

Population Health Management/ Data Analytics System

# Request for Proposals

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RELEASED: October 1, 2024

**PROPOSALS DUE: December 31, 2024**

## Introduction and Overview of Proposal Request

### **Background and Summary of PIHP, Region and Population Health Management System**

On January 1, 2014 Mid-State Health Network (MSHN) became the new Medicaid Managed Care Organization for a portion of Michigan’s behavioral health services. MSHN and its provider network are responsible for maintaining an adequate service delivery system for persons with Serious and Persistent Mental Illness, Serious Emotional Disturbances, Developmental Disabilities, and Substance Use Disorders.

MSHN, is a “Regional Entity,” organized under Section 1204b of the Michigan Mental Health Code to serve twenty-one (21) counties through contracts with twelve (12) Community Mental Health Service Programs (CMHSP) and multiple Substance Use Disorder Providers.

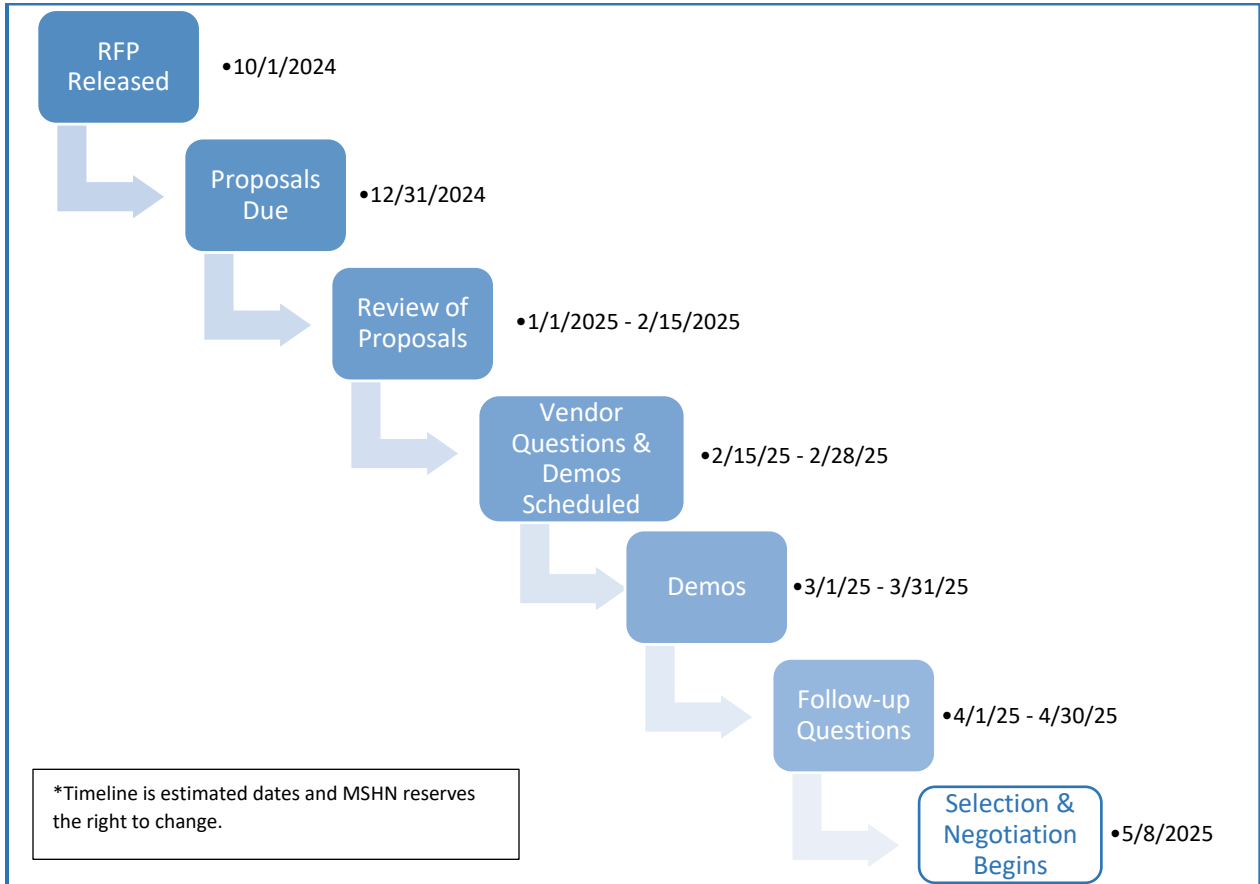
The CMHSP Participants include Bay-Arenac Behavioral Health, Clinton-Eaton-Ingham Community Mental Health Authority, Community Mental Health for Central Michigan, Gratiot Integrated Health Network, Huron County Community Mental Health Authority, LifeWays Community Mental Health Authority, Montcalm Care Network, Newaygo County Community Mental Health Authority, The Right Door (formerly Ionia County CMH), Saginaw County Community Mental Health Authority, Shiawassee County Community Mental Health Authority and Tuscola Behavioral Health Systems.

