

**Proposer's Name:** \_\_\_\_\_

**RFP No:** DMH-1109B2

## **APPENDIX B.5**

### **SYSTEM SOFTWARE RESPONSE**



**Integrated Behavioral Health  
Information System**



## 1.0 INSTRUCTIONS

Complete and submit all sections of this Appendix B.5, as further described below, by listing the proposed System Software necessary to meet all the requirements of this RFP, including, but not limited to, Appendix E (Sample Agreement), Appendix D (Maintenance and Support Services), Appendix A (Statement of Work), Appendix B.1 (Functional Requirements Response) and Appendix B.2 (Technical Requirements Response). All System Software proposed by Contractor must be capable of interfacing with and run on the software platform supported by County's Data Center, as further set forth in Appendix B.4 (System Hardware Response) of this RFP. If necessary, add rows to the table for Sections 2.0 and 5.0 to complete the Component list. **[Note: A document substantially similar to this Appendix B.5 shall become Attachment B.4 (System Software) to Exhibit B (Technical Solution Requirements) of any resultant Agreement.]**

## 2.0 PROPOSED SYSTEM SOFTWARE

Complete the table in Section 2.0 (Proposed System Software) for each proposed Component of the System Software. **All** proposed System Software Components **must** be listed in the table below.

- **Column 1 (Item No.):** Predefined Item No. Do not change.
- **Column 2 (Proposed Product Name):** Provide the product name of each proposed Component of the System Software.
- **Column 3 (Version):** List the version of the proposed Component to be initially provided as part of the proposed System.
- **Column 4 (Functionality):** Describe the functionality of the proposed Component.
- **Column 5 (Licensor of Third Party Software):** If the proposed Component is Third Party Software, list the name of the original licensor.

**NOTE:** Each proposed Component should only appear on this table once.



Item No.	Proposed Product Name	Version	Functionality	Licensor of Third Party Software (if applicable)
1				
2				
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### 3.0 PROPOSED SOFTWARE FOR APPLICABLE TECHNICAL REQUIREMENTS

Complete the table in this Section 3.0 for each proposed Component of the System Software.

- **Column 1 (Item No.):** Predefined Item No. Do not change.
- **Column 2 (DMH Function):** Lists DMH Functions identified in Appendix B.2 (Technical Requirements Response) and Appendix B.2.1 (Technical Narrative Requirements Response) of this RFP.
- **Column 3 (Proposed Product Name(s)):** Provide the product name(s) of the proposed System Software Component that provides the DMH functionality listed in the second column.
- **Column 4 (Version):** List the version of the proposed Component to be initially provided as part of the proposed System.
- **Column 5 (Functionality):** Describe the functionality of the proposed Component.
- **Column 6 (Licensor of Third Party Software):** If the proposed Component is Third Party Software, list the name of the original licensor.

Item No.	DMH Function	Proposed Product Name(s)	Version	Functionality	Licensor of Third Party Software (if applicable)
1.0	Reporting Writing				
2.0	Interface Engines				



#### 4.0 CORRESPONDENCE TO DMH FUNCTIONS

The table in this Section 4.0 shall be completed to indicate how each DMH functionality is met through either proposed System Software provided by the Proposer or a third party.

**NOTE: If your bid does not include software that provides the stated functionality, mark N/A for Not Available. If there are multiple proposed Component products directly utilized to deliver the stated functionality, list all products and applicable cross-references.**

- **Column 1 (Item No.):** Predefined Item No. Do not change.
- **Column 2 (DMH Function):** Lists the major DMH functions identified in Appendix B.1 (Functional Requirements Response) of this RFP.
- **Column 3 (Proposed Product Name(s)):** Provide the product name(s) of the proposed System Software Components that provide the DMH functionality listed in the second column.
- **Column 4 (Cross-Reference No.):** List the Item No. of the proposed product name from Section 2.0 (Proposed System Software).

