that will provide a streamlined, organized, and/or efficient effect on operations.
- 3.1.5.2. Proposer shall propose the above improvement efforts at a minimum of twice annually.
- 3.1.5.3. Describe a project where you successfully navigated a Medicaid/Medicare or other healthcare or benefits client through process improvement efforts.
- 3.1.5.4. Describe your process for continuous improvement in the following areas:
 - Improving auto adjudication rates.
 - Claims payment accuracy (both financial and statistical), performance and timeliness
- 3.1.5.5. Describe your efforts to prevent Fraud, Waste, and Abuse (FWA).

3.2. Lot 1 Claims Processing Services Business Requirements

3.2.1. Configuration

- 3.2.1.1. Proposer shall configure the claims system to correctly pay, pend, reject, deny, or efficiently adjust claims according to applicable GCHP benefits, provider contracts and utilization management requirements.
- 3.2.1.2. Proposer shall configure all updates to provider contracts within 30 days of receipt.
- 3.2.1.3. Proposer shall accommodate all providers, provider types, and contract configurations (including, but not limited to DOFR, Capitation, Fee for Service) within 30 business days of receiving a GCHP approved CCD.
- 3.2.1.4. Proposer shall update the state published fee schedules within 30 days of publication.
- 3.2.1.5. Proposer shall configure the system to follow all local, state and federal regulations and GCHP rules during implementation.

- 3.2.1.6. Describe your general expertise with healthcare configuration for business rules, benefits, and workflows.
- 3.2.1.7. Describe your specific expertise with HealthEdge, HealthRules (HRP) configuration for business rules, benefits, and workflows.
- 3.2.1.8. Provide the number of years of experience you have configuring claims processing software for the following provider types:
 - Facilities
 - Hospitals
 - Physicians
 - Licensed Medical Clinicians
 - Unlicensed Medical Clinicians
 - Dentists and Oral Surgeons
 - Pharmacy
 - Behavioral and Mental Health Providers
 - Ophthalmologists and Optometrists
 - Durable Medical Equipment
 - Home Healthcare
 - Physical and Chiropractic Therapy
 - Others, please specify.
- 3.2.1.9. Describe your experience managing provider data in a claims processing system.
- 3.2.1.10. Describe your process to review providers with sanctions on excluded providers list.
- 3.2.1.11. Describe your process to add holds to provider records at various levels (TINS, SL, NPI.)
- 3.2.1.12. Describe your process for claims that may fall to provider-owned claims queue.
- 3.2.1.13. Describe your process to update provider records identified with incorrect setup.
- 3.2.1.14. Describe your process to terminate providers due to state file updates.
- 3.2.2. Data Maintenance and Processing**
 - 3.2.2.1. Proposer shall adjudicate and finalize claims by paying, pending, rejecting, or denying according to GCHP and regulatory guidelines for the benefit structure, claims policies and procedures, GCHP and regulatory timeliness and quality service levels, GCHP specific business rules, GCHP specific medical policies, and applicable state and federal law.
 - 3.2.2.2. Proposer shall perform data validation audits/reviews based on required reporting (e.g., audit configurations and claims for providers with high rate of unpaid claims.)
 - 3.2.2.3. Proposer shall ensure that down-level environments such as Test or Training are kept synchronized with Production with respect to configuration and data.
 - 3.2.2.4. Proposer shall validate provider information as required by agency regulations and GCHP business rules.
 - 3.2.2.5. Proposer shall perform QA on all provider updates and modifications.
 - 3.2.2.6. Describe your audit process and frequency to ensure data accuracy.
 - 3.2.2.7. Identify and describe your experience with Medicaid member eligibility files.
 - 3.2.2.8. Describe and define your process for handling enrollment file errors and how you will manage the errors and cycle times.

3.2.2.9. Describe your experience in handling Member Effectuation Files.

3.2.3. Encounters

3.2.3.1. Proposer shall handle all Encounters following agency regulations and GCHP business rules.

3.2.4. Change Control

3.2.4.1. Proposer shall collaborate with GCHP and other partners to develop and deliver a Change Management Plan for approval that, at a minimum, conforms to project management standards and addresses the Proposer's responsibilities in a multi-Proposer system.

3.2.4.2. Proposer shall have a manager or representative participate on the GCHP CCB and attend meetings to provide input on proposed changes, including work estimates for any major or minor changes that fall outside of normal maintenance.

3.2.4.3. Proposer shall collaborate with GCHP to review policy changes, contribute to assessments, and perform assessments, estimates and work changes in the timeframe and priority set by the CCB.

3.2.4.4. Proposer shall collaborate with all GCHP vendors as it relates to any system or non-system-based changes, modifications, or maintenance activities, testing efforts, tasks, or projects.

3.2.4.5. Proposer shall create, and submit for approval, a release management process and schedule, following industry best practices. The process will be used for all changes, including maintenance schedules, testing protocols, back-out plans and communications with the CCB.

3.2.4.6. Proposer shall maintain a release management report/dashboard in conjunction with the CCB, to ensure that the status of all implementations is updated on a real-time basis.

3.2.4.7. Provide your organization's high-level change control processes and identify any tools or processes used for change management/change requests by your organization.

3.2.5. Incident Management

3.2.5.1. Proposer shall immediately report any service disruption using the approved Incident Management process.

3.2.5.2. Proposer shall participate in any required Incident Management procedures and calls as needed during a priority outage.

3.2.5.3. Proposer shall participate in the resolution of any Incidents identified by either the Proposer or by any other party.

3.2.5.4. Proposer shall define its approach to maintenance of all equipment put in place because of this RFP and include a guarantee of up-time for any provided equipment or systems.

3.2.5.5. Proposer shall participate in any root-cause analysis, corrective action planning or other follow-up activities outlined in the Incident Management Plan.

3.2.5.6. Proposer shall provide adequate disaster recovery and business continuity to ensure that all GCHP processes can be completed within established time frames. All plans shall be submitted to GCHP annually for review and approval.

3.2.5.7. Proposer shall participate in any Disaster Recovery plan training, testing and exercises.

3.2.5.8. When an error resulting from the Proposer's services is identified, either by the Proposer or another party, the Proposer will bear the financial burden to fix the error and its downstream impacts (impacts to fix any incorrect claims, etc.) and make all modifications necessary to prevent similar errors in the future.

3.2.5.9. Provide a high-level overview of your Disaster Recovery plan.

3.2.5.10. Provide a high-level overview of your Business Continuity plan.

3.2.6. Regulatory Requirements

- 3.2.6.1. Proposer shall have the ability to provide a data exchange with Government agencies (Internal Revenue Service (IRS) and Franchise Tax Board (FTB)).
- 3.2.6.2. Proposer must confirm ability to perform secure 1099 validations with the FTB.
- 3.2.6.3. Proposer shall confirm ability to perform secure TIN (Tax Identification Number) validations with IRS.
- 3.2.6.4. Proposer shall review, and act based on the OFAC watchlist.
- 3.2.6.5. Proposer shall comply with all state and federal statutes, regulations, and administrative procedures that are, or become effective during the term of the contract. This includes all DHCS and CMS regulations.
- 3.2.6.6. Proposer and GCHP shall monitor published regulatory changes at all levels and rate updates, including but not limited to bulletins to update payment code sets.
- 3.2.6.7. Proposer shall not communicate directly with local, state, or federal regulatory entities on GCHP's behalf without prior written consent.

3.3. Lot 1 Claims Processing Services Technology Requirements

3.3.1. Eligibility and Enrollment

- 3.3.1.1. Proposer shall ensure all eligibility and enrollment activities follow agency regulations and GCHP business rules.
- 3.3.1.2. Proposer shall facilitate the acceptance of electronic member roster files and review 834 audit files against internal records.
- 3.3.1.3. Proposer shall distribute data to other integrated functional components including claims processing systems, care management platforms, secure web-based Provider and Member Portals, member mobile applications (if available), pharmacy networks, etc.
- 3.3.1.4. The Proposer shall conduct weekly reconciliations of the enrollment/disenrollment file and daily enrollment/disenrollment activity against DHCS records
- 3.3.1.5. Proposer shall upload daily 834 files within 1 business day from receipt.
- 3.3.1.6. Proposer shall upload monthly 834 files within 4 business days.
- 3.3.1.7. Proposer shall produce member ID card file for print vendor on daily basis based on updates to member record for changes requiring a new ID card.
- 3.3.1.8. Identify and describe your ability to receive and process enrollment data in different formats: XML, flat files, spreadsheets, delimited files, CSV files, 834s, or other?

3.3.2. Claims Processing (First pass, adjustments, bulk, corrected)

3.3.2.1. Adjudication

- 3.3.2.1.1. Proposer shall perform all claims processing tasks following agency regulations and GCHP business rules.
- 3.3.2.1.2. Identify and describe your expertise in improving auto adjudication rates in partnership with a third-party vendor, including what percentage improvement was achieved.
- 3.3.2.1.3. Identify and describe your process for handling claims that fail auto adjudication.
- 3.3.2.1.4. Provide a description of your process for handling failed claims (review and resolution.)
- 3.3.2.1.5. Provide your organization's experience with Optum Insight Claims Editing System or similar tools/technologies.
- 3.3.2.1.6. Provide your organization's experience with making mass changes/adjustments to claims (positive and negative adjustments.)

