



**PROCUREMENT AND SUPPLY
COMMONWEALTH HEALTHCARE CORPORATION
REQUEST FOR PROPOSAL (RFP)**

RFP22-CHCC/CGC-026

SUBMISSION DEADLINE: OCT. 17TH, 2022 TIME: 10:00AM (CHST)

“COMPREHENSIVE CASE MANAGEMENT APPLICATION”

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THE CHCC RESERVES THE RIGHT TO REJECT ANY AND ALL PROPOSAL AND TO WAIVE ANY IMPERFECTIONS IN ANY PROPOSAL, IF TO DO SO SHALL BE IN THE INTEREST OF THE CHCC. ALL PROPOSALS SHALL BECOME THE EXCLUSIVE PROPERTY OF THE COMMONWEALTH HEALTHCARE CORPORATION.

/S/ ESTHER L. MUNA
CHCC CHIEF EXECUTIVE OFFICER

/S/ CORA P. ADA
DIRECTOR OF PROCUREMENT & SUPPLY



Commonwealth Healthcare Corporation
Commonwealth of the Northern Mariana Islands
1178 Hinemlu' St, Garapan, Saipan, MP 96950



REQUEST FOR PROPOSAL (RFP)

COMMUNITY GUIDANCE CENTER

RFP22-CHCC/CGC-026

"COMPREHENSIVE CASE MANAGEMENT APPLICATION"

I. BACKGROUND INFORMATION

The Commonwealth of the Northern Marianas Islands (CNMI), through the Commonwealth Healthcare Corporation (CHCC) Community Guidance Center (CGC), is seeking proposals from prospective vendors with the primary objective of providing a comprehensive case management application.

The CGC is the State Mental Health Agency (SMHA) and Single State Authority (SSA) for behavioral health services of the CNMI. It is a multi-site and multi-program center with a range of Behavioral health services targeting specific age group populations. The CGC programs include the System of Care, the Suicide Prevention Program, the Addictions Services Unit, the Wellness Clinic, the Transitional Living Center, the Healthy Transitions Program, the Prevention Service Unit, the Crisis Counseling Program, the Disaster Response Program, and Behavioral Health Response Program.

With an ever-increasing caseload across CGC programs, there's a great need to have a comprehensive and fully functional case management application, equipped with role-based security features and permission level access; one that leverages communication platforms to serve as an alternative service delivery process, with automation capabilities to collect and report data in a real-time manner to measure outcomes and key performance indicators.

The goal is to use the modern features that are available or configurable to support an efficient workflow process that enables real-time communication among programs and resources, guided by specific data metrics that evidence improved client access, outcomes, and quality of life.

This RFP package contains the necessary information and guidelines for interested vendors to develop and submit proposals.

II. NATURE OF WORK

The Community Guidance Center seeks to procure a Comprehensive Case Management Software application/service. The project will include the selection and acquisition of software or service, implementation services, training, support, and maintenance costs.

III. LOCATION OF WORK

CGC – San Jose-Oleai, Saipan MP 96950

IV. DETAILED SCOPE OF WORK

The case management process is a process through which behavioral health workers and direct service staff provide health and human services to clients/support systems. The method comprises several phases that are applied until clients' needs, and interests are met. The stages of the process are:

- Scheduling
- Screening-Pre Inquiry
- Registration
- Intake/Admission
- Assessing
 - Forms and Assessment
 - Stratifying Risk
- Service Planning
- Implementing (Care Coordination)
- Outcomes Tracking
 - Follow-Up
- Transitioning (Transitional Care)
- Discharging
- Reporting
- Communicating Post Transition
- Evaluating

In support of this process, the CGC seeks to procure a case management application for software as a service that evidences the following capabilities:

- The following modules/features are required to support CGC's case management programs adequately and are not limited to the following:
 - The system shall allow for an initial entry of participant data and allow for any corresponding updates done periodically
 - The system shall allow for staff to enter and capture appointment, meeting, and event information