Item No.	DMH Function	Proposed Product Name(s)	Cross-Reference No.
<b>1.0</b>	<b>Referral-In</b>		
1.1	Contact Management / Call Logging		
1.2	Referral Management		
1.3	Community Resource Database		
<b>2.0</b>	<b>Screening / Triage</b>		
2.1	Client Inquiry / Look-up		



Item No.	DMH Function	Proposed Product Name(s)	Cross-Reference No.
2.2	Screening / Triage		
2.3	Wait List Management		
2.4	Benefits Establishment		
<b>3.0</b>	<b>Authorizations</b>		
3.1	Creation and Receipt of Service Authorizations		
3.2	Processing of Service Authorizations		
3.3	FFS Inpatient Requirements		
3.4	Reporting		
<b>4.0</b>	<b>Intake – Registration, Financial Screening, Eligibility</b>		
4.1	Client Registration – General		
4.2	Demographic Information		
4.2.1	Client		
4.2.2	Collateral Contacts		
4.2.3	Insurance		
4.3	Financial Screening / California UMDAP		
4.4	Eligibility and Insurance Verification		
4.4.1	Eligibility Loading		
4.4.2	Eligibility Verification		
4.4.3	Eligibility Information Access		
4.5	Initial Assessment		



Item No.	DMH Function	Proposed Product Name(s)	Cross-Reference No.
4.6	DSM Assignment		
4.7	Clinician Assignment		
4.8	Medical History		
4.9	Episode Management		
<b>5.0</b>	<b>Service Delivery</b>		
5.1	Appointment Scheduling		
5.2	Appointment Check-In		
5.3	Workflow Support		
5.4	Service Documentation		
5.4.1	General Documentation		
5.4.2	Client Care / Coordination Plan		
5.5	Special Services		
5.5.1	Group Services		
5.5.2	Mobile Operations		
5.5.3	Case Management		
5.6	Client Linkage Activities		
5.7	Order Entry		
5.7.1	Laboratory		
5.8	Medication Management		
5.9	Medication Reporting		
5.10	Medical Record Management		



Item No.	DMH Function	Proposed Product Name(s)	Cross-Reference No.
5.11	Quality Management / Reporting		
<b>6.0</b>	<b>Billing</b>		
6.1	Billing General		
6.2	Service Entry / Charge Capture		
6.3	Charge Generation		
6.3.1	Group Services		
6.4	Charge Review		
6.5	Bill Submission / HIPAA Transactions		
6.5.1	External Payers		
6.5.2	Self Pay		
6.5.3	Client Statements		
6.5.4	Grant Billing		
6.6	Payment / Adjustment / Denial / Refund Application		
6.7	Accounts Receivable / Collections Management		
6.8	Reporting		
<b>7.0</b>	<b>Closure</b>		
7.1	Discharge Planning and Management		
7.2	Referral Out Tracking		
7.3	Record Retention		
7.4	Episode Closure / Record Closure		



Item No.	DMH Function	Proposed Product Name(s)	Cross-Reference No.
<b>8.0</b>	<b>Claims Administration</b>		
8.1	Claim Structure		
8.2	Pricing		
8.3	Payment and Adjudication		
8.4	Adjustment Processing		
8.5	Auditing and Validation		
8.6	Reporting		
8.7	Fee Schedule Maintenance		
8.8	Provider Data		
<b>9.0</b>	<b>Portals</b>		

**5.0 PROPOSED SOFTWARE NOT MATCHED TO SPECIFIC REQUIREMENTS LISTED IN SECTION 4.0 (CORRESPONDENCE TO DMH FUNCTIONS)**

If a proposed System Software Component listed in Section 2.0 (Proposed System Software) cannot be matched to a DMH function listed in Section 4.0 (Correspondence to DMH Functions) but is still proposed, complete the table in this Section 5.0.

- **Column 1 (Item No.):** Predefined Item No. Do not change.
- **Column 2 (Proposed Product Name(s)):** Provide the product name(s) of the proposed System Software Component.
- **Column 3 (Functionality):** Describe the functionality of the proposed Component.
- **Column 4 (Necessity):** Describe why the proposed System Software is not matched to specific DMH functions, but is necessary to meet the requirements of the RFP.



Item No.	Proposed Product Name(s)	Functionality	Necessity
1			
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