3.3.2.1.7. Identify and describe any tools or processes you propose to improve the efficiency of electronic claims processing. (e.g., machine learning technology)

3.3.2.1.8. Identify and describe your experience with 3M Grouper Plus Content Services or similar tools/technologies.

3.3.2.1.9. Identify and describe your experience with Optum EasyGroup reimbursement or similar tools/technologies.

3.3.2.2. Explanation of Benefits (EOB)/ Explanation of Payments (EOP)

3.3.2.2.1. Describe your process for automating Explanation of Benefits (EOB)/ Explanation of Payments (EOP.) Please include your process of creating the files as well as quality checking them.

3.3.2.2.2. Identify and describe how you support the customization of Explanation of Benefits (EOB)/ Explanation of Payments (EOP.)

3.3.2.3. Payment Accuracy

3.3.2.3.1. Proposer shall be responsible for working with GCHP to develop a provider dispute resolution process, including detailed analysis and review of the original claim, fee schedules, contracts, authorizations, and regulations including any updates or changes that have affected the claim.

3.3.2.3.2. Proposer shall be responsible for capturing, acknowledging, storing, reporting, and resolving provider disputes according to state and federal regulations.

3.3.2.3.3. The Proposer shall, within regulatory requirements and GCHP direction, make reasonable efforts to recoup or collect claim overpayment and revenue recovery.

3.3.2.3.4. Describe how your organization has improved payment accuracy for other health plans.

3.3.2.3.5. Describe your ability to participate in audits upon request.

3.3.2.3.6. Describe how you measure and report on payment accuracy.

3.3.2.3.7. Describe your experience handling claims that require prior authorization or have attached medical documents for review.

3.3.2.3.8. Describe your process for responding to claim status inquiries.

3.3.2.3.9. Describe your experience with provider disputes.

3.3.2.4. Describe your experience with adjudicating claims with manual intervention.

3.3.3. Reporting

3.3.3.1. Proposer shall maintain an approved report generation schedule for all schedule reports for the term of the contract.

3.3.3.2. Proposer shall update the report generation schedule any time an approved change is made including but not limited to a report addition, a report deletion, or change in report frequency.

3.3.3.3. Proposer shall provide reports in an approved dashboard format and will include attachments with supporting data for each measure on the dashboard.

3.3.3.4. Proposer shall store all generated reports in a centralized document repository.

3.3.3.5. Proposer shall collaborate with GCHP to review all required reports, at a minimum, annually or as required by change in business needs. Proposer shall make any report modifications after the review within the agreed upon time frames.

3.3.3.6. Describe how your company measures and reports success with key customers. List all Service Level Agreements (SLA's) and Key Performance Indicators (KPI's) in detail that describe and measure what your company determines to be a best practice for a long-term strategic relationship.

3.3.3.7. Describe what differentiates your company's reporting from your competition.

- 3.3.3.8. Identify your experience with dashboard reporting including the data presented within the organization's dashboards.
- 3.3.3.9. Do you have any experience with combining/ sorting data from multiple sources/ vendors/applications and creating client requested reports?
- 3.3.3.10. Identify and describe whether you can provide all available reporting data in a raw data file to GCHP for development of their own reports.
- 3.3.3.11. Identify and describe the applications you currently utilize for reporting analytics.

3.3.4. Quality Assurance

- 3.3.4.1. Proposer must submit, for review and approval, a Quality Assurance Plan within 30 days of contract signing.
- 3.3.4.2. Proposer shall log and notify data entry teams of any data entry keying errors discovered in the claims adjudication process.
- 3.3.4.3. Provide a sample Quality Assurance Plan with your RFP response.

3.4. Lot 1 Claims Processing Services IT Security

- 3.4.1. Please provide a contact name and email address for receipt of the full Security Risk Assessment noted in Section 1.5.
- 3.4.2. Do you possess an independent audit for any one of the following?

(Select all that apply)

- SOC Type II (SSAE16)
- HITRUST
- HIPAA
- HITECH
- ISO 27001
- ISO 27017/18 (Cloud Services)
- PCI-DSS (Payment Card)
- Sarbanes-Oxley
- None

- 3.4.3. Is there an Information Security Policy and does it include?

(Select all that apply)

- Information Asset Security Policy
- Data Classification Policy
- Information Security Awareness Policy
- Physical Security Policy
- Acceptable Use Policy
- Access Control Policy
- Authentication Policy
- Risk Management Policy
- Incident Management Policy

- Patch Management Policy
- Change Control Policy
- Anti-Malware Policy
- Remote Access Policy
- User Workstation Security Policy
- Personal Computers Policy (BYoD)
- Server Security Policy
- Network Device Policy
- Backup and Restore Policy
- Logging and Events Policy
- DR / BCP Policy
- Data Separation Policy
- Encryption and Key Management Policy
- Technology Equipment Disposal Policy
- Clean Desk Policy
- No Policy

3.4.4. Do you build your Information Security Policies around any one of the following frameworks or standards?
(Select all that apply)

- HIPAA Privacy/Security Rule (Standards)
- NIST (Framework & Standards)
- ISO 2700x (Standards)
- AICPA's Trust Services (SOC2)
- SANS Critical Security Controls (Standards)
- COBIT (Framework)
- OWASP (Framework)
- None

3.4.5. Is your Information Security Policy used in all environments (ex., corporate, production, development, etc.)?

- Yes
- No

3.4.6. Do your services include the handling, collection, or processing of any PHI (protected health information) or PII (personally identifiable information)?

- PHI
- PII
- Both

3.4.7. What type of PHI or PII records are used?

(Select all that apply)

- Date of Birth
- Phone/Fax Numbers
- Email Address
- Social Security Number
- Medical Records Number
- Claim Number (Medical)
- Member Identification Number
- Health Plan Beneficiary Number
- License Number(s) (ex. Medical, Drivers, Birth)
- Biometric Identifiers
- Photographs (Medical or Face/Body)
- Medical Condition Information
- None

3.4.8. Do you encrypt sensitive data at rest?

(Select all that apply)

- Yes
- Mostly
- No

3.4.9. Do you encrypt sensitive data in transit?

(Select all that apply)

- HTTPS
- SMTPS
- SSH
- SFTP
- VPN (IPSec)
- No

3.4.10. Do your business-services operate in a;

(Select all that apply)

- Dedicated and privately-owned data center
- Multi-tenant collocation data center
- Cloud environment
- Hybrid solution ex. partial on-prem and partial cloud
- Partnered with another 2nd or 3rd party service
- None

3.4.11. How is the application, service, or data accessed?

(Select all that apply)

- HTTPS Website
- Citrix or RemoteApps
- VPN (IPSec)
- Secure SFTP/SSH/SCP
- FTP
- Encrypted Email
- Unencrypted Email

3.4.12. Do you have a formal vulnerability management program?

- Yes
- No

3.4.13. How frequent are you exercising your vulnerability management program?

- Weekly
- Monthly
- Quarterly
- Annually

3.4.14. Do you have a process to remediate any known or discovered vulnerabilities?

- Yes. (Please explain the expected timeframes for remediation)
- No

3.4.15. Are there entitlement and/or user access controls for use of the product?

- Yes, Entitlements are required for the application
- No, Entitlements are not required for the application

3.4.16. Are entitlements and/or user access controls.

(Select all that apply)

- Controlled by third parties
- Controlled by an automatic provisioning process
- Controls restricted by Role-Based Access Controls (RBAC)
- Least Access Principle Used
- Access restricted by Firewall
- N/A

3.4.17. Are any services or development processes subcontracted?

- Yes
- No

3.4.18. If subcontractors are used, are they held to the same accountability and follow your security policies as your employees?

Yes

No

3.4.19. Who developed the application?

(Select all that apply)

Off-the-shelf Software,

Internally (home-grown)

Open source

Other (Please Explain)

N/A

3.4.20. Is there a Business Continuity/Disaster Recovery (BC/DR) program?

Yes

No

3.4.21. Is the Business Continuity and/or Disaster Recovery program tested at least annually?

Yes

No

3.4.22. Do you provide Service Level Agreements (SLA) for your service? If so, what options are available (please describe in text box).

Yes (Please describe options available)

No

3.4.23. Do you offer support services? Are they.

(Select all that apply)

In-house staff

Subcontracted

Based in the USA

Based offshore

Support dedicated to a single individual

Support goes in queue for next available representative

No Support Services

3.5. Lot 1 Claims Processing Services Implementation and Staffing Approach

3.5.1. Overview

3.5.1.1. Within 60 days of contract signing, the Proposer shall work with GCHP, and other Proposers where appropriate, to develop operations policies and procedures to ensure timely and efficient payment of claims. These documents shall be submitted via document control procedures for review and approval, and updated annually, at minimum.

3.5.1.2. Proposer shall submit all required documents for approval and will continue to correct documents until written approval is received.