- The system shall be equipped with an Initial Inquiry feature to monitor:
 - Internal consults
 - Referral and related activities
 - Reminder alerts for the patient navigator or assigned staff to conduct follow-ups
 - Reminder alerts for client'-s on a waitlist status
- The system shall be capable of entering client information and demographics and tracking initial and changing needs through a registration module
- The system shall have the ability to have multi-program enrollments and sites for a single client
- The system shall be able to maintain individual client profiles to include all entered client-specific data
- The system shall allow multiple authorized users to be able to update the client information as needed
- The system shall allow multiple access rights based on users' roles and responsibilities and be able to track user activities
- The system shall allow the user to perform initial and follow-up assessments for client and household members
- The system shall allow the user to communicate updates across CGC programs service providers utilizing dashboard notification features
- The system shall be able to track attendance, service encounter data at all levels of care, and show progress over time reports
- The system shall have an individual service plan tracking, monitoring, and narrative feature
- The systems shall have goal tracking, goal progress, and milestone achievement feature
- The system shall have pre/post assessments and assessments at intervals equipped with charts to show progress over time
- The system shall have embedded the DSM V and ICD 10 features for clinicians/providers to assign diagnoses for clients properly served
- The system shall be able to collect client individual and group case notes
- The system shall have case notes and status updates and shall be visible by the user with administrative privileges, program managers and staff, and case managers
- The system shall be able to submit a referral request and send communication to external third-party service providers or programs
- The system should be able to keep a record of caseworkers to allow them to assign a caseload.
- The system shall allow the System Administrator/Program Manager the ability to assign caseworkers or providers to clients/participants
- The system shall allow reminders/notifications to be made available for internal and external users, as well as clients/consumers

- The system shall have the ability to capture and automate appointment scheduling, meeting, and event information
- The system shall be able to track attendance, encounters, progress notes, and updates on treatment plans throughout the client's treatment process
- The system shall have the ability to display the date, time, and user for any update of records
- The systems shall have the ability to track client progress toward self-sufficiency through identified metrics, risk scales, ratings, and timeline reporting
- The system shall allow for the configuration of metric data to be used in a dashboard, Key Performance Indicators (KPI), or other charting metric tools within the system
- The system shall allow the user to download EXCEL and PDF files, and email participant data as needed without interruption or degradation of performance
- The system shall be able to disaggregate client or program data based on specific-program needs over specific time periods
- The system shall allow for two-way data communication to allow multiple updates to the same participant without interruption
- The system shall have the ability to export and import data, including data exchanges with the CGC program and 3rd party service providers
- The system shall allow the user to be able to export data without restriction unless specified via a role-based profile
- The system shall allow the CGC System Administrator to import data into the system from the CGC program partner
- The system shall have the ability to allow multiple programs to enter data without error (or system malfunction).
- The system shall allow use by a minimum of 50 users simultaneously without performance degradation or system malfunction
- The system shall have an outreach component to track prevention activities
- The system shall allow for updates or modifications of data entry modules or reporting components as requested by the CGC System Administrator
- The proposed vendor will also specify all existing Application Programming Interfaces (API's) available for such Enterprise Resource Planning (ERP) integrations
- The proposed vendor will consult/collaborate with all identified programs to assess and determine a workflow that is consistent with ongoing practice and evidence-based models

➤ Address Reporting Requirements:

- The system shall be able to create standard and custom reports, including provider caseload summaries, client summaries, inactive client listing, program activity reports monthly, quarterly, and annually, and other key performance indicator reports as indicated by the SMHA/SSA.

- The system shall have a dashboard with features that allow for creating and editing the existing dashboard contents
- The system shall have features to allow the specific users to view and customize a dashboard to include data from the caseloads within the system and other required reports.
- The system shall allow the user to create custom reports via on-screen drag and drop features, with the capability to export to Excel or other software with CGC business applications.
- The system should allow the user to view and create caseload summaries to display participant data, caseworker, partner, program, and other relevant information. information via export to Word, Excel, PowerPoint, and email.
- The system should have features for scheduling and maintaining reports and dashboard data.
- The system shall provide a Microsoft Power BI, or its equivalent, to enhance reporting capabilities.
- The system should allow the user to create robust reporting where it gathers data from multiple modules (i.e., caseworker, programs, partner, client data, etc.) and displays it in a report on screen or via email, Excel, PDF, CSV. TXT, Word, PowerPoint
- The system shall be able to enter, view, and monitor funding and budget trends.

➤ Technical Requirements:

- The system shall be Health Information Portability and Accountability Act (HIPAA) compliant
- The system shall be Cloud-based, hosted on a highly secured platform
- The system shall provide administrator role-based security feature to develop user profiles and determine security permission to grant and or limit program data access
- The system shall have a profile and role base feature to set security access for CGC staff.
- The systems shall be hosted in a secure environment with a secured methodology to access participant data
- The system shall offer ease of navigation with the ability to streamline workflows and improve efficiencies
- The system shall not have a limit as to the number of participant's data to be stored and monitored as required.
- The system shall allow for the navigation between participant modules, case manager, caseload data, and 2-way referral processes without performance or system connection issues
- The system shall allow for large batch file uploading for bulk data import/ updates
- The system shall have export capabilities to simplify data sharing between programs and systems
- The system shall be able to export data via PDF, Excel, Email, on-screen/page, etc.

