



Welcome

**Los Angeles County
Department of Mental Health**

**ORIENTATION TO INTEGRATED BEHAVIORAL HEALTH
INFORMATION SYSTEM (IBHIS)**

REQUEST FOR PROPOSALS

Tuesday, November 24, 2009

Welcome



Marvin J. Southard, D.S.W.

Director

Los Angeles County

Department of Mental Health



Marvin J. Southard, D.S.W, Director and IBHIS Project Executive Sponsor

- The IBHIS Project is mission critical to the Department.
- Supports purpose and mission of the Department:
Enriching life through partnerships designed to strengthen the community's capacity to support recovery and resiliency.
- Outcomes expected from the project are:
 - Must be more than just an “Information Technology” Project.
 - Must support improvement of outcomes of those in need of mental health care.
 - Must support Department's overall efforts to create a system that creates hope, wellness, and recovery in life of people we serve.
 - Must integrate people receiving mental health care and Department partners providing the services.
- Selected vendor will become an important part in bringing better life outcomes to the persons with mental illness through the IBHIS Project.

IBHIS Core Project Team

Name	Role
Robert Greenless, Ph.D.	Project Co-Director (Chief Information Officer)
Nancy Kless	Project Co-Director (Office of the Medical Director)
Paul Arns, Ph.D.	Clinical Informatics (Office of the Chief Deputy Director)
Adrina Moreno	Project Manager (Chief Information Office Bureau)
DMH Chief Information Office Bureau (CIOB) Leadership	
Sharon Carlson	Project Management and Administration Division
Jay Patel	Enterprise Applications Division
John Ortega	Data and Integration Services Division
Jeff Zito	Information Security Division
Karen Van Sant	Technology Services Division
Other Contributing Team Members	
Dixie Marin	Contract Analyst – IBHIS RFP Point of Contact
Karen Bollow	Consultant – Contract Provider Transition Project
Diane Vrenios	Outlook Associates Consultant – IBHIS Project
Trinh Mac	ISD Healthcare Systems Division

IBHIS Project Co-Director



Robert Greenless, Ph.D.

Chief Information Officer

Los Angeles County

Department of Mental Health

RFP Requirements

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**Section 6.0
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and Evaluation
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Section 1.0: Introduction

- **GOAL**

Migrate to paperless medical health record environment by obtaining a product that enables the Department to meet federal and state mandates for an Electronic Health Record.

- **DMH IS SEEKING PROPOSALS FROM QUALIFIED VENDORS**

To install, setup, configure, implement and maintain a commercially available web-based (e.g., web-enabled) integrated application with minimal customization.

- **THE NEW COMMERCIAL OFF-THE-SHELF (COTS) APPLICATION MUST HAVE:**

- Web-based (e.g., web-enabled) portal that provides secured access to Contract Providers.
- Successful track record of implementation in other mental health delivery organizations.
- Functional ability to support California State Department of Mental Health Medical and federal Medicare programs.

Section 1.0: Introduction

- **THE NEW COTS APPLICATION WILL REPLACE**

Current mainframe based Mental Health Management Information System (MHMIS) and its web wrapper the Integrated System (IS).

- **ALL PROPOSALS SHALL MEET THE FUNCTIONAL AND TECHNICAL REQUIREMENTS SET FORTH IN THIS RFP, NOT EXCLUDING:**

- Appendix A (Statement of Work).
- Appendix B (Technical Solution Response).
- Appendix D (Maintenance and Support Services).

Section 1.0: Introduction

RFP CRITICAL DATES

- Release of RFP Orientation November 24, 2009
- Request for a Solicitation Requirements Review Due Date December 04, 2009
- Written Questions Submission Due Date December 09, 2009
- **Enhanced File Transfer (EFT) Access Application Due Date December 09, 2009**
- Questions and Answers Released January 13, 2010
- **Proposal Due Date 3:00 p.m. (PST) February 18, 2010**

Section 2.0 IBHIS Project

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Section 2.0: IBHIS Project



Dr. Roderick Shaner, M.D.