- 3.5.1.3. Provide an overview of your company's program management organizational structure as described in the proposal and how the work will be performed.
- 3.5.1.4. Provide a task-level description of your firm's proposed implementation approach. For each project stage, estimate the requirements your approach will place on GCHP staff. Please detail the roles, responsibilities, and accountability for each project stage.
- 3.5.1.5. What is the proposed implementation services program structure and organizational model? Will you be directly providing these services, or do you propose to use a third-party service provider for implementation? For clarity, please verify that your implementation services scope minimally covers all items requested in this Section 3.5 and highlight any additional scope or services that you will provide to GCHP.
- 3.5.1.6. Provide case studies of similar projects you have successfully implemented and/or currently support.
- 3.5.1.7. Provide details of your plans for supporting GCHP immediately following implementation cut-over/go-live to ensure stable system operation and a smooth user-experience. What is the structure, staffing, and duration of such immediate post-implementation support? For clarity, this support is separate from any annual on-going support services.

3.5.2. Training and Project Management

- 3.5.2.1. Proposer shall provide appropriate training to ensure compliance with all local, state, and federal regulations. Updates to regulation-associated training will be addressed at no cost to GCHP.
- 3.5.2.2. Proposer shall collaborate with GCHP to develop and submit a Training and Knowledge Plan for review and approval in accordance with the Contract Deliverable Management Plan. The Training and Knowledge Plan shall provide the methodology and approach to provide ongoing training as required for all Proposer personnel.
- 3.5.2.3. Proposer's Training and Knowledge Plan shall include a list of all available training courses, frequency of training, on-boarding training plans and other relevant training information.
- 3.5.2.4. Proposer shall provide training metrics to GCHP on a quarterly basis.
- 3.5.2.5. Proposer shall provide all training materials and training curriculum to GCHP for review and approval with a minimum of sixty days' notice before any scheduled training delivery.
- 3.5.2.6. In coordination with GCHP and the HealthEdge vendor, the Proposer must develop and submit job aids for review and approval.
- 3.5.2.7. Proposer shall produce and submit an initial Training Schedule that can become part of the Master Project Schedule for the Implementation/ Transition-in period. The Training Schedule should consider time required to develop and submit training curriculum, onboard new employees, and collaborate with partners to ensure a smooth Implementation/ Transition-in.
- 3.5.2.8. Proposer shall furnish and maintain appropriate hardware, software, and other necessary materials to support the development, maintenance, and delivery of required training.
- 3.5.2.9. Please indicate if any subcontractors or third-party vendors are contracted for developing training materials for staff.
- 3.5.2.10. Provide an overview describing how you expect to communicate and work with GCHP's personnel throughout the project.
- 3.5.2.11. Provide a project plan and timeline outlining critical milestones necessary to meet any stated deadlines.

3.5.3. Key Personnel and Staffing

- 3.5.3.1. Include the actual resumes of the key personnel to be assigned to this project, not just samples.

- 3.5.3.2. What is the duration of the commitment of key personnel to GCHP?
- 3.5.3.3. Identify and describe where personnel will work during this contract. (On-shore, off-shore, near-shore, or a percentage combination).
- 3.5.3.4. What is your plan to manage turnover in staff, including turnover in any key personnel assigned to GCHP?
- 3.5.3.5. Describe your employee engagement strategies and measurement processes.
- 3.5.3.6. Describe your strategic plan to staff up for the work volume increase under this contract.
- 3.5.3.7. Describe your process of decision making when distributing new workloads amongst your internal and deployed workforce.
- 3.5.3.8. Do you evaluate resources based on certificates, skill sets, or healthcare specific education?
- 3.5.3.9. Describe your recruiting procedure based on healthcare experience and other requirements.
- 3.5.3.10. Describe your background check requirements (National or International if offshore operations).
- 3.5.3.11. Describe your company's competitive differentiators within your resources.
- 3.5.3.12. Describe your termination process for resources. Also, describe access removal policies for terminated resources.
- 3.5.3.13. Provide information on the offices and resources that would be dedicated/assigned to GCHP for operational and customer support.
- 3.5.3.14. Define your manager to resource ratio for this contract.
- 3.5.4. Transition Out**
 - 3.5.4.1. Proposer shall develop and submit for approval a Transition and Closeout Plan one quarter prior to the beginning of the Turnover and Closeout Phase of the contract.
 - 3.5.4.2. Proposer shall designate key points of contact for turnover planning activities within ten calendar days of a new contract award.
 - 3.5.4.3. Proposer shall make key points of contact and key personnel available for transition planning during the transition out period.
 - 3.5.4.4. Upon termination or expiration of the SOW, the Proposer shall transfer images and claim documents to GCHP, or designee, during the transition out period.

Lot 2: Mailroom Services

3.1. Lot 2 Mailroom Services Proposer Overview

3.1.1. General Overview

- 3.1.1.1. GCHP's mailroom operations are currently supported by a third-party on-site at our offices in Camarillo CA. GCHP will offer the same space to any Proposer. The current footprint for the mailroom operation is 1,150 square feet. Proposer may either configure a new work environment at GCHP's site or propose the services from a different location. GCHP's location preference is either onsite at GCHP's office or close by and in Ventura County CA.
- 3.1.1.2. If the Proposer will be utilizing space off-site (within Ventura County), provide the address of the service location.
- 3.1.1.3. If the Proposer will be utilizing space off-site (within Ventura County,) describe how multi-customers mail is maintained separate and secure from GCHP's mail.
- 3.1.1.4. Describe what quality and procedural controls are in place to ensure staff compliance with policy, procedure and regulatory requirements?

3.1.1.5. Proposer shall submit an organizational overview document that includes a description of all relevant regulated healthcare experience.

3.1.1.6. If an option, are you able to hire and retain/rebadge the existing mailroom personnel at a mutually agreed upon time.

3.1.2. **Business Type Description** - List all that apply that describe your business.

- Corporation
- Partnership
- Joint Venture
- Publicly Held
- Limited Liability Corporation (LLC)
- Non-Profit
- Other, please specify

3.1.3. **Proposer Stability**

3.1.3.1. List any recent events which may reasonably have a material impact on Proposer's stability, ongoing operational status, or organizational structure.

3.1.3.2. Describe how your Software solution and product roadmap incorporates new and emerging technologies.

3.1.4. **Experience/References**

3.1.4.1. Proposer shall review procedures, at minimum, twice per year and provide recommendations to GCHP for process improvement changes. Proposer shall work with GCHP to implement agreed upon changes.

3.1.4.2. Describe your knowledge and capabilities regarding the California Department of Health Care Services ("DHCS") and/or CMS regulatory environment, including specific examples of working within the parameters of DHCS regulations, where applicable.

3.1.4.3. Describe your experience with the Medicaid/Medi-Cal and Medicare/D-SNP product line.

3.1.4.4. Describe your experience with using (a) Health Edge Health Rules claims processing software.

3.1.4.5. How many customers do you have using Health Edge Health Rules claims processing software?

3.1.4.6. Describe how you provide value to your clients that sets you apart from your competition.

3.1.4.7. Provide your approximate total number of employees.

3.1.4.8. Provide employee turnover rate by month for previous 12 months.

3.1.4.9. Provide an overview of how you support customers in Southern CA, including but not limited to the number of offices, number of employees, etc.

3.1.5. **Financial information**

3.1.5.1. Each Proposer shall include one (1) complete copy of its most recent Annual Report.

3.2. Lot 2 Mailroom Scanning and Imaging Services Business Requirements

3.2.1. **Receiving/ Inbound Documents**

3.2.1.1. Proposer shall identify, log, and track all mail that is certified, registered, or requiring signature.

3.2.1.2. Proposer shall implement standard procedures to receive mail and intake documents that incorporate GCHP's business rules.

- 3.2.1.3. Proposer shall pick up/receive mail by 7am PST each day. All mail accepted by 7am PST will be processed by the end of the day.
- 3.2.1.4. Proposer shall complete scanning, verification and converting mail to images within 24 hours of receipt.
- 3.2.1.5. Identify and describe your process for handling handwritten claims.
- 3.2.1.6. Describe your process for handling other document types (medical documents, referral documents, etc.)
- 3.2.1.7. Describe your process for handling multiple documents (similar or different, related or not) in a single envelope/box.
- 3.2.1.8. Describe your process for handling and returning to the sender misrouted claims and documents that should not be processed by the Proposer. (e.g., legal documents, documents containing PHI)
- 3.2.1.9. Describe your ability to route scanned documents based on pre-coded footer information.
- 3.2.2. Quality Assurance**
 - 3.2.2.1. Proposer shall submit, for review and approval, a Quality Assurance Plan within 30 days of contract signing. The Quality Assurance Plan shall include, minimally:
 - Quality review and inspection process of claims and all other documents.
 - Criteria used to determine defects.
 - Commitment to scanning all documents at 300 dpi.
 - Internal quality KPIs not otherwise stated in the RFP.
 - Cadence for QA processes, both electronic and observational.
 - 3.2.2.2. Proposer shall have a process to notate and reject documents with poor and unreadable image quality. Documents rejected due to unreadable image quality shall be returned to the sender within 30 days of receipt.
 - 3.2.2.3. Proposer shall re-process any documents that are not accurately captured by the standard intake process, identified through quality control, audit, research or review. If a document requires re-scanning, the re-scan and quality review shall take place within 30 days of document receipt.
 - 3.2.2.4. Identify and describe your high-level disaster recovery (DR) capabilities to ensure work continuity. Include the time it will take to engage a new facility if a work stoppage occurs.
 - 3.2.2.5. What percent of claims by batch and type are subject to QA?
 - 3.2.2.6. What percent of total documents go through a quality check process?
 - 3.2.2.7. Identify and describe any QA drilldown and root cause process (e.g., if error percent exceeds threshold.)
 - 3.2.2.8. Identify who is responsible for the QA processes.
 - 3.2.2.9. Provide, as an attachment to the RFP submission, a description of your reconciliation process by document type. Include a sample of your standard reconciliation form. Include claims by type with and without attachments and classify other documents by type. Null receipts should be noted as such.
- 3.2.3. Storage and Access to Archived Files**
 - 3.2.3.1. Proposer will utilize GCHP's record retention vendor (Iron Mountain) and adhere to GCHP's records retention policies.
 - 3.2.3.2. Proposer shall provide archived paper documents upon request. If documents are in short-term storage (received within 60 days), they should be provided within 24 hours. Archived paper documents (documents over 60 days old) should be provided within 3 business days.
 - 3.2.3.3. Proposer shall work with GCHP to determine the length of time to maintain immediate access for scanned documents (by document type) vs digitally archiving documents.