- The system shall be able to integrate with other CGC business applications
- The system shall have as an option a billing module

Project Period

Upon issuance of a Notice to Proceed (NTP), all deliverables must be completed on or before 9/30/2023.

Deliverables:

The vendor must be able to provide services for the planning and implementing a comprehensive CGC case management application. The services must include assessing current data collection and reporting procedures and systems; identifying program-specific and collective CGC database needs; planning for CGC database implementation; designing the CGC database with all listed specifications and requirements; providing or assisting in the procurement of all agreed-upon hardware, software, and other equipment and materials; implementing the CGC database; providing training for all staff and users for the CGC database utilization; and providing technical assistance for continued system support. The vendor's proposal must provide a plan to meet the specified deliverables and must include detailed action steps and timelines. The proposal must demonstrate the vendor's ability to adhere to all specified system capabilities and requirements.

This RFP requires that proposals meet the following specifications:

V. INFORMATION AND FORMAT REQUIRED IN THE PROPOSAL

All proposals submitted by prospective vendors to the Procurement & Supply Office must include all items listed below. Incomplete submissions may not be considered.

1. General Information

- Provide general information about your company:
 - i. The full legal name of the organization.
 - ii. The name of the CEO and other upper managers
 - iii. Country and complete address of the organization's headquarters.
 - iv. The website address, email, telephone number, and other contact information.
 - v. Name and contact information of the person responsible for responding to the RFP
 - vi. Years of experience working with behavioral health entities/clients
- Tell us about the structure and focus of your company:
 - i. Background and history.
 - ii. Size of the company and engineering team.
 - iii. Areas of expertise.
 - iv. Organizational structure.
 - v. What are the vision and goals of your company?

- vi. What services do you offer?
- vii. What separates you from other outsourcing vendors?
- Questions about location, communications, and travel:
 - i. How many development teams do you have, and what time zones are they located in (state the time difference from Universal Time Coordinated (UTC)?
 - ii. Can your employees travel to other countries at the customer's request?
- **Experience and Credibility**
 - Tell us about your experience with projects, specifically working with mental health and substance use disorder programs.
 - Provide the following examples:
 - i. Case studies and sample behavioral health software developed (at least three examples).
 - ii. Provided services specific to case management of mental health and substance use disorder clients
 - iii. Expertise with each of the relevant technologies and programming languages (for example, .NET, Java, Python).
 - Tell us about your product
 - i. Identification of products-Provide a summary of your products and describe how they would meet our needs
 - ii. Functional Features-Provide a summary of the features contained in your product
 - iii. Technology Platform-Please describe
 - iv. Integration Platform-Please describe
 - v. Reporting Platform: Describe the reporting feature of your product. Is there a report builder? Is there a Dashboard builder available?
 - vi. Security Features: Does your product contain the following security features: User authentication, form level, field-level security, session management, security features to prevent outside access, viewing capabilities, and editing capabilities?
 - vii. Hardware and Software Requirements-Describe the hardware and software pre-requisites for a successful implementation of your products and services
 - viii. Product Upgrade and Release Schedule-Describe the upgrade and process for deploying the upgrade.
 - ix. Customer requests for technical support and customization-Identify the options available for technical support and customization requests
 - x. Customer Support/Help Desk Support-Describe the process of customer support

- **Project Management**
 - Tell us about the project management and tracking systems you use to ensure timely delivery schedules.
- **Technical Skills**
 - State the name of technical skills and the corresponding number of employees.
 - Tell about the capabilities and expertise in the following areas:
 - i. Automated testing/deployment.
 - ii. Performance and load examination.
 - iii. Technical documentation.
 - iv. Continuous integration.
 - v. Security check-up.
- **Quality Control**
 - What documentation standards have your company produced for quality control?
 - Describe how you manage performance and test security (stress, load, volume).
- **Resource Management & Training**
 - How does your company assign developers for different projects?
 - Describe the method (virtual, onsite) your training team will utilize to successfully train our team
 - Will training documentation and manuals be available?
- **Data Security**
 - List active and passive security measures in your company.
 - i. Hardware protection.
 - ii. Software and data protection.
 - iii. Protection of client/patient data.
- **Cost-Identify which of the following fees apply to your product's implementation and ongoing use. Define the deliverables that are associated with the basis for the cost.**
 - Initial Licensing Fees
 - Implementation Costs
 - Integration Costs
 - Training Costs
 - Travel and Expense
 - Annual Support and Maintenance
 - Additional One-Time Costs
- **Payment**
 - What is the accepted payment model in your company?
 - Do you demand full or partial payment before the project completion?
 - Are your rates and payment methods negotiable?
 - Pricing policy for situations when your employees must travel abroad (if necessary).
 - Please describe the method used to determine pricing for annual subscriptions.
- **Supplementary information**

- What extra capabilities, skills, or services set your company apart from other potential vendors
- **Billing**
- Is there a billing component included with your case management software? If so, please describe.
2. The proposed fee for the scope of work (refer to Section IV).
 3. The name of the authorized personnel to negotiate the proposal and contract (should also be the contact personnel).
 4. Proof of insurance coverage for the contractor and property liability insurance of at least \$100,000.00.
 5. Copy of current business license valid in the CNMI
 6. Other information that may be helpful to the evaluation team.

