REQUEST FOR PROPOSAL

TO PROVIDE A BEAKER REVENUE IMPLEMENTATION REVIEW

DATE MAILED: March 9, 2016
Buyer Contact: Bill Corbett
Telephone #: 916-734-5951
Fax #: 916-734-7791
E-mail Address: wrcorbett@ucdavis.edu

DUE DATE: April 27, 2016 3:00pm PST

Return Response to:

(In person, by mail, or courier)
RFP # 16-599400-BC
Attn: William Corbett
Purchasing Department
University of California, Davis, Health System
4800 2nd Avenue, Suite 3010
Sacramento, CA 95817
E-mail Address: wrcorbett@ucdavis.edu

The University of California Davis, Medical Center Web address for downloading this document and any updates until the submittal due date is: http://www.ucdmc.ucdavis.edu/matmg/
REQUEST FOR QUOTATION CONTENTS

- I. Invitation
- II. Scope of the Work
- III General Information
- IV Question and Answer Period
- V Addendum or Supplement to Request for Proposal
- VI Pre-Qualification Requirements
- VII Basis of Award
- VIII Required Submittals
- IX Schedule of Events
- X Terms and Conditions
- XI General Information / Certification
- XII Tier 1 and 2 – Questionnaire
- XIII Fee proposal
- Attachment 1: Professional Service and staffing agreement
- Attachment 2: Beaker time-line

Deviations from specifications: Any deviation from the specifications shall be identified and fully described. The right is reserved to accept or reject quotations on each item separately, or as a whole, and to waive any irregularities in the quotation; irregularities may, however, render the quotation non-responsive.

Public disclosure: Responses to Become Public Records:
All materials submitted in response to this solicitation become a matter of public record and shall be regarded as public record.

Designation of Confidential Information:
The Regents will recognize as confidential only those elements in each response, which are trade secrets as that term is defined in the law of California and which are clearly marked as ‘TRADE SECRET,’ ‘CONFIDENTIAL,’ or ‘PROPRIETARY.’ Vague designations and blanket statements regarding entire pages or documents are insufficient and shall not bind The Regents to protect the designated matter from disclosure.

The California Public Records Act limits The Regents’ ability to withhold prequalification and bid data to trade secrets or records, the disclosure of which is exempt or prohibited pursuant to federal or state law. If a submittal contains any trade secrets that a Contractor does not want disclosed to the public or used by The Regents for any purpose other than evaluation of the Contractor’s eligibility, each sheet of such information must be marked with the designation “Confidential.” The Regents will notify the submitter of data so classified of any request to inspect such data so that the submitter will have an opportunity to establish that such information is exempt from inspection in any proceeding to compel inspection.

The Regents Not Liable for Required Disclosure:
The Regents shall not in any way be liable or responsible for the disclosure of any records if they are not plainly marked ‘TRADE SECRET,’ CONFIDENTIAL,” or ‘PROPRIETARY,’ or if disclosure is required by law or by an order of the court.
I. INVITATION

Purpose of this Request for Proposal

1. To obtain detailed, written proposals from bidders regarding their experience and capabilities in successfully undertaking similar review services and success in providing accurate and quality services.

2. To obtain written proposed pricing structures, work plans, and other proposed tools and methodologies to be utilized.

3. To solicit proposals in a standard format which will enable UCDHS to compare and evaluate bidders and award a contract based on the selection criteria specified herein. This project is slated to begin in the fall of 2016.

II. SCOPE OF WORK

The selected bidders shall be experienced in Epic Beaker laboratory financial application implementations and will assist the University in preparing for this transition. This project the vendor is bidding on will likely begin in October of 2016 and the go live date for Beaker is projected for August of 2017.

UC Davis Health System has been on the inpatient and outpatient EPIC Electronic Health Record System for over eight years. We went live with the EPIC Revenue Cycle applications in July of 2014. We are currently on EPIC version 2014 for all live EPIC applications. We plan on upgrading to the EPIC 2015 version in May of 2016.