- 3.2.3.4. At GCHP's discretion upon contract termination and under a separate agreement, GCHP may request that the Proposer provide and maintain access to the retained digital documents until the retention period lapses for digital file retention. GCHP will be responsible for assuming the cost of any paper storage costs until the destruction date and at its discretion may upon mutual agreement leave the stored paper materials at the current location.

3.2.4. Incident Management

- 3.2.4.1. Proposer shall name a single point of contact for Incident Management and issue escalations.
- 3.2.4.2. Proposer shall immediately report any incident that will result in a Scanning delay using an approved Incident Management process.
- 3.2.4.3. Proposer shall participate in any required Incident Management calls as needed to work an incident to resolution.
- 3.2.4.4. Proposer shall participate in any root-cause analysis, corrective action planning or other follow-up activities outlined as the result of an incident.
- 3.2.4.5. Proposer shall define its approach to service and maintain all equipment put in place because of this RFP. Describe your cadence for equipment maintenance.
- 3.2.4.6. Proposer shall provide its guarantee of up-time for equipment and typical penalties for non-performance in this regard.
- 3.2.4.7. Describe your maintenance and support offerings (i.e., pre-deployment, post-deployment, consulting after-hours support, 7/24 on-call support, etc.) and how you provide them.

3.2.5. Reporting

- 3.2.5.1. Describe how your company measures and reports success with key customers. List all Service Level Agreements (SLA's) and Key Performance Indicators (KPI's) in detail that describe and measure what your company determines to be a best practice for a long-term strategic relationship.
- 3.2.5.2. Proposer shall have the ability to track all activities related to the services and the ability to generate reports that monitor volumes, trends, and users.
- 3.2.5.3. Proposer shall work with GCHP to identify appropriate reporting needs within 30 days of contract signing.
- 3.2.5.4. Proposer shall maintain an approved report generation schedule for all schedule reports for the term of the contract, updating the schedule as requested by client and reviewing all reports with the client annually.
- 3.2.5.5. Proposer shall provide reports in an approved dashboard format and will include attachments to supporting data for each measure on the dashboard.
- 3.2.5.6. Proposer shall store all generated reports in a centralized document repository.
- 3.2.5.7. Provide an inventory of your standard reports.
- 3.2.5.8. Identify and describe any post-delivery audit reports you provide for weekly/monthly accuracy scores?

3.3. Lot 2 Mailroom Scanning and Imaging Services Technology Requirements

3.3.1. Scanning and Turnaround Time

- 3.3.1.1. Proposer shall have the ability to expedite the turnaround time of specific documents as requested by GCHP.
- 3.3.1.2. Proposer shall re-scan non-claim documents deemed unreadable within 48 hours after receipt of the document at no cost.
- 3.3.1.3. Proposer shall ensure that GCHP is granted access to all images electronically.

- 3.3.1.4. Proposer will use technology, GCHP policies, business rules logic, and manual processes as data are captured, to enhance the accuracy rate of the data capture. Business rules logic includes edits that would restrict the types of data allowed in each field or lookups that guide the operator to capture correct data.
- 3.3.1.5. Proposer must provide a minimum of a one-to-1.5-day KPI with 95% to 99% accuracy by field for scanned claims, entered to Health Rules Payor (HRP.)
- 3.3.1.6. Proposer shall include all standard text and any margin text out to page edge in each scan.
- 3.3.1.7. Proposer shall assign each image created with an identifiable, traceable, unique document control number or smart number, which include the Julian date and original date received.
- 3.3.1.8. Proposer shall develop and maintain an image warehouse of scanned and digital images. Images must be retrievable by end users (claims processors/ GCHP employees).
- 3.3.1.9. All images shall be accessible by end users (claims processors/ GCHP employees) during the term of the agreement using specific, agreed upon indexing criteria.
- 3.3.1.10. Identify and describe your software capabilities for searching scanned images. What key data elements will be searchable within the scanned documents?
- 3.3.1.11. Identify and describe your process for securely handling and processing paper checks (when accompanied with other documents.)
- 3.3.1.12. Identify and describe your equipment/software limitations including volume, capacity, format, and other factors that impact production.
- 3.3.1.13. Describe the capabilities of your equipment to scan single-sided/double-sided/large documents/etc.
- 3.3.2. Outbound Process**
 - 3.3.2.1. Proposer shall make claims available for nightly intake to HRP in an electronic 837 file format not later than 12 midnight. All other documents will be migrated to the image warehouse on a Realtime or near Realtime basis after indexing. Proposer shall prioritize specific documents for scanning and migrating based on GCHP and Proposer discussions. Prioritization may change throughout the duration of the contract.
 - 3.3.2.2. Identify and describe the file format(s) for scanned images. Describe what formats are available to the end user upon retrieving an image. Please elaborate on any exceptions and why.
 - 3.3.2.3. Describe your KEY Data Entry (KDE) for information that exceeds the reliability criteria within the OCR software by OCR/ICR scanned images.
- 3.3.3. Technology**
 - 3.3.3.1. Describe your hardware and software technology components/platforms. How does your technology make you the best choice compared to your competitors?
 - 3.3.3.2. Describe your ability to extract content using OCR, ICR, Optical Mark Recognition (OMR), and barcodes (1D, 2D) from English, Spanish image/document/file of varying size for tracking, classification, and routing purposes.
 - 3.3.3.3. Identify and describe your equipment and software capabilities to de-skew and sharpen images to improve quality and readability.
 - 3.3.3.4. Describe your software release horizon including updates and enhancements of your solution. How often do you release software updates.
 - 3.3.3.5. Describe your software's ability to limit end user (GCHP employees and other vendors) access to content based on user permissions/roles to maintain HIPAA compliance.

3.3.4. Integration

- 3.3.4.1. Proposer shall integrate their images with Claims and other Vendor software allowing end users (Claims processors and GCHP employees) to access image as a pop-up (or other) within the vendor software.
- 3.3.4.2. Proposer shall collaborate with HealthEdge during implementation to integrate the systems. Other integrations may be requested later.
- 3.3.4.3. Identify and describe your experience integrating with HealthEdge or similar software systems.
- 3.3.4.4. Describe the architecture of your solution including description of solution platform, storage, database management system, high availability, and redundancy features.
- 3.3.4.5. What type of application program interfaces (APIs) are available in your solution? Please specify. can it support real time feed?

3.3.5. Information Security

- 3.3.5.1. At the end of paper document retention schedule, the Proposer shall destroy documents using HIPAA-compliant secure methods and obtain a certificate of destruction, provided to the client.
- 3.3.5.2. Proposer shall submit for review and approval a Privacy and Information Security Plan that is compliant with HIPAA within 30 days of contract signing. The Plan shall include, at a minimum, the following:
 - Secure Data Standards
 - Document Security
 - Building security for work with confidential material (key cards, door alarms, etc.)
 - Handling and reporting of any data breaches
 - Process for complying with applicable regulations, including HITECH, HIPPA and PHI requirements
- 3.3.5.3. Proposer shall ensure all software provides user-level security to restrict access to PHI and PII at the user level when required.
- 3.3.5.4. Proposer shall provide reasonable prior notice when installing software updates. Software replacement requires a minimum of 90 days' notice and provision of a back-out plan for implementation failure, as well as a mitigation plan for production delays.
- 3.3.5.5. What is the maximum concurrent user access to the solution?
- 3.3.5.6. Describe the safeguards your solution has in place to protect the integrity of captured data.

3.4. Lot 2 Mailroom Scanning and Imaging Services IT Security

- 3.4.1. Please provide a contact name and email address for receipt of the full Security Risk Assessment noted in Section 1.5.
- 3.4.2. Do you possess an independent audit for any one of the following?