CHCC reserves the right to request additional information or documents that may be considered necessary and relevant to assist in evaluating a proposal.

VI. GENERAL AND ADMINISTRATIVE INFORMATION

a. Posting of RFP

Interested parties can download this Request for Proposal (RFP) from the CHCC website [www.chcc.health]. Once at the site, navigate to the Request for Proposals tab on the left navigation bar. Click on the URL for this **RFP 22-CHCC/CGC-026**. You will be required to enter data to allow us to track all requests for this opportunity.

b. General Provision

Until the selection process is completed, the proposal's content will be held in the strictest confidence, and no details of any proposal will be discussed outside the Evaluation Team created by the Corporation. This RFP does not constitute an offer and does not obligate the Corporation in any way. The Corporation reserves the right to reject any or all proposals for any reason and waive any defect in said proposals, negotiate with any qualified offers, or cancel in part or its entirety this RFP, if it is in the best interest of the Corporation.

CHCC will enter a contract with the successful vendor according to the terms of the standard government independent contract. Additional terms and conditions will be attached as exhibits to the standard independent contract.

c. Place, Date, and Time of Submission

Please email your proposals and all supporting documents to Corazon P. Ada, Director, CHCC Division of Procurement and Supply, at chcc.procurement@gmail.com, no later than **10:00AM October 17, 2022 Chamorro Standard Time (CHST) and date.**

Proposers may opt to submit (4) hard copies in addition to the original proposal (5 in total) to the CHCC Division of Procurement and Supply, Main Office Garapan Saipan.

Please note submission instructions:

- All submissions must include the RFP/ITB # and Project Title in the email subject.
- All documents must be submitted in Adobe PDF Format.
- All pages of your proposal must include the RFP/ITB # and Project Title in the header, plus page number in the footer.

Failure to follow these instructions will be considered unresponsive, and your proposal will not be included in the technical evaluation.

d. Cost of Preparation

All costs incurred by the vendor in preparing a response to this RFP and subsequent inquiries shall be borne by the vendor. All proposals and accompanying documentation will become the property of CHCC and will not be returned. The Commonwealth Healthcare Corporation reserves the right to reject any or all bids for any reason and to waive any defects in the said bid if in its sole opinion, to do so would be in the best interest of CHCC.

e. Questions, clarifications, or inquiries

Any questions or requests for clarification should be directed to:

Joseph Kevin Villagomez
Director of Community Guidance Center
Email: joe.villagomez@chcc.health

and

Corazon P. Ada
Director of Procurement & Medical Supply Office
Email: cora.ada@chcc.health

All questions or requests for clarification must be submitted in writing. Email transmission of questions or requests for clarification is acceptable.


VII. EVALUATION CRITERIA

The review and selection process will be based on the full description of the nature of the services to be performed, experience, qualifications, quality customer service, reliability, and fee structure. Each proposal will be scored on a 100-point scale based on the following factors and criteria:

- a. Qualification, Experience, and Technical Capacity/Expertise (30 points) – This criterion considers the experience and technical expertise of the potential vendor.
- b. Application Functionality & System Integration Capabilities. (40 points) - This criterion includes the ability to meet the specifications under Section IV: Detailed Scope of Work of this RFP and obligations regarding the specific task identified in the detailed scope of work.
- c. Methodology, Approach & Project Timeline. (20 points) – This criterion includes a review of the overall method, approach, and timeline for configuration, training, and implementation of the case management software.
- d. Cost Reasonableness (10 points) – This criterion includes reviewing all costs associated with procuring the proposed case management application or software as a service.

VIII. SELECTION PROCESS

Proposals submitted will be evaluated, and selection will be made based on the evaluation criteria mentioned in Section VII. Upon selection, the successful service provider will be advised to negotiate the contract with CHCC. Should the negotiation fail to result in an agreement, CHCC reserves the right to cancel the negotiations and select the next recommended service provider, which in CHCC's opinion, is the most qualified proposer. If the contract is not agreed to with any of the proposers, the RFP will be canceled and re-advertised.

Approved by:  Date: 09/14/22
Esther L. Muna, PhD, FACHE
Chief Executive officer

Approved by:  Date: 9/14/22
Cora P. Ada, Director, Procurement & Supply