Medical Director

Los Angeles County

Department of Mental Health

Section 2.0: IBHIS Project

Current Systems Environment

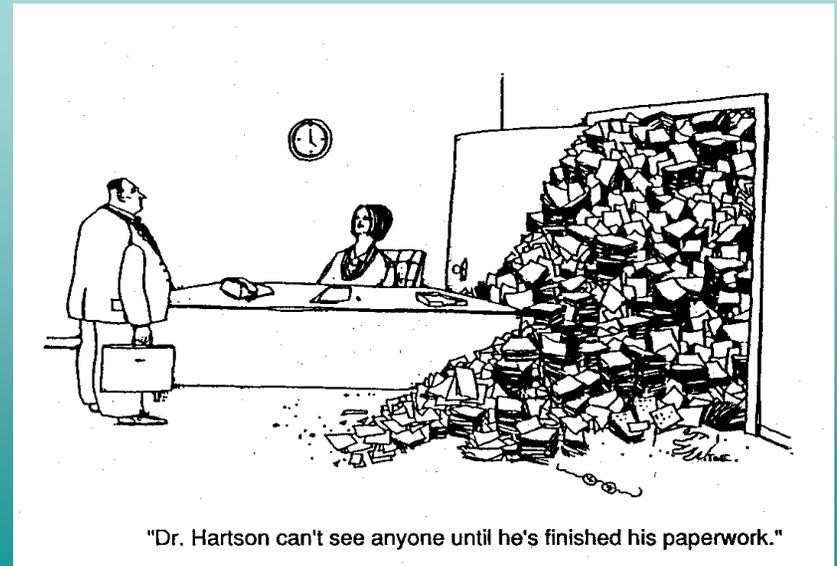


DMH currently lacks comprehensive, integrated and broadly accessible clinical information systems to support the behavioral health services which are core to its mission.

Section 2.0: IBHIS Project

Current Systems Environment

- Clinical information is currently kept in paper charts at each clinic site.
- Client assessment, care planning and documentation of clinical services are performed manually.
- Tracking and monitoring of care requires significant duplication of effort.
 - Preparing multiple paper forms, logs and charts.
 - Entering data into multiple, non-integrated spreadsheets and stand-alone applications.



Section 2.0: IBHIS Project

Current Systems Environment

- Automating clinical information is essential to establishing a foundation for a fully functional Electronic Health Record.
- Multiple County departments, whose service populations overlap with DMH, collect and rely on healthcare information that is either similar or complimentary to the information collected by DMH for its clients. Sharing data between these County departments and agencies is currently limited, fragmented, and labor intensive.



Section 3.0: IBHIS Concept



ACHIEVABLE CLINICAL BENEFITS

- Improves multi-site access to clinical information for clinics and crisis response teams.
- Improves clinical outcomes obtained by better record access and decision support.

Section 3.0: IBHIS Concept



ACHIEVABLE CLINICAL BENEFITS

- Supports a system of care viewpoint rather than individual service point, with less disjointed treatment.
- Establishes an Electronic Health Record through an integrated information systems infrastructure.

Section 3.0: IBHIS Concept



ACHIEVABLE DATA SHARING BENEFITS

- Improves coordination of service delivery and planning activities across County departments.
- Improves ability to exchange data electronically and securely with the Department of Health Services (DHS) Sheriff (Jail Mental Health), Superior Courts, Department of Children and Family Services (DCFS) and the Probation Department.

Section 3.0: IBHIS Concept



ACHIEVABLE DATA SHARING BENEFITS

- Supports County Strategic Plan – Goal 7⁽¹⁾, “Health and Mental Health” which establishes a client-centered, information-based health and mental health services delivery system that provides cost-effective and quality services across County departments.

(1) Goal 7 is now referred to as Goal 4.

Section 3.0: IBHIS Concept



Figure 16. ERJ145.

ACHIEVABLE EFFICIENCY BENEFITS

- Gradually reduces time spent indexing, storing, and retrieving paper medical records.
- Eventually frees up space devoted to storage of paper medical records.
- Improves ability to schedule, plan and document services.
- Increases productivity because claiming for services delivered would be a by-product of clinical documentation.

Section 3.0: IBHIS Concept



ACHIEVABLE EFFICIENCY BENEFITS

- Improves response to regulatory and business environment changes.
- Improves regulatory and Board reporting.
- Improves information for planning and management decision making.

Section 3.0: IBHIS Concept



ACHIEVABLE FINANCIAL BENEFITS

- Improve management process.
- Improve revenue capture.
- Reduce existing system support and maintenance costs.
- Reduce existing overtime, temporary staff and consultant cost for claiming process.