(Select all that apply)

- SOC Type II (SSAE16)
- HITRUST
- HIPAA
- HITECH
- ISO 27001
- ISO 27017/18 (Cloud Services)
- PCI-DSS (Payment Card)

Sarbanes-Oxley

None

3.4.3. Is there an Information Security Policy and does it include?

(Select all that apply)

Information Asset Security Policy

Data Classification Policy

Information Security Awareness Policy

Physical Security Policy

Acceptable Use Policy

Access Control Policy

Authentication Policy

Risk Management Policy

Incident Management Policy

Patch Management Policy

Change Control Policy

Anti-Malware Policy

Remote Access Policy

User Workstation Security Policy

Personal Computers Policy (BYoD)

Server Security Policy

Network Device Policy

Backup and Restore Policy

Logging and Events Policy

DR / BCP Policy

Data Separation Policy

Encryption and Key Management Policy

Technology Equipment Disposal Policy

Clean Desk Policy

No Policy

3.4.4. Do you build your Information Security Policies around any one of the following frameworks or standards?

(Select all that apply)

HIPAA Privacy/Security Rule (Standards)

NIST (Framework & Standards)

ISO 2700x (Standards)

- AICPA's Trust Services (SOC2)
 - SANS Critical Security Controls (Standards)
 - COBIT (Framework)
 - OWASP (Framework)
 - None
- 3.4.5. Is your Information Security Policy used in all environments (ex., corporate, production, development, etc.)?
- Yes
 - No
- 3.4.6. Do your services include the handling, collection, or processing of any PHI (protected health information) or PII (personally identifiable information)?
- PHI
 - PII
 - Both
- 3.4.7. What type of PHI or PII records are used?
(Select all that apply)
- Date of Birth
 - Phone/Fax Numbers
 - Email Address
 - Social Security Number
 - Medical Records Number
 - Claim Number (Medical)
 - Member Identification Number
 - Health Plan Beneficiary Number
 - License Number(s) (ex. Medical, Drivers, Birth)
 - Biometric Identifiers
 - Photographs (Medical or Face/Body)
 - Medical Condition Information
 - None
- 3.4.8. Do you encrypt sensitive data at rest?
(Select all that apply)
- Yes
 - Mostly
 - No
- 3.4.9. Do you encrypt sensitive data in transit?
(Select all that apply)

- HTTPS
- SMTPS
- SSH
- SFTP
- VPN (IPSec)
- No

3.4.10. Do your business-services operate in a;

(Select all that apply)

- Dedicated and privately-owned data center
- Multi-tenant collocation data center
- Cloud environment
- Hybrid solution ex. partial on-prem and partial cloud
- Partnered with another 2nd or 3rd party service
- None

3.4.11. How is the application, service, or data accessed?

- HTTPS Website
- Citrix or RemoteApps
- VPN (IPSec)
- Secure SFTP/SSH/SCP
- FTP
- Encrypted Email
- Unencrypted Email

3.4.12. Do you have a formal vulnerability management program?

- Yes
- No

3.4.13. How frequent are you exercising your vulnerability management program?

- Weekly
- Monthly
- Quarterly
- Annually

3.4.14. Do you have a process to remediate any known or discovered vulnerabilities?

- Yes. (Please explain the expected timeframes for remediation)
- No

3.4.15. Are there entitlement and/or user access controls for use of the product?

- Yes, Entitlements are required for the application
 - No, Entitlements are not required for the application
- 3.4.16. Are entitlements and/or user access controls.
(Select all that apply)
- Controlled by third parties
 - Controlled by an automatic provisioning process
 - Controls restricted by Role-Based Access Controls (RBAC)
 - Least Access Principle Used
 - Access restricted by Firewall
 - N/A
- 3.4.17. Are any services or development processes subcontracted?
- Yes
 - No
- 3.4.18. If sub-Proposers are used, are they held to the same accountability and follow your security policies as your employees?
- Yes
 - No
- 3.4.19. Who developed the application?
(Select all that apply)
- Off-the-shelf Software
 - Internally (home-grown)
 - Open source
 - Other (Please Explain)
 - N/A
- 3.4.20. Is there a Business Continuity/Disaster Recovery (BC/DR) program?
- Yes
 - No
- 3.4.21. Is the Business Continuity and/or Disaster Recovery program tested at least annually?
- Yes
 - No
- 3.4.22. Do you provide Service Level Agreements (SLA) for your service? If so, what options are available (please describe in text box).
- Yes (Please describe options available)
 - No
- 3.4.23. Do you offer support services? Are they.
(Select all that apply)
- In-house staff

- Subcontracted
- Based in the USA
- Based offshore
- Support dedicated to a single individual
- Support goes in queue for next available representative
- No Support Services

3.5. Lot 2 Mailroom Scanning and Imaging Services Implementation Approach

3.5.1. Overview

- 3.5.1.1. Provide a task-level description of your firm's proposed implementation approach. For each project stage, estimate the requirements your approach will place on GCHP staff. Please detail the roles, responsibilities, and accountability for each project stage.
- 3.5.1.2. Provide details of your plans for supporting GCHP immediately following implementation cut-over/go-live to ensure stable system operation and a smooth user-experience. What is the structure, staffing, and duration of such immediate post-implementation support? For clarity, this support is separate from any annual on-going support services.
- 3.5.1.3. Provide a project plan and timeline outlining critical milestones necessary to meet any stated deadlines.

3.5.2. Proposed Staffing and Training

- 3.5.2.1. Proposer shall provide appropriate staffing and ensure all staff are properly trained.
- 3.5.2.2. What is your plan to manage turnover in staff, including turnover in any key personnel assigned to GCHP?
- 3.5.2.3. Proposer shall provide appropriate training to ensure compliance with all local, state, and federal regulations. Updates to regulation-associated training will be completed at no cost to GCHP.
- 3.5.2.4. Operators will receive extensive training on procedures for each field using GCHP supplied documentation or comparable materials that substantially emulate GCHP policies and procedures. In general, training will be required, and operators will be instructed to capture the data as it appears in the image. Where appropriate, operators will be given authority to determine the correct data to be captured when data does not meet the criteria for key-what-you-see.
- 3.5.2.5. Present a description of the qualifications of individuals with whom you plan to staff the project, a delineation of their roles and responsibilities, a discussion of the location (on-shore or off-shore) from which you expect to manage and staff the project, and a discussion of how you expect to communicate and work with GCHP's personnel throughout the project.
- 3.5.2.6. In the event Proposer anticipates utilizing subcontractors in the performance of any contract issued pursuant to this RFP, such subcontractor must be identified. Further, Proposer must fully define the scope of work to be performed by such subcontractor with an accompanying overview description of Proposer's intended contractual relationship with, and plan for managing the performance of, such subcontractor.
- 3.5.2.7. Include the actual resumes of the key personnel to be assigned to this project, not just samples.
- 3.5.2.8. What is the duration of the commitment of key personnel to GCHP?

3.5.3. Transition

- 3.5.3.1. Proposer shall develop and submit for approval a Transition and Closeout Plan one quarter prior to the beginning of the Turnover and Closeout Phase of the contract.
- 3.5.3.2. Proposer shall designate key points of contact for turnover planning activities within ten calendar days of a new contract award.
- 3.5.3.3. Proposer shall make key points of contact and key personnel available for transition planning during the transition-out period of the contract.

Lot 3: Print and Fulfillment Services

3.1. Lot 3 Print and Fulfillment Services Proposer Overview

3.1.1. Business Type Description - List all that apply that describe your business.

- Corporation
- Partnership
- Joint Venture
- Publicly Held
- Limited Liability Corporation (LLC)
- Non-Profit
- Other, please specify

3.1.2. Proposer Stability

- 3.1.2.1. List any recent events which may reasonably have a material impact on Proposer's stability, ongoing operational status, or organizational structure.
- 3.1.2.2. Indicate the length of time that the Proposer has been providing print and fulfillment services for health plans.
- 3.1.2.3. Provide details of your product investments, roadmap, and release schedule, if available. How are client requirements incorporated into these roadmaps?
- 3.1.2.4. If using software to communicate print status, describe how your software solution and product roadmap incorporates new and emerging technologies.
- 3.1.2.5. Describe how you provide value to your clients that sets you apart from your competition.

3.1.3. Experience/References

- 3.1.3.1. Describe your knowledge and capabilities regarding the California Department of Health Care Services ("DHCS") and/or CMS regulatory environment, including specific examples of working within the parameters of DHCS regulations, where applicable.
- 3.1.3.2. Describe your experience with the Medicaid/Medi-Cal and Medicare/D-SNP product line.
- 3.1.3.3. Describe your experience with working with smaller health plans with membership under five-hundred thousand (500,000) members.
- 3.1.3.4. Describe your experience with using Health Edge Health Rules claims processing software.
- 3.1.3.5. How many customers do you have using Health Edge Health Rules claims processing software?
- 3.1.3.6. Describe the major services provided by your firm in house (e.g., printing, mailing, website, or graphic design) even if they are not specific to the scope of services requested by this RFP.

- 3.1.3.7. Identify and describe any outsourced services. Provide the entity's name, location, list of service(s), and what percentage of the business is outsourced to this entity.
- 3.1.3.8. Provide your approximate total number of employees.
- 3.1.3.9. Provide employee turnover rate by month for the previous 12 months.
- 3.1.3.10. Provide an overview of how you support customers in Southern CA, including but not limited to the number of offices, number of employees, etc.
- 3.1.3.11. Provide your strategic plan to staff up for the volume increase under this contract.
- 3.1.3.12. Provide information on the offices that would be dedicated/assigned to GCHP for operational and customer support.
- 3.1.3.13. Attach resume(s) and other supporting details regarding the account manager or management team projected to be assigned to GCHP. Provide the organizational chart with relevant job title(s.)