As of October 1, 2015, MSHN took over the direct administration of all public funding for substance use disorder (SUD) prevention, treatment and intervention within the region and expanded the provider network to include SUD providers.

More information regarding Mid-State Health Network can be found on MSHN’s website at:

<https://midstatehealthnetwork.org/stakeholders-resources/about-us>

**Timelines & Approach**



To ensure a highly efficient and effective process, the proposal and initial demonstration are highly proscribed. If demonstrations are required, a 2-hour window will be allotted to each vendor, and the outline of topics to review and expected timelines will be provided following the notification of selection.

All questions, comments or concerns pertaining to this RFP and subsequent processes may be directed to:

Kyle Jaskulka, Contract Specialist  
Email: [kyle.jaskulka@midstatehealthnetwork.org](mailto:kyle.jaskulka@midstatehealthnetwork.org)

Questions deemed relevant to other vendors will be answered and forwarded to all RFP recipients. Such transparency is compulsory to ensure respondents are afforded the same information, and an equitable opportunity to modify proposals and/or demonstrations accordingly. **The deadline to ensure questions are answered prior to proposal submission is October 31, 2024.**

## Proposal Requirements

The Behavioral Healthcare PHM/Data Analytics System proposal requirements have four distinct criteria:

- 1) Provision of requested Company Information
- 2) Completion of the Requirements Spreadsheet (see Exhibit A for more information)
- 3) Relevant information about proposed software and/or services deemed important by the vendor
- 4) Estimated costs broken down for the solution, to include all modules and services to meet the requirements
- 5) Sample contract template used with customers

### 1) Company Information

Please provide the following information pertaining to your company:

- Current legal name of company including any existing d/b/a's
- The year the company was founded
- The year the company began offering behavioral healthcare software
- Location of the company's headquarters
- Current number of supported organizations using the company's PHM/DA software
- Current number of behavioral healthcare supported organizations (State Mental Health Agencies, ACOs, MCOs, PIHPs, CMHSPs, FQHCs, Residential Provider Agencies, etc.) using the company's PHM/DA software
- The current number of customers for all of the company's products/services (e.g. other software, products, consultation, etc.), and the number of those customers providing behavioral healthcare services
- List of certifications, accreditations, etc.
- Number of current customers in Michigan
- Number of new customers since January 1<sup>st</sup>, 2020
- Number of contracts not renewed since January 1<sup>st</sup>, 2020
- The number of employees working directly for the company (should not include subcontractors, resellers or other vendors)
- Provide at least two references from organizations that perform *similar* services as a PIHP (Health Plan) and CMHSP (provider), and clarify whether a site-visit to any customer could be accommodated
- Identify whether the proposed solution would be provided as a hosted solution (software-as-a-service), hosted on-site by the each organization's Information Technology Department, or if both possibilities are offered

**Note:** For the purposes of this RFP, "behavioral healthcare" is defined as organizations providing management, oversight, funding or services to treat adult mental illness, severe emotional disturbance in children, substance use disorders, and/or services and supports to individuals with intellectual and/or developmental disabilities.

## 2) Requirements Spreadsheet

“Exhibit A” includes a spreadsheet of key requirements (in Microsoft Excel). To effectively screen potential solutions, it is vital that this spreadsheet *is thoroughly completed*. It is broken out by functional areas. For each requirement, vendors will use a dropdown box built into the spreadsheet to identify if that feature is:

- 1) **Included in app:** Included in base software package with no additional cost
- 2) **Configurable by the user:** Configurable within the base software package by administrative users, or through the vendor for an additional fee
- 3) **Customizable by vendor:** Not included in the base software package, but readily available through customization of the application
- 4) **Supported via 3<sup>rd</sup> party:** Not in the base software package but supports 3<sup>rd</sup> party tools (e.g. “Dashboard functionality not included, but natively supports iDashboard”.)
- 5) **Not included or supported:** The requirement does not exist in the software, and the vendor would not deem this a reasonable customization now or in the future

### Additional Comments

Provide responses where necessary to provide additional insight or explanation.