Section 3.0: IBHIS Concept

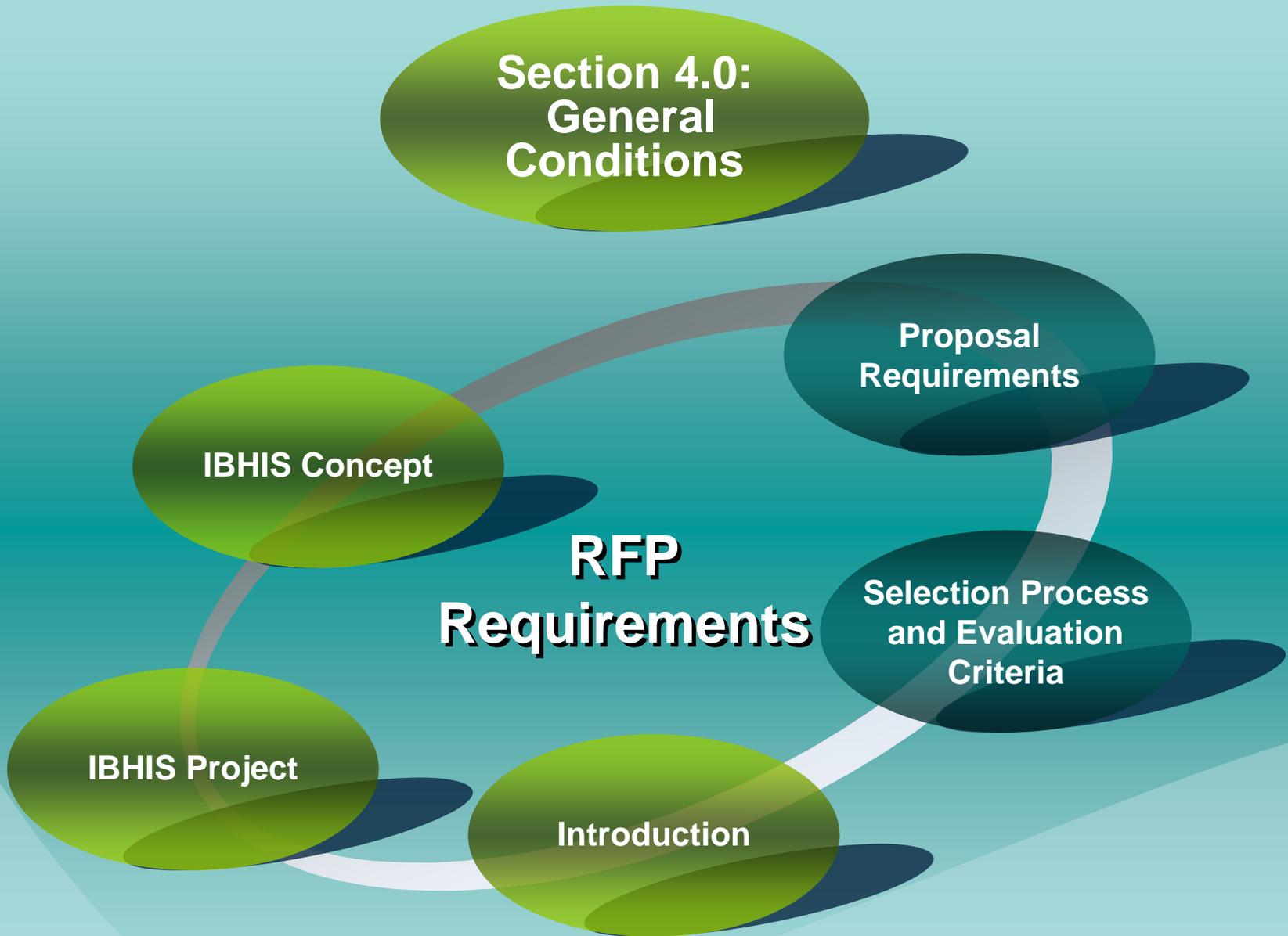
3.2 MINIMUM MANDATORY REQUIREMENTS

- **PROPOSER MUST MEET THE MINIMUM MANDATORY REQUIREMENTS** detailed in Section 3.2. Failure to meet the minimum mandatory requirements will result in elimination from further consideration.
- **EXHIBIT 1 – PROPOSER’S ORGANIZATION QUESTIONNAIRE/AFFIDAVIT (see Appendix V – County Required Forms)** must be completed and signed.
- **SECTION 6.2 PHASE I – PASS/FAIL REVIEW** will verify Proposer meets all minimum mandatory requirements.