3.1.4. **Financial information**

- 3.1.4.1. Each Proposer shall include one (1) complete copy of its most recent Annual Report.

3.2. **Lot 3 Print and Fulfillment Services Business Requirements**

3.2.1. **Printing – Inbound to Print Vendor and Pre-Mail Support**

- 3.2.1.1. Proposer shall utilize GCHP-approved letter templates and content for all distributed materials.
- 3.2.1.2. Proposer shall notify GCHP within 24 hours through a general e-mail box of any failed file transfers from files provided by GCHP or by a Proposer acting on behalf of GCHP.
- 3.2.1.3. Proposer shall create and mail member ID cards to fully eligible GCHP Medi-Cal participants who have been loaded in the electronic enrollment process. The ID card will be made of laminated paper, at minimum quality.
- 3.2.1.4. Proposer shall keep an inventory of printed, misprinted, damaged, and securely destroyed member ID cards. This inventory report shall be provided to GCHP monthly.
- 3.2.1.5. The Proposer shall utilize the GCHP-approved fulfillment matrix (provided after implementation) to determine which additional member letters and materials to include with the ID card in the member welcome packet (e.g., new member letter, provider directory, etc.). These documents must be mailed together to the member via a method that will ensure their receipt prior to the member's effective date of coverage.
- 3.2.1.6. Proposer shall issue the appropriate member welcome packet to members within three (3) Business Days of receiving notification that the member is eligible. The notification of eligibility may come directly from the state-issued 834 file, GCHP, or another GCHP-contracted eligibility vendor.
- 3.2.1.7. Proposer shall provide GCHP the ability to test every scenario of the fulfillment matrix by creating the appropriate "dummy member IDs" to confirm the accuracy of the mailing and monitor timely receipt of materials.
- 3.2.1.8. Identify the file formats supported for print jobs. Define your process for handling inbound files (e.g., portal, SFTP, etc.), including how you handle files that are not supported/ unrecognized by your software.
- 3.2.1.9. Do you support printing based on print-ready files (e.g., PDF, InDesign)?
- 3.2.1.10. Define your process for printing when data (member/ provider) files and letter templates are provided separately. (Mail-merge/catalog-merge)
- 3.2.1.11. How does your process separate check payments from Explanation of Benefits (EOBs)/ Explanation of Payments (EOPs?)

3.2.2. **Printing – Turnaround Time and Ad Hoc Capabilities**

- 3.2.2.1. Define your abilities to print and fulfill GCHP documents in [Attachment 9c. Demand Profile /Volume Metrics – Print and Fulfillment Services](#),
 - A) Proposer can successfully print and mail, where applicable, the item.
 - B) Proposer can outsource the print job and oversee successful fulfillment. C) Proposer cannot successfully print and mail, where applicable, the item.
- 3.2.2.2. Proposer shall pre-print documents and store them for GCHP to use later, as requested. (e.g., color letterhead for member mailings)
- 3.2.2.3. Describe your prioritization system with regards to deadlines and turnaround times, and how you meet critical print delivery dates.
- 3.2.2.4. Define your process and turnaround time for quotes. (e.g., new document type, changes to existing document.)

3.2.3. Printing – Volume, Storage, and Other Support

- 3.2.3.1. Identify and describe your print volume capability. Include your bulk printing and mailing capabilities.
- 3.2.3.2. Describe your ability to print variable data with high accuracy in volumes averaging 200,000 or more.
- 3.2.3.3. Describe your process and capabilities with maintaining required paper inventory.
- 3.2.3.4. Describe your ability or limitations to accommodate changing requirements or volume fluctuations.
- 3.2.3.5. Provide a list of languages supported by your print service.
- 3.2.3.6. Describe your ability to print multilingual documents.
- 3.2.3.7. Describe your translation capabilities, including in-house and subcontracted translations.
- 3.2.3.8. Describe your ability to print in alternative formats (e.g., Braille, Large print, etc.)
- 3.2.3.9. Identify the address(es) of your secure location(s.)

3.2.4. Reporting

- 3.2.4.1. Describe how your company measures and reports success with key customers. List all Service Level Agreements (SLA's) and Key Performance Indicators (KPI's) in detail that describe and measure what your company determines to be a best practice for a long-term strategic relationship.
- 3.2.4.2. Proposer shall work with GCHP to identify appropriate reporting needs within 30 days of contract signing.
- 3.2.4.3. Proposer shall maintain an approved report generation schedule for all scheduled reports for the term of the contract.
- 3.2.4.4. Proposer shall update the report generation schedule any time an approved change is made including but not limited to a report addition, a report deletion, or change in report frequency.
- 3.2.4.5. Proposer shall provide reports in approved dashboard format and will include attachments to an agreed upon supporting data for each measure on the dashboard.
- 3.2.4.6. Proposer shall collaborate with GCHP to review all required reports annually. Proposer will make any report modifications after the review within agreed upon timeframes.
- 3.2.4.7. Provide a list and samples of current or existing reports used by your clients.
- 3.2.4.8. Define your process, timelines, and any costs associated with creating client-specific custom reports.

3.3. Lot 3 Print and Fulfillment Services Technology Requirements

3.3.1. Physical Security

- 3.3.1.1. Define your process for printing secure and difficult to reproduce documents, e.g., member ID cards and checks.
- 3.3.1.2. Define your security protocol for printing checks.

- 3.3.1.3. Describe your process for securely shredding/destroying misprinted or out of date documents.
- 3.3.1.4. Identify and describe your disaster recovery capabilities for physical, stored documents, and overall work continuity.

3.3.2. **Client Review Capabilities**

- 3.3.2.1. Proposer shall provide tracking information for all outgoing materials including the recipient, print date for the document(s), date the materials were mailed, and a specific list of documents included in the mailing (e.g., ID card, provider directory, member handbook, etc.).
- 3.3.2.2. Proposer shall work in coordination with GCHP and partner vendors to follow the procedures to conduct testing and validation of any print files or policy changes.
- 3.3.2.3. Identify and describe any software or secure portal your organization provides to clients to view and track status of print and fulfillment jobs.
- 3.3.2.4. If a portal is available, respond to the following questions:
 - 3.3.2.4.1. Does the portal support searching for print ready documents? If yes, what type of search criteria is available for use?
 - 3.3.2.4.2. Does the portal support various statuses for documents like Ready for review, Approved by the client, etc.?
 - 3.3.2.4.3. Does the portal support search and filter using different criteria (e.g., member ID, claim number, date?)
 - 3.3.2.4.4. Does the portal support document download capabilities in various formats?
 - 3.3.2.4.5. Is there a cost associated with using the portal?
 - 3.3.2.4.6. Define the document retention period.
 - 3.3.2.4.7. Describe how your software supports integration with other client/ vendor applications? If you have integration capabilities, what costs are associated?
 - 3.3.2.4.8. Describe your solution's audit tracking capabilities. Explain what information is stored and for what conditions the information is logged.
- 3.3.2.5. If no portal is available, identify and describe how proofs are approved and print and fulfillment status is shared with the client.

3.3.3. **Fulfillment**

- 3.3.3.1. Proposer will assemble (i.e., put in a secure envelope which must not show any identifiable information outside of the name and address of the recipient), prepare and mail various member and/or provider communications, as directed by GCHP and regulations. Such communications shall be approved by GCHP and shall comply with regulatory requirements GCHP and policies.
- 3.3.3.2. Proposer shall be responsible for any expenses incurred to correct mailing-errors that are caused by the Proposer, according to the GCHP-approved fulfillment matrix.
- 3.3.3.3. Proposer shall utilize properly trained individuals and a quality assurance process for any correspondence or bulk mail that contain PHI, or other confidential information to ensure the correct documents are placed in the correct envelopes to prevent any unauthorized disclosures.
- 3.3.3.4. Proposer shall send acknowledgement letters for all required documents according to the timeframes required by GCHP and state regulatory requirements.
- 3.3.3.5. Proposer shall prepare, and mail documents based upon GCHP direction, which may include direct communication, system outputs from the medical management system, call center or mail intake system, requests

from the provider portal or Integrated Voice Response (IVR) and any additional agreed upon communication channels.

- 3.3.3.6. Proposer shall collaborate with the mailroom vendor to agree upon a notification process for all mail received that requires an acknowledgement letter (e.g., Claims, PDRs, PGRs, etc.) so that Proposer can meet all timeline requirements.
- 3.3.3.7. Identify and describe your ability to include specialized printed objects (e.g., stickers, gift cards, first aid kits) with mass mailings.
- 3.3.3.8. Identify and describe your mailing address verification capabilities. Do you support National Change of Address (NCOA)/Coding Accuracy Support System (CASS) certification?
- 3.3.3.9. Describe your experience and capacity to perform Geo-Coding for the purpose of targeted direct mail campaigns.
- 3.3.3.10. Do you have USPS Certified Mail piece design professionals on staff?
- 3.3.3.11. Describe your process for managing and resending documents affected by fulfillment errors.
- 3.3.3.12. Do you have a zip-sort process?
- 3.3.3.13. Describe your process for reporting on bad, incorrect, or misspelled addresses.