Our Clinical Laboratory is currently using the Meditech Lab system. Charges come from Meditech and are translated to EPIC orderable and charge codes for billing.

UC Davis Health System is planning on implementing the EPIC 2016 version of the EPIC Beaker Application. The installation will be done in two phases. The first phase is for Clinical Pathology. The second phase is for Anatomical Pathology. Since this is a phased approach, we will continue to use the legacy Meditech system for services not in the initial scope. Blood Bank services will remain in Meditech until such time as another system is selected for that line of business. We are planning on going live with Clinical Pathology on August 5, 2017. A Visio of the expected timeline is included. Anatomical Pathology will follow in six months.

In response to this RFP and based on your prior experience with implementing EPIC Beaker, please define each recommended phase and steps within each phase of the implementation. Define what resources your company will provide for each step of the project and what resources are required from UC Davis Health System (UCDHS).

Define and detail all phases and steps required to ensure a successful implementation. Some of the steps should include the following but are not limited to the following. Please ensure your plan ensured the long term success of this implementation:

With expert knowledge and understanding of the UCDHS EPIC build including Charge Router, Fee Schedules, Claims, and Claims Edit rules, recommend necessary build and operational changes to ensure a smooth transition.
Review and determine if any modifications are needed for the current LAB CDM.

Provide a roadmap of required steps and timelines for any needed modifications to the CDM.

Recommend testing scope and plans. Please define what role you will have and what role and resources UCDHS has in the testing plans. These plans should include any system testing as well as claim testing.

Please provide a plan including timelines for revenue reconciliation and post live support.

It is a **MANDATORY** requirement that vendors provide a complete narrative with answers to all statements listed for XII Tier 1 and Tier 2 along with providing pricing in XIII. The narrative response must reference each corresponding section and item # in the order provided in the Tier 1 and Tier 2. UCDHS may require oral interviews before a final award can be made of this contract.

### III. GENERAL BACKGROUND/INFORMATION

UC Davis Health System is an academic medical center that includes a top-ranked school of medicine, a 613-bed acute care hospital, the Betty Irene Moore School of Nursing, a National Cancer Institute-designated cancer center, the unique M.I.N.D. Institute for the study of neuron-developmental disorders, a comprehensive children's hospital, a level 1 trauma center and outpatient clinics in communities throughout the Sacramento region. Consistently ranked among the nation's top medical schools and best hospitals, UC Davis has established itself as a national leader in telehealth, rural medicine, cancer research, neuron-developmental disorders, vascular medicine, and trauma and emergency medicine. Other areas of research strength include clinical and translational science, regenerative medicine, infectious disease, neuroscience, functional genomics and mouse biology, comparative medicine and nutrition, among many others. The UC Davis Medical Group, the health system’s physician network, includes over 500 physicians and 150 areas of medical specialty geographically dispersed in 25 locations.

### IV. QUESTION AND ANSWER PERIOD

If you have questions or require clarification of various aspects of this **RFP**, please submit them to the UCDMC Purchasing Department, William Corbett (wrcorbett@ucdavis.edu), via plain text email no later than March 23, 2016 by 3 PM.

### V. ADDENDUM OR SUPPLEMENT TO REQUEST FOR PROPOSAL

UCDHS may modify the RFP prior to the RFP due date, by issuance of amendments sent by email, facsimile, overnight courier or certified mail with return receipt requested to all vendors who receive a copy of this RFP from UCDHS. Amendments will be clearly marked as such. Each amendment will be numbered consecutively and will become part of this RFP. Any vendor who fails to receive such amendments shall not be relieved of any obligation under this quotation as submitted. **SPECIFICATIONS OR RFP REQUIREMENTS MAY BE REVISED ONLY THROUGH WRITTEN NOTICE OF ADDENDUM ISSUED BY WILLIAM CORBETT,**
VI. PRE-QUALIFICATION REQUIREMENTS

To be eligible for Proposal evaluation, bidder must receive at least 70% of the points available in the Tier 1 category for the Corporate and General qualifications.