Section 3.0: IBHIS Concept

3.3 IBHIS PROJECT SCOPE OF WORK

- **Appendix A (Statement of Work).**
- **Appendix D (Maintenance and Support Services).**
- **Appendix E (Sample Agreement).**
 - Term of Agreement, Section 5 (Term):
 - Initial Term - Seven (7) years Term following Final System Acceptance.
 - Option Term - With up to three (3) additional consecutive 1 year terms.
 - A month-to-month extension not exceeding 12 months following the Initial or Option Term.



Section 4.0: General Conditions

4.2 COUNTY POINT OF CONTACT AND RFP COMMUNICATIONS

- All contacts regarding this RFP or any matter relating thereto must be in English typewritten and mailed, e-mailed or faxed to County's Point of Contact (POC) listed in Section 4.2.
- Proposers are specifically directed not to contact any other County person or agent for any matters related to this RFP other than County's POC.
- Failure to adhere to this policy shall result in the elimination of Proposer from further consideration.

Section 4.0: General Conditions

4.2 COUNTY POINT OF CONTACT AND RFP COMMUNICATIONS

- All written communications must state the reason for the communication and reference the RFP as follows:

“Request for Proposals for the Integrated Behavioral Health Information System (IBHIS) RFP #DMH-1109B2.”

Section 4.0: General Conditions

4.3 PROPOSERS' QUESTIONS

- Proposers may submit written questions regarding this RFP, including clarification of information by mail, fax or e-mail to County's POC in accordance with Section 4.2 (County Point of Contact and RFP Communications).

Section 4.0: General Conditions

4.3 PROPOSERS' QUESTIONS

- Proposers submitting questions must identify the firm's name, specify the document (e.g., Attachment RFP 1, Appendix A, etc.), section line number or paragraph, page number, and quote the passage that prompted the question.
- All questions must be compliant with the format described in Section 4.3 of the RFP and received by County no later than December 9, 2009.

Section 4.0: General Conditions

4.3 PROPOSERS' QUESTIONS

- County reserves the right, in its sole discretion, to group or paraphrase similar questions when providing answers and to respond only to those questions it deems to be substantially relevant and appropriate for this RFP.
- All questions submitted by Proposer will be compiled with the appropriate answers and posted as an addendum to the RFP on County's DMH website on January 13, 2010.

Section 4.0: General Conditions

4.9 MANDATORY REQUIREMENT TO REGISTER ON COUNTY'S WEBVEN

- Prior to an Agreement award, all potential Contractors must register in the County's WebVen.
- The WebVen contains the Proposer's business profile and identifies the goods/services the business provides.
- Registration on the County's WebVen can be accomplished online via the Internet at: <http://camisvr.co.la.ca.us/webven/>

**Section 5.0:
Proposal
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Section 5.0 Proposal Requirements

5.0 PROPOSAL REQUIREMENTS

- Follow all proposal response requirements.

5.4 PROPOSAL PREPARATION

- Follow all instructions.

5.5 PROPOSAL SUBMISSION

- Proposer must submit: one (1) original hard copy proposal; fourteen (14) additional hardcopies, each in a three-ring binder to County's POC; and

Section 5.0: Proposal Requirements

- An electronic copy of the proposal documents to County's Enhanced File Transfer (EFT) site. Electronic submissions will be accepted from County's EFT site only.
- Additional Proposer materials described in Section 5.7.12 (Additional Proposer Materials (Section H)) must be submitted as hard copies in three (3) separate binders.

5.7 SEQUENCE AND CONTENT

- All proposal submission documents correlate to evaluation criteria described in Section 6.0 (Selection Process and Evaluation Criteria).

Section 5.0: Proposal Requirements

5.7.10 Additional Proposer Information and Certifications (Section F)

- All County Required Forms [Exhibits 1-23 of Appendix V (County Required Forms)] must be signed and dated by authorized person.

Section
5.5.7

Enhanced File Transfer Access Request Form (Attachment RFP 6)

Application Due Date – December 9, 2009



Los Angeles County
Department of Mental Health
Integrated Behavioral Health Information System (IBHIS)

ATTACHMENT RFP 6 - ENHANCED FILE TRANSFER (EFT) ACCESS REQUEST FORM

(Please Print All Information)

Instructions

All Proposers responding to this RFP #DMH-1109B2 must complete and return this form no later than **December 09, 2009**, in order to request and receive access to a Enhanced File Transfer (EFT) account. County will provide the contact person listed below with a User ID, internet link to County's EFT site, and upload instructions for the electronic copy submission of the proposal via e-mail. **For user authentication and security purposes, passwords will be provided via telephone communication.** Proposer shall complete all of the following information, date and sign this form and mail or fax to the following:

Department of Mental Health
Chief Information Office Bureau
695 South Vermont Avenue, 7th Floor Reception Room
Los Angeles, CA 90005
Attn: Dixie Marin, Contract Analyst
Fax: (213) 252-8884

ELECTRONIC SUBMISSIONS OF THIS FORM WILL NOT BE ACCEPTED

Proposer's Organization

Proposer's Organization: _____

Address: _____

Contact Person: _____ Title: _____

E-Mail Address: _____ Telephone Number: _____

Authorization

Proposer and the named signatory to this document in his or her individual capacity each represents and warrants that the individual named below is a duly authorized representative of Proposer with all legal rights and authority necessary to sign on behalf of the Proposer in order to receive access to EFT.

On behalf of _____, I declare under penalty of
(Proposer's Name)
perjury that the foregoing is true and correct.

Proposer's Name: _____

Signature: _____

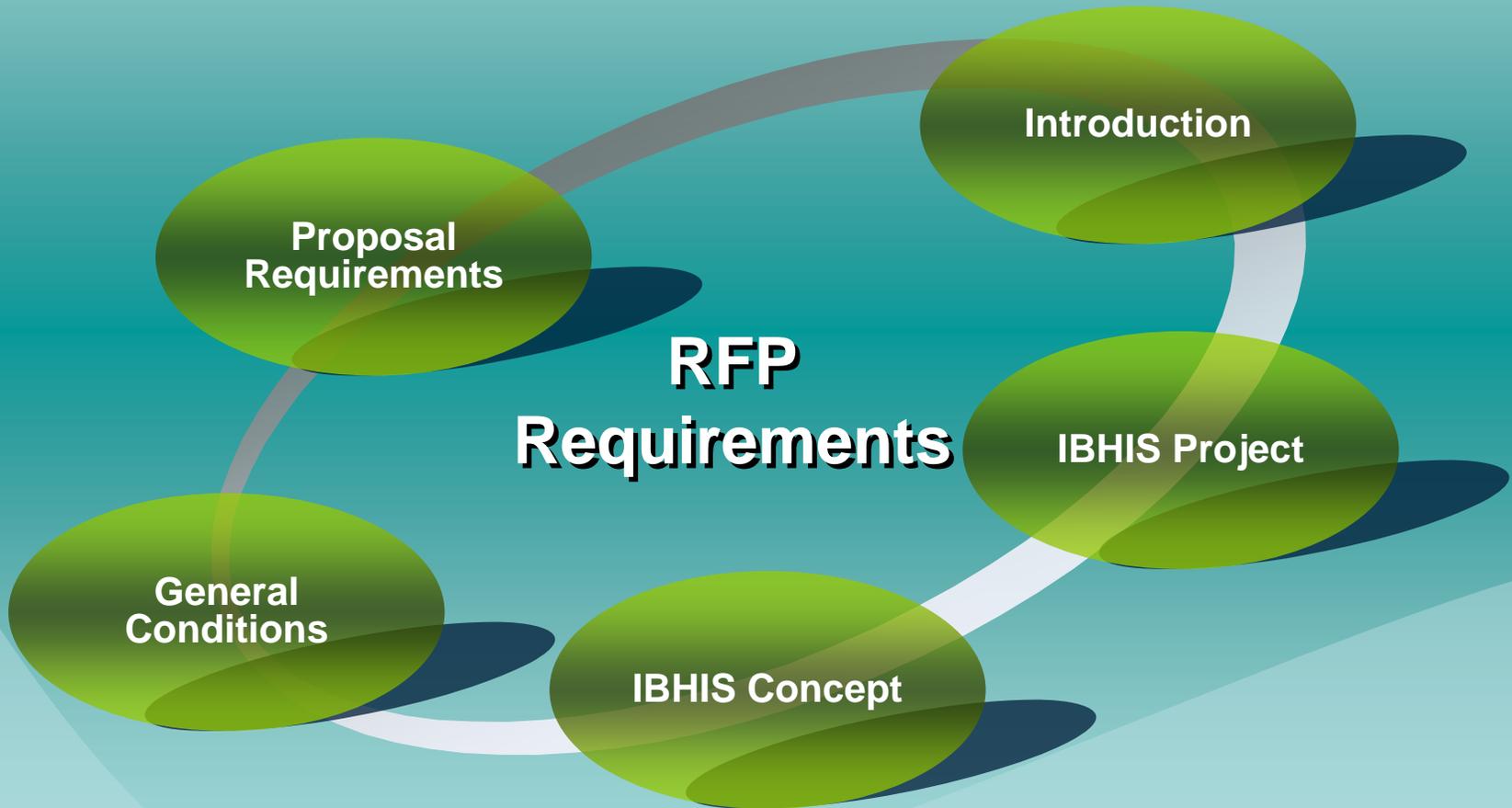
Print Name of Authorized Signatory: _____