3.3.4. Quality Assurance

- 3.3.4.1. Proposer shall submit, for review and approval, a Quality Assurance Plan within 30 days of contract signing. The Quality Assurance Plan shall include, minimally:
 - Quality review and inspection process
 - Criteria used to determine defects.
 - Adherence to ISO standards (e.g., 9001, 14001)
- 3.3.4.2. Proposer shall review procedures, at minimum, twice per year and provide recommendations for innovation to GCHP for process changes. Proposer shall work with GCHP to implement agreed upon changes.
- 3.3.4.3. Proposer shall immediately report any issue that will result in a print of fulfillment delay using an approved Issue Management process.
- 3.3.4.4. Proposer shall participate in the resolution of any issues and join any Issue calls, as needed.
- 3.3.4.5. Proposer shall participate in any root-cause analysis, corrective action planning or other follow-up activities outlined as the result of an issue that causes delay.
- 3.3.4.6. Provide your order accuracy rates for large orders (200,000 pieces).

3.4. Lot 3 Print and Fulfillment IT Security

- 3.4.1. Please provide a contact name and email address for receipt of the full Security Risk Assessment noted in Section 1.5.
- 3.4.2. Do you possess an independent audit for any one of the following?

(Select all that apply)

- SOC Type II (SSAE16)
- HITRUST
- HIPAA
- HITECH
- ISO 27001
- ISO 27017/18 (Cloud Services)

- PCI-DSS (Payment Card)
- Sarbanes-Oxley
- None

3.4.3. Is there an Information Security Policy and does it include?

(Select all that apply)

- Information Asset Security Policy
- Data Classification Policy
- Information Security Awareness Policy
- Physical Security Policy
- Acceptable Use Policy
- Access Control Policy
- Authentication Policy
- Risk Management Policy
- Incident Management Policy
- Patch Management Policy
- Change Control Policy
- Anti-Malware Policy
- Remote Access Policy
- User Workstation Security Policy
- Personal Computers Policy (BYoD)
- Server Security Policy
- Network Device Policy
- Backup and Restore Policy
- Logging and Events Policy
- DR / BCP Policy
- Data Separation Policy
- Encryption and Key Management Policy
- Technology Equipment Disposal Policy
- Clean Desk Policy
- No Policy

3.4.4. Do you build your Information Security Policies around any one of the following frameworks or standards?

(Select all that apply)

- HIPAA Privacy/Security Rule (Standards)
- NIST (Framework & Standards)

- ISO 2700x (Standards)
 - AICPA's Trust Services (SOC2)
 - SANS Critical Security Controls (Standards)
 - COBIT (Framework)
 - OWASP (Framework)
 - None
- 3.4.5. Is your Information Security Policy used in all environments (ex., corporate, production, development, etc.)?
- Yes
 - No
- 3.4.6. Do your services include the handling, collection, or processing of any PHI (protected health information) or PII (personally identifiable information)?
- PHI
 - PII
 - Both
- 3.4.7. What type of PHI or PII records are used?
(Select all that apply)
- Date of Birth
 - Phone/Fax Numbers
 - Email Address
 - Social Security Number
 - Medical Records Number
 - Claim Number (Medical)
 - Member Identification Number
 - Health Plan Beneficiary Number
 - License Number(s) (ex. Medical, Drivers, Birth)
 - Biometric Identifiers
 - Photographs (Medical or Face/Body)
 - Medical Condition Information
 - None
- 3.4.8. Do you encrypt sensitive data at rest?
(Select all that apply)
- Yes
 - Mostly
 - No
- 3.4.9. Do you encrypt sensitive data in transit?

(Select all that apply)

- HTTPS
- SMTPS
- SSH
- SFTP
- VPN (IPSec)
- No

3.4.10. Do your business-services operate in a;

(Select all that apply)

- Dedicated and privately-owned data center
- Multi-tenant collocation data center
- Cloud environment
- Hybrid solution ex. partial on-prem and partial cloud
- Partnered with another 2nd or 3rd party service
- None

3.4.11. How is the application, service, or data accessed?

(Select all that apply)

- HTTPS Website
- Citrix or RemoteApps
- VPN (IPSec)
- Secure SFTP/SSH/SCP
- FTP
- Encrypted Email
- Unencrypted Email

3.4.12. Do you have a formal vulnerability management program?

- Yes
- No

3.4.13. How frequent are you exercising your vulnerability management program?

- Weekly
- Monthly
- Quarterly
- Annually

3.4.14. Do you have a process to remediate any known or discovered vulnerabilities?

- Yes. (Please explain the expected timeframes for remediation)
- No

- 3.4.15. Are there entitlement and/or user access controls for use of the product?
- Yes, Entitlements are required for the application
 - No, Entitlements are not required for the application
- 3.4.16. Are entitlements and/or user access controls.
- (Select all that apply)**
- Controlled by third parties
 - Controlled by an automatic provisioning process
 - Controls restricted by Role-Based Access Controls (RBAC)
 - Least Access Principle Used
 - Access restricted by Firewall
 - N/A
- 3.4.17. Are any services or development processes sub-contracted?
- Yes
 - No
- 3.4.18. If sub-Proposers are used, are they held to the same accountability and follow your security policies as your employees?
- Yes
 - No
- 3.4.19. Who developed the application?
- (Select all that apply)**
- Off-the-shelf Software,
 - Internally (home-grown)
 - Open source
 - Other (Please Explain)
 - N/A
- 3.4.20. Is there a Business Continuity/Disaster Recovery (BC/DR) program?
- Yes
 - No
- 3.4.21. Is the Business Continuity and/or Disaster Recovery program tested at least annually?
- Yes
 - No
- 3.4.22. Do you provide Service Level Agreements (SLA) for your service? If so, what options are available (please describe in text box).
- Yes (Please describe options available)
 - No
- 3.4.23. Do you offer support services? Are they.
- (Select all that apply)**

- In-house staff
- Subcontracted
- Based in the USA
- Based offshore
- Support dedicated to a single individual
- Support goes in queue for next available representative
- No Support Services

3.5. Lot 3 Print and Fulfillment Services Implementation Approach

3.5.1. Overview

- 3.5.1.1. Proposer shall provide a task-level description of your firm's proposed implementation approach. For each project stage, estimate the requirements your approach will place on GCHP staff. At a minimum, detail the roles, responsibilities, and accountability for each project stage.
- 3.5.1.2. Proposer shall submit for review and approval a copy of all relevant procedure documents within 60 days of contract signing.
- 3.5.1.3. Provide an overview of your company's program management organizational structure as described in the proposal and how the work will be performed.
- 3.5.1.4. What is the proposed implementation services program structure and organizational model?
- 3.5.1.5. Provide details of your plans for supporting GCHP immediately following implementation cut-over/go-live to ensure stable system operation and a smooth user-experience. What is the structure, staffing, and duration of such immediate post-implementation support? For clarity, this support is separate from any annual on-going support services.
- 3.5.1.6. Provide a project plan and timeline outlining critical milestones necessary to meet any stated deadlines.

3.5.2. Training and Project Management

- 3.5.2.1. Proposer shall provide appropriate training to ensure compliance with all local, state, and federal regulations. Updates to regulation-associated training will be addressed at no cost to GCHP.
- 3.5.2.2. Proposer shall furnish and maintain appropriate hardware, software, and other necessary materials to support the development, maintenance, and delivery of required training.
- 3.5.2.3. Present a description of the qualifications of individuals with whom you plan to staff the project, a delineation of their roles and responsibilities, a discussion of the location (on-shore or off-shore) from which you expect to manage and staff the project, and a discussion of how you expect to communicate and work with GCHP's personnel throughout the project.

3.5.3. Transition Services

- 3.5.3.1. Proposer shall develop and submit for approval a Transition and Closeout Plan one quarter prior to the beginning of the Turnover and Closeout Phase of the contract.
- 3.5.3.2. Proposer shall designate key points of contact for turnover planning activities within ten calendar days of a new contract award.
- 3.5.3.3. Proposer shall make points of contact and key personnel available for transition planning during the transition out period.

4. QUANTITATIVE REQUIREMENTS

4.1. Pricing

4.1.1. Proposers **must** provide itemized pricing in the form attached as Attachment 5a, 5b and 5c.

Note: Attachment 5a is Claims Processing Services, Attachment 5b is Mailroom Services and Attachment 5c is Print and Fulfillment Services.

4.2. Contract Terms & Conditions

4.2.1. The term of the resulting agreement is expected to be four (4) years from contract execution. Thereafter, the contract may be renewed annually. Contract renewals are subject to satisfactory performance, funding availability, and possibly approval by the Ventura County Medi-Cal Managed Care Commission (VCOMMCC).

4.2.2. **Attachments 1a** to this RFP is GCHP's Master Services Agreement for each Lot. This agreement will be used for all services. . Please review this agreement and if you cannot accept these terms and conditions, please note the specific area(s) where you have concerns and failure to identify any such objection with your Proposal shall, at GCHP's option, be deemed a waiver of such objection. Recommend alternative wording that you would like considered with your proposal response. Failure to identify any such objection with your Proposal shall, at GCHP's option, be deemed a waiver of such objection. Failure to agree to the Master Services Agreement or any term therein may result in the disqualification of any Proposal.