## 3) Relevant Information

After completing the spreadsheet, the vendor should consider any other information about their products or services that each region may find useful in considering the vendor proposal. At a minimum, this should include:

- 1) The vendor’s template implementation plan with expected timelines and milestones that each organization could expect from contract award to becoming fully operational in the use of the software.
- 2) The training format and plan used by the vendor (e.g. on-site vs. off-site, train-the-trainer and/or computer-based vs. vendor-only, etc.)
- 3) References to the types of inherent data analytics/reports that the system has in the base software package, and/or the level to which self-created data analysis/reports are supported. (i.e. This response should clearly articulate how much reliance there is on the vendor to develop custom reports or analytics, vice the ability of organizations to create that within the proposed solution.)
- 4) The vendor’s ongoing support model (designated representative, help desk, block of hours, additional costs, etc.)
- 5) Ability to support the inclusion of datasets relevant to behavioral healthcare as identified in Exhibit B, Data Inventory.
- 6) Information technology considerations regarding Exhibit C – “Information Technology Disclosures”

This may also include studies, brochures, testimonials, or links to online-resources beneficial in evaluating their proposed solution.

#### 4) Estimates of Costs

The vendor estimation of costs should be done from the “Total Cost of Ownership” perspective. The thoroughness of disclosure for estimated costs is a key consideration of the proposal review team. This shall include, but is not limited to, the following:

- 1) Purchase price of the solution, to include additional costs for licensing and/or recommended hardware as required
  - a) Costs for licensing should identify how costs are determined (e.g. licensed per installation, processor, concurrent connection, named user, etc.)
- 2) Hourly basis for software customization and description of what this includes
- 3) Cost of annual support, maintenance, licensing, etc.
- 4) Costs for data translation to migrate necessary information from standardized formats into the Behavioral Health PHM/DA System.
- 5) Cost for implementation and training
- 6) Any additional cost information not previously identified

It is understood that, public governmental entities, MSHN as a PIHP is not subject to sales tax within the State of Michigan, nor Federal Excise taxes. A copy of the tax exemption certificate will be made available to the vendor(s) selected to provide the solution.

Estimated costs shall be valid for 120-days and should not change for any reason other than the clarification of requirements, or as otherwise agreed upon between MSHN and the selected vendor(s). Selected finalists will clarify their estimates of cost into final quote in accordance with the vendor’s standard agreement practices.

#### Organization of Proposal

Proposals are required to be submitted electronically and may include several different files as is convenient for the vendor to meet the needs of this RFP. The vendor’s company name should be included in each filename sent to MSHN. Each of the proposals should be formatted as follows:

- 1) Cover/transmittal letter
- 2) Section 1: Company Information
- 3) Section 2: Completed Requirements Spreadsheet (see Exhibit A)
- 4) Section 3: Vendor’s Relevant Information (see Exhibits B & C)
- 5) Section 4: Estimates of Costs
- 6) Section 5: Sample Contract Template
- 7) Section 6: Other materials/attachments

## Proposal Submission Details

All proposal documents must be converted to Portable Document Format (PDF), except for Exhibit A which should remain in Microsoft Excel spreadsheet format and submitted electronically via email.

Send proposals to: [Kyle.Jaskulka@midstatehealthnetwork.org](mailto:Kyle.Jaskulka@midstatehealthnetwork.org)  
*Acknowledgement of receipt will be provided*

Maximum size of email with attachments: 15 megabytes  
(Please divide attachments between multiple emails if larger than 15 MB)

### **SUBMISSION DEADLINE:**

**Proposal must be received by 11:59 p.m. EST on December 31, 2024**

**NOTE: Proposals submitted after the deadline will not be accepted.**

This RFP, as well as all submitted documents, specifications and correspondence submitted to Mid-State Health Network, become the property of MSHN and may be shared with their affiliate partner CMHSPs. The materials submitted will not be shared between competing vendors responding to this RFP at any time for any reason.