VII. BASIS OF AWARD

Any resulting contract will be awarded on a lowest cost per quality point basis using the criteria shown below. Quality points will be awarded for factors other than cost. Quality points, the number being predetermined by UCDHS, will be awarded by category dependent upon the relative importance of each category.

Proposals will be evaluated using a two-tier evaluation. Responses shall initially be evaluated for factors listed in Attachment 1 under Tier 1 Criteria. To be eligible to advance to the second tier, a bidder must receive at least seventy (70%) of the available Tier 1 quality points. Those bidders receiving less than (seventy) 70% of the total quality points in the Tier 1 evaluation shall be eliminated from further consideration.

To determine the lowest cost per quality point each bidder’s quoted fee (as specified from pricing requested in Attachment 1 will be divided by the total quality points awarded to that particular bidder’s response from the Tier 2 questions and points earned from Oral Interviews (if required). Responses may be evaluated by more than one person. If evaluated by two or more individuals, an average of all the quality points awarded per category will be used.

The bidder with the lowest cost per quality point shall be given the opportunity to enter into negotiations with UCDHS if the cost is within the project funding allotment and bidder's proposal is in compliance with all terms and conditions expressed within the RFP document. If UCDHS and bidder are unable to come to satisfactory terms, UCDHS reserves its right to pursue other alternatives, including, but not limited to, awarding the opportunity to negotiate with the next lowest cost per quality point bidder.

UCDHS reserves the right to award separate contracts to multiple vendors if in the best interest of UCDHS. UCDHS reserves the right to select partial solutions from the vendor’s offering. If multiple contracts are awarded, an order preference will be provided to Vendors with the lowest overall cost proposal.

Responses that are incomplete in that there has been failure to respond in all of the requested areas may be disqualified. UCDHS reserves the right to set the criteria for and make this determination independently in each case.

UCDHS reserves the right to accept, reject or waive any irregularities in any proposal. UCDHS reserves the right to reject all responses received in response to this request.
VIII. REQUIRED SUBMITTALS

Copies of Proposals

Bidder is required to submit one (1) signed original, three (3) hard copies of their proposal of the signed certification page of the RFP and all the information that is requested in Attachment 1. The “signed copy” response along with the other information requested in Attachment 1 must be received no later than 3:00 p.m. (PT) on, or before April 27, 2016. Responses must be submitted in person, by U.S. Mail, or express delivery. Request for Proposal responses should be submitted with the words Financial Services clearly marked on the outside, referencing the Request for Proposal number located on the cover page.

Submit responses to:
(In person or by courier)
RFP 16-599400-BC
Attn: William Corbett, Purchasing Department
University of California, Davis, Health System
4800 2nd Avenue, Suite 3010
Sacramento, CA 95817

It is a MANDATORY requirement that vendors provide a complete narrative with answers to all statements listed on Attachment 1. The responses must reference each corresponding section and item # in the order provided on the attachment.

IX. SCHEDULE OF EVENTS

Release of RFP…………………..March 9, 2016
Deadline for submitted questions……March 23, 2016
Answers for questions to be posted……April 4, 2016
Deadline for turning in RFP………..April 27, 2016
Oral interviews (if requested)………….End of May, 2016
Estimated date for bid award…………..End of June, 2016

X. TERMS AND CONDITIONS

Responses that are incomplete in that there has been failure to respond in all of the requested areas may be disqualified. UCDHS reserves the right to set the criteria for and make this determination independently in each case.

The University’s Terms and Conditions of Purchase (http://www.ucop.edu/procurement-services/_files/uc-terms-and-conditions-of-purchase.pdf) shall apply to any order resulting from this RFP.

UCDHS reserves the right to accept, reject or waive any irregularities in any proposal. UCDHS reserves the right to reject all responses received in response to this request.