Title of Authorized Signatory: _____

Date: _____

ATTACHMENT RFP 6 - Enhanced File Transfer Access Request Form

Section 6.0: Selection Process and Evaluation Criteria



Section 6.0 Selection Process and Evaluation Criteria

SELECTION PROCESS AND EVALUATION WILL BE CONDUCTED IN THREE (3) PHASES:

- **PHASE I – PASS/FAIL REVIEW**
 - Shall verify compliance with:
 - Minimum Mandatory Requirements.
 - Letter of Transmittal Requirements.
 - Section 5.0 (Proposal Requirements).
 - County Required Forms.

Section 6.0 Selection Process and Evaluation Criteria

- **PHASE II – EVALUATION OF QUALIFYING PROPOSALS**
 - Shall evaluate Proposer's qualifications, financial stability, project approach, business solution, technical solution, price and exceptions to Appendix E (Sample Agreement), Appendix D (Maintenance and Support Services), and Appendix A (Statement of Work).
 - Three (3) highest ranking proposals advance to Phase III.

Section 6.0 Selection Process and Evaluation Criteria

- **PHASE III – DEMONSTRATIONS, REFERENCES, AND SITE VISITS**
 - **DEMONSTRATIONS**
 - Proposer shall make a presentation in person and provide a demonstration of their proposed product and;
 - Demonstrate understanding of County's role as both mental health provider and plan administrator.
 - County will notify Proposer and provide scripts and guidelines in advance.

Section 6.0 Selection Process and Evaluation Criteria

▪ REFERENCES

- County will conduct reference checks to determine Proposer's scope of prior experience and performance and completion of contractual obligations.
- Proposer shall recommend three (3) organizations where most of the proposed product is in production status and comparable to DMH as an organization.
- See Exhibit 20 (Proposer's References) of Appendix V County Required Forms).
- One (1) favorable reference must be established.

Section 6.0 Selection Process and Evaluation Criteria

▪ **SITE VISITS**

- County will request recommendations.
- Proposer must provide two (2) recommendations.
- County will conduct a site visit and evaluation of proposed product.

Section 6.0: Selection Process and Evaluation Criteria

EVALUATION AND SELECTION PROCESS

- Phase III scores will be added to Phase II scores to produce final scores and ranking of proposals.
- Recommendation made to the Director of DMH by the Committee.
- Director of DMH approves final selection.
- Prospective Contractor contacted to negotiate an agreement for Board Consideration.
- Services will not begin until there is a fully executed Board approved Agreement.

PROPOSER'S CHECKLIST OF THE TEN (10) MOST CRITICAL ITEMS TO SUCCESSFULLY RESPOND TO AN RFP FOR THE COUNTY OF LOS ANGELES



<http://dmh.lacounty.gov/IBHIS/orientation.html>

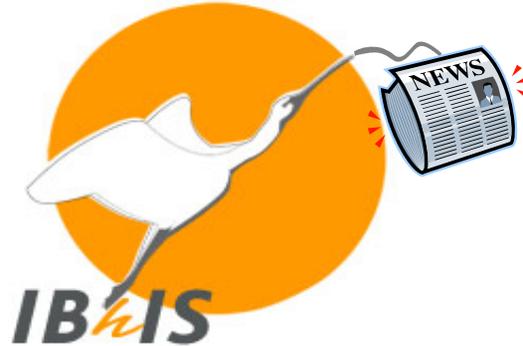
KEY DATES TO REMEMBER

- Request for a Solicitation Requirements Review December 4, 2009
- Written Questions Submission Due Date December 9, 2009
- Enhanced File Transfer (EFT) Application Due Date December 9, 2009
- Questions and Answers Released January 13, 2010
- **Proposal Due Date 03:00 p.m. (PST) February 18, 2010**



THANK YOU

Please continue to visit the DMH IBHIS RFP website for the latest news and information



<http://dmh.lacounty.gov/IBHIS/>

We look forward to your participation.