## Selection Criteria

Screening and selection will occur in stages as described per the defined Timeline and Approach. PIHP and CMHSP screening of proposals is to identify the best vendors capable of meeting the unique needs of their organizations as demonstrated in the proposal. Selection of the top vendors will be made based on:

- 1) Completion of all required response.
- 2) Ability of the software to meet the most-pressing requirements
- 3) The vendor's stability, experiences, capabilities, and references
- 4) Overall estimates of cost and the reasonableness of implementation timelines.

Selected vendors will be afforded an opportunity to demonstrate the capabilities of their software and/or services as necessary. Subsequent questions and demonstrations will be scheduled as needed.



Mid-State Health Network

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## Limitations

### Right of Refusal

Mid-State Health Network reserves the right to accept any or all alternative proposals and to award the contract to other than the lowest bidder, waive any irregularities or informalities or both, to reject any or all proposals, and in general, to make the award of the contract in any manner, at its sole discretion, to be in their own best interests.

### Vendor-incurred Costs

Mid-State Health Network is not liable for any costs incurred by bidders/vendors prior to the issuance of a contract.

## Exhibit A

### Requirement Spreadsheets

Please complete the worksheet titled: Behavioral Health PHM/DA System Requirements within the spreadsheet "Exhibit\_A\_BH\_PHM\_DA\_Requirements.xlsx".

*(Please remember to rename this file to include your company name when you send your proposal attachment. Please keep the attachment in a Microsoft Excel spreadsheet format, and please do not re-save as a PDF or some other file type).*



## Exhibit B

### Data & Software Inventory

**Addiction Severity Index (ASI®)** - [Addiction Severity Index \(ASI\): Using the ASI Assessment \(americanaddictioncenters.org\)](https://americanaddictioncenters.org)

**Critical Incident Data** - [Critical Incident Reporting And Event Notification Requirements \(michigan.gov\)](https://michigan.gov)

**CAFAS® / PECFAS®** - [CAFAS and PECFAS, Guidance to PIHPs and CMHSPs, March 2021 \(michigan.gov\)](https://michigan.gov)

**PCE – Peter Chang Enterprises** – MSHN managed care software platform and 11 CMHSP electronic medical record.

**Streamline** – 1 CMHSP electronic medical record

**Medicaid Eligibility File** - [Beneficiary Eligibility Verification \(michigan.gov\)](https://michigan.gov)

**MichiCANS** - [MichiCANS Information \(michigan.gov\)](https://michigan.gov)

**Consumer Level Recovery Assessment** - (e.g. REE, ROSI, MORS, etc.)

**LOCUS® / CALOCUS® Assessment Tools** - [LOCUS — American Association for Community Psychiatry Encounters - Requirements](https://americanpsychiatry.org)

**Statewide Medicaid Health Data (cc360)** – Physical and Behavioral Health claims data extract

**Michigan's Mission-Based Performance Indicator System, v6.0 (MMBPIS)** - [Reporting Codebooks \(CMHSP, PIHP\), Templates \(CMHSP, PIHP\)](https://michigan.gov)

**WHODASS** - [WHO Disability Assessment \(WHODAS 2.0\)](https://www.who.int)

**Behavioral Health Treatment Episode Data Set (TEDS)** - [Coding Instructions](https://www.samhsa.gov)

*Note: Where a consistent data format does not exist, it will be created in collaboration with the vendor and the participating CMHSPs .*

Exhibit C

Information Technology Disclosures/Vendor Requirement

Category	Description	Notes
IT	Vendor has proven interoperability with external data systems and sources (see Exhibit B)	Identified success connecting to other standard systems and datasets.
IT	System infrastructure requirements: Vendor must explain what is required for client connectivity. What software, network and telecommunications are needed for their solution?	Should include information on mobility requirements/supports, minimum bandwidth, etc. Must include specifications for client devices (laptops, PCs, tablets, phones), and minimum bandwidth capacity.
IT	System availability, and the upgrade/maintenance cycle	System must have 99.9% uptime during regular business hours. Vendor should describe its upgrade and maintenance cycle, and how downtime will be mitigated for 24-7-365 operations.
IT	Vendor should specify their preferred solution format: SaaS and/or hosted by the customer in the back office	Vendor to include back office, server/license specifications, etc.
IT	Ability to control user access at several different levels.	Vendor should demonstrate how they perform user access within their solution. Organizationally – PIHP → CMHSP → Provider. Describe hierarchies supported control access to the system.
IT	Vendor should explain what type of on-site/organizational staff is required to operate the system, if