The award of this RFP is contingent upon funding availability.

UCDMC reserves the right to disqualify any respondent for cause including, but not limited to, the following:
• Misrepresentation and/or omission of facts in bidder’s submittal, or in any other communication from bidder in connection with this submittal request.

• Submission of a proposal deviating from an acceptable range of credible proposals or quotes, which places the bidder excessively high or excessively low and indicates an unrealistic appraisal of the costs of agreement performance, and which may indicate a lack of understanding of agreement requirements, and which the respondent cannot substantiate, indicating an inability to perform as specified.

• Poor performance, questionable billing practices, or substandard work performed at the University in past engagements.

UCDHS reserves the sole right to determine whether a proposal is responsive and to select a proposal which best serves the interest of the UCDHS. UCDHS also reserves the right to reject all proposals and, if in the best interest of UCDHS, award a contract from any proposal. UCDHS reserves the right to award separate agreements to multiple vendors if in the best interest of UCDHS. UCDHS reserves the right to select partial solutions from the bidder’s offering. If multiple agreements are awarded, an order preference will be provided to bidders with the lowest overall cost proposal.

Unless otherwise stated, bidder’s proposal will be considered valid for a period of twelve (12) months from bid due date.

UCHDS is not liable for any cost incurred by bidders prior to the issuance of an agreement, contract or purchase order.

The University of California standard purchase order and the Professional services Agreement, as attached, applies to any resulting contract.

The Bidder shall complete all work specified herein, and follow a negotiated Project Time schedule, including the submission of documentation. Failure to complete the mutually negotiated milestones and documentation on time will result in default by the Bidder.

To facilitate timely award of this order, insurance requirements as outlined in the attached Independent Contractor’s Agreement (Insurance) are to be supplied to the University before delivery of any equipment or be in force and on file in the University Purchasing Department as a result of a previous order. All of the required policies shall name the Regents of the University of California as an additional insured, shall be in a form as issued by an insurer approved by the University, and shall contain an endorsement requiring not less than thirty days written notice to the University prior to any cancellation or modification thereof. Thereafter, a certificate evidencing the renewal of each such policy shall be furnished the University at least ten days prior to the expiration of the term of policy. Failure to comply with this requirement may result in cancellation of any order resulting from this request for quotation.

The University retains the right to cancel order at any time, resulting from this RFP, for convenience without penalty to the University.

Either party shall not assign this agreement without the prior written consent of the other party.
No form of the University’s name shall be used in promotional materials, signs, announcements or other forms of communication or advertising originated by vendor unless the University’s express written permission for such use has been obtained in advance.

Successful bidder shall provide all applicable rebates, credits, incentives earned, used, or on account. Checks shall be made payable to "The Regents of the University of California" and mailed to the University of California, Davis, One Shields Avenue, Cashier's Office, Davis, California, 95616. Vendor shall make reference to department name and purchase order number on all checks. Periodic Statement Requirement: Successful bidder shall send periodic statements listing all rebates, credits, or incentives earned, used or on account for the University of California, Davis. Statements shall include department name and purchase order number, etc... Statements should be mailed to the University of California, Davis, One Shields Avenue, Purchasing Department, Davis, California 95616-8690, and Attention: Director, Materiel Management.

The Bidder shall fully indemnify, defend, and hold harmless the Regents of the University of California from and against any and all claim, action, and liability for injury, death, and property damage, arising out of dispensing or use of any of the vendor’s product provided under authorized University orders. In addition to the liability imposed by law on the Bidder for damage or injury (including death) to persons or property by reason of the negligence, willful or otherwise affected hereby, the Bidder hereby assumes liability for and agrees to hold the damage or injury (including death) to persons or property suffered or claimed to have been suffered through any act or omission of the vendor. The University agrees to provide the vendor with prompt notice of any such claims and to permit the vendor to defend any claim or suit, and that it will cooperate fully in such defense.