Note: Attachment 1a-1 is Claims Processing Services, Attachment 1a-2 is Mailroom Services and Attachment 1a-3 is Print and Fulfillment Services.

4.2.3. **Attachment 1b** to this RFP is the Statement of Work template with service levels for each Lot. Please review this draft of the applicable Statement of Work and if you cannot accept these terms and conditions, please note the specific area(s) where you have concerns and failure to identify any such objection with your Proposal shall, at GCHP's option, be deemed a waiver of such objection. Recommend alternative wording that you would like considered with your proposal response. Failure to identify any such objection with your Proposal shall, at GCHP's option, be deemed a waiver of such objection. Failure to agree to the Statement of Work or any term therein may result in the disqualification of any Proposal.

Note: Attachment 1b-1 is Claims Processing Services, Attachment 1b-2 is Mailroom Services and Attachment 1b-3 is Print and Fulfillment Services.

4.2.4. **Attachment 2** to this RFP is GCHP's Business Associate Agreement. Please review this agreement and if you cannot accept these terms and conditions, please note the specific area(s) where you have concerns and recommend alternative wording that you would like considered with your proposal response. Failure to identify any such objection with your Proposal shall, at GCHP's option, be deemed a waiver of such objection. The Business Associate Agreement

and many of its terms are mandated by DHCS. Failure to agree to the Business Associate Agreement or any term therein may result in the disqualification of any Proposal.

5. NOTICES OF AWARD AND PROTEST PROCEDURE

Upon the conclusion of negotiations with a Proposer that results in a proposed agreement for the contract solicited in this RFP that are acceptable to GCHP as to price and other terms, GCHP shall issue notice of intent to award the contract solicited in this RFP to a Proposer and such notice shall be directed to each entity that submitted a Proposal

Within five business days of GCHP's issuance of a notice of intent to award the contract, any Proposer that has submitted a Proposal and believes that GCHP has incorrectly selected another Proposer for award may submit a written notice of protest. Such notice of protest must be received by GCHP on or before the fifth business day after GCHP's issuance of the notice of intent to award.

The notice of protest must include a written statement specifying with specificity each of the grounds asserted for the protest. The protest must be signed by an individual authorized to represent the proposer, and must cite the law, rule, procedure or RFP provision on which the protest is based. In addition, the protestor must specify facts and evidence sufficient for the GCHP to determine the validity of the protest.

All protests must be received by the due date. If a protest is mailed, the protestor bears the risk of non-delivery within the deadlines specified herein. Protests should be transmitted by a means that will objectively establish the date GCHP received the protest. Protests or notice of protests made orally (e.g., by telephone) will not be considered. Protests must be delivered to:

Bob Bushey
Gold Coast Health Plan
711 E. Daily Drive, Suite 106
Camarillo, CA 93010-6082

The Chief Executive Officer, or his or her designee, will respond to the protest within 30 calendar days of receipt of the protest. The determination of the Chief Executive Officer shall be final.

To the furthest extent permitted by law, strict compliance with the procedures and time limits set forth in this section are mandatory and are the Proposers' sole and exclusive remedy in connection with this section's subject matter. A Proposer's failure to comply with these procedures and time limits will constitute a waiver of any right to further pursue a protest, any legal action, or relief that arises out, relates to, or is incident to this RFP.

Attachment #, Name, or Documentation	Instructions	File
1a- 1 – Master Services Agreement, Attachment 1a-1	This is GCHP’s Master Services Agreement for Lot 1, Claims Processing Services.	https://www.goldcoasthealthplan.org/media/r/bd7ed51135bc4cb491b0d13ab3474141/attachment1a-1-master-services-
1a -2– Master Services Agreement, Attachment 1a-2	This is GCHP’s Master Services Agreement for Lot 2, Mailroom Scanning and Imaging Services.	https://www.goldcoasthealthplan.org/media/r/6cb91bf50ef846a2a899cdab95c75888/attachment1a-2-master-services-agreement-mailroom-
1a -3– Master Services Agreement, Attachment 1a-3	This is GCHP’s Master Services Agreement for Lot 3, Print and Fulfillment Services.	https://www.goldcoasthealthplan.org/media/r/5433ff9e1a0844ffb766472c4dbbd200/attachment1a-3-master-services-agreement-print-and-
1b -1 – Statement of Work, Attachment 1b-1	This is GCHP’s Master Services Agreement Statement of Work draft for Lot 1, Claims Processing Services.	https://www.goldcoasthealthplan.org/media/r/1a48fcaa0234d798814e825340533e1/attachment-1b-1-sow-lot-1-claims-processing-
1b -2 – Statement of Work, Attachment 1b-2	This is GCHP’s Master Services Agreement Statement of Work draft for Lot 2, Mailroom Scanning and Imaging Services.	https://www.goldcoasthealthplan.org/media/r/52c1c570273748e2bccbb39de4340c0a/attachment-1b-2-sow-lot-2-
1b -3 – Statement of Work, Attachment 1b-3	This is GCHP’s Master Services Agreement Statement of Work draft for Lot 3, Print and Fulfillment Services.	https://www.goldcoasthealthplan.org/media/r/ffd71c6c252d4cc89a85b96a65c01697/attachment-1b-3-sow-lot-3-print-
2 – Business Associate Agreement, Attachment 2	This is GCHP’s standard Business Associate Agreement template.	https://www.goldcoasthealthplan.org/media/r/9dce62d7d36c4e11b9b6850b249dc3ab/attachment-2-business-associate-
3 - Conflict of Interest Compliance Certificate, Attachment 3	Complete this form, sign it and return the signed copy with your RFP. This is a required form.	https://www.goldcoasthealthplan.org/media/r/fde5762a9a8b4ba9a5dac5e083e8e268/attachment-3-conflict-of-interest-
4 - Client References, Attachment 4	Complete this form and return it with your proposal response.	https://www.goldcoasthealthplan.org/media/r/9efd3f966846407bb0fd4656f632f141/attachment-4-references.docx

5a - Pricing Format, Attachment 5a	Complete this form and return it with your proposal response for Lot 1, Claims Processing Services.	https://www.goldcoasthealthplan.org/media/r/bf0a9fb103c04a8f94a5d6ec141edd42/attachment-5a-pricing-format-
5b - Pricing Format, Attachment 5b	Complete this form and return it with your proposal response for Lot 2, Mailroom Services.	https://www.goldcoasthealthplan.org/media/r/9cdc574e202d4c06af2a1842add1abb1/attachment-5b-pricing-format-mailroom-services.xlsx
5c - Pricing Format, Attachment 5c	Complete this form and return it with your proposal response for Lot 3, Print and Fulfillment Services.	https://www.goldcoasthealthplan.org/media/r/ad2bb9347f444663bbbe0fa3cb7a7298/attachment-5c-pricing-format-print-and-fulfillment-
6 - Intent to Propose, Attachment 6	Complete this form, sign it and return the signed pdf copy to the Procurement Contact on or before 5:00pm 5/16/2023. This is a required form.	https://www.goldcoasthealthplan.org/media/r/e972ebcac35d40399597e2daf984093d/attachment-6-intent-to-propose.doc
7 – Question Template, Attachment 7	Use this template to submit all of your questions.	https://www.goldcoasthealthplan.org/media/r/8b506d42483544bfa2d830977ca204a1/attachment-7-qa-template.docx
8a. – Section 3 Response, Attachment 8a	Use this document to submit your responses to section 3 of Lot 1 Claims Processing Services of the RFP	https://www.goldcoasthealthplan.org/media/r/4f430ab341b54d56a9dfa3ed75624762/attachment-8a-claims-processing-services-section-
8b. – Section 3 Response, Attachment 8b	Use this document to submit your responses to section 3 of Lot 2 Mailroom Scanning and Imaging Services of the RFP	https://www.goldcoasthealthplan.org/media/r/e22a01d50f4e444f9ea21719dcbd180b/attachment-8b-mailroom-scanning-and-imaging-
8c. – Section 3 Response, Attachment 8c	Use this document to submit your responses to section 3 of Lot 3 Print and Fulfillment Services of the RFP	https://www.goldcoasthealthplan.org/media/r/27d9eb1d43414ef0932b0f44a90d9603/attachment-8c-print-and-fulfillment-services-section-

9a. – Demand Profile /Volume Metrics – Claims Processing Services, Attachment 9a.	Use this document to better understand the volume of claim and types in support of your pricing proposal.	https://www.goldcoasthealthplan.org/media/r/10086c8e58be49eca4e9ecddd04fe3c/attachment-9a-claims-processing-services-demand.docx
9b. – Demand Profile /Volume Metrics – Mail Room Services, Attachment 9b	Use this document to better understand the volume of paper claim requiring scanning and types in support of your pricing proposal.	https://www.goldcoasthealthplan.org/media/r/DCF73D8328D44EF48FCF7AC460F29B1D/attachment-9b-mailroom-services-demand.docx
9c. – Demand Profile /Volume Metrics – Print and Fulfillment Services, Attachment 9c	Use this document to better understand the type, volumes and specifications of printed material in support of your pricing proposal.	https://www.goldcoasthealthplan.org/media/r/a7a8a194030c4338a50ced93573de17d/attachment-9c-print-and-fulfillment-demand.xlsx