Any order resulting from this Request for Quotation shall be subject to the examination and audit of the Auditor General of the State of California for a period of three years after final payment under this order. The examination and audit shall be confined to those matters connected with the performance of the contract, including, but not limited to the cost of administering the contract.

It is understood and agreed by the University and Bidder that in the performance of this agreement, the Bidder shall be and act as an independent contractor and not as the agent or employee of the University. It is expressly understood and agreed that this agreement is not intended and shall not be construed to create the relationship of agent, servant, employee, partnership, joint venture or association between the University and the Bidder. The Bidder is not an employee of the University and is not entitled to the benefits provided by the University to its employees, including, but not limited to, group insurance, pension plans, workers’ compensation or unemployment insurance.

The Bidder shall be solely responsible for the conduct and control of the work to be performed by the Bidder under this Agreement. The Bidder’s services for the University shall be performed in accordance with currently approved methods and ethical standards applicable to the Bidder’s professional capacity.

The Bidder has prime contract responsibility; subcontractors may be used, but the prime contractor must accept full responsibility for the subcontractor’s performance. All subcontractors must be identified by the contractor, and the contractor must describe the type of contractual arrangement with all subcontractors. The prime contractor shall be responsible for meeting all terms and conditions of this agreement. The University reserves the right to approve/disapprove all subcontractors.
In the event that the University determines that an employee of the Bidder or a subcontractor hired by the Bidder is unqualified, unruly or in any way endangering the project, the Bidder shall remove the employee at the request of the University. This provision shall apply to all Bidder personnel.

The Bidder shall pay to each employee and subcontractor a salary for work on this contract not less than the general prevailing wage rate in effect in the locality in which the work is done.

The contractor, and any subcontractors performing work hereunder, shall maintain accounts, records, documents and other evidence ("Records") detailing all elements of their quotation costs and supporting all charges made by them under any contract resulting from this Request for Quotation. These records shall be retained by the contractor and subcontractor for a period of three years from the date of the expirations of any resulting contract. The system of accounts employed by the contractor and the subcontractors hereunder shall be satisfactory to the University, shall be in accordance with generally accepted accounting principles consistently applied, and shall be subject to inspection and audit by the University and any of its duly authorized representatives at all reasonable times and places.

Bidders shall furnish all personnel, travel, accommodations, facilities, equipment and other supplies and material which may be required to perform the work outlined within this agreement.

In the event any party is unable to meet its obligation hereunder as a result of an act of God or of the public enemy, war, insurrection, fires, floods, epidemics, quarantine restrictions, strike, lockouts, other labor disputes or any other causes beyond the control of the party affected, its obligation hereunder shall be excused and suspended for the duration of the same.

This agreement shall be construed and enforced in accordance with the laws of the State of California.

Bidders may not distribute any announcement or news release regarding this project without written approval by the University of California, Davis. Any materials to be provided to regulatory agencies, other entities, or to the public shall be submitted to the University for Review and distribution unless otherwise directed by a University technical representative.
XI. GENERAL INFORMATION / CERTIFICATION

The Bidder shall not maintain or provide racially segregated facilities for employees at any establishment under the Bidder’s control. The Bidder agrees to adhere to the requirements set forth in Executive Orders 11246 and 11375, and with respect to activities occurring in the State of California, to the California Fair employment and Housing Act Government Code section 2900 et seq.). Expressly, the Bidder shall not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, ancestry, medical condition, marital status, age, physical and mental handicap in regard to any position for which the employee or applicant for employment is qualified, or because he or she is a disabled veteran or veteran of the Vietnam era. The Bidder shall further specifically undertake an outreach effort in regards with the hiring, promotion and treatment of minority group persons, women, the handicapped, and disabled veterans and veterans of the Vietnam era. The Bidder shall communicate this policy in both English and Spanish to all persons as concerned within its company, with outside recruiting services and the minority community at large. The Bidder shall provide the University on request a breakdown of it labor force by groups, specifying the above characteristics within job categories, and shall discuss with the University its policies and practices relating to its programs.

A. Please complete the vendor contact information requested below:

   Company Name - ______________________________________________________

   Federal Employer Identification # _______________________________________

   Contact Person/Title- ___________________________________________________

   Address - ____________________________________________________________

   _________________________________________________________________

   Telephone Number - _________________________________________________

   FAX - __________________________________________________________________

   E-mail address- _______________________________________________________

B. I certify that I am authorized to sign on behalf of the organization I represent for this offer, and agree to all terms and conditions described herein.

   ___________________________________________________________ Date ________________________________

   Authorized Signature / Title
XII

TIER 1 CRITERIA: Please provide all the information requested below:

1. Corporate Qualifications:
   a) Provide name, address & phone number of firm;
   b) State name and title of principals and total number of employees;
   c) Provide year of firm’s founding;
   d) Provide ownership of company and subsidiary information, if applicable;
   e) Identify any UC employee (or relatives of) working for the firm;
   f) State total dollar amount of work performed for University in the last twelve months, if any;
   g) Attach an organizational chart. Indicate any areas where independent contractors are used;

2. General Qualifications:
   a) Describe your experience with Epic Beaker implementations.
   b) Provide profiles of staff whom would be assigned to this project.
   c) List Epic Beaker engagements successfully completed which demonstrate experience and expertise in a hospital similar to UC Davis Medical Center.
   d) Describe any features of your firm that distinguish you from other firms.

TIER 2 CRITERIA

1. Provide information on the number of EPIC 2015 Beaker installations you have worked on.
2. Provide the number of California clients you have assisted install EPIC 2015 Beaker.
3. Provide your anticipated staffing for our EPIC 2016 Beaker installation.
4. Describe the EPIC experience and certifications for the anticipated staffing to be provided.
5. Describe the hospital operations and prior lab experience of your anticipated project staffing.
6. Describe the management structure you will provide for our EPIC Beaker installation.
7. Describe your process for a Charge Master review and validation process to ensure all services will be captured for the Beaker installation. Be sure to include what resources you will provide. In addition,
describe the resources you will either need access to or need UCDSH to provide.

8. Considering our described project, describe the estimated timeline for the Charge Master effort outlined in #7.

9. What EPIC functionality do you anticipate having to review and potentially have updated in EPIC to ensure charges can be posted and billed to the Resolute HB and PB systems accurately and ready to bill.

10. If changes are needed as outlined in #9, will your company provide the resources to make the system changes or will UCDSH be expected to provide the resources and make the system changes?

11. If you can provide the resources as outlined in #10 above, please describe the background and qualifications of those resources. Please provide any additional fee structure for these resources.

12. Describe your approach to testing to ensure all revenue is accounted for and accurately transmitted to the billing systems as well as for revenue reporting.

13. Based on the request in #11 above, provide a potential work plan with anticipated steps and time lines for testing and required resources from UCDSH in order to accomplish #11.

14. Describe your go live and post live support approach and provide an estimated timeline.

15. Describe any training that would be part of this engagement.

XIII

**FEE STRUCTURE/PAYMENT TERMS**

Please provide an itemized quotation of your all-inclusive hourly fees for each staff member assigned to this project. Hourly rates should be quoted with an estimate of the total number of hours needed to complete the project. For the travel and living expenses, please provide a percentage mark up from your total hourly fees to cover the travel, housing, meals, etc. For example, if the total fee for services quoted were $600,000 and the “mark-up” a vendor quotes is 14%, the expenses would be $84,000 and the total project cost bid would be a not to exceed $684,000. This project is expected to take up to a year to complete and anywhere from 3500 to 4500 man hours is estimated by UCDSH staff for this project completion. UC Davis will pay the vendor based on the number of hours they bill with their all-inclusive rate that should be submitted every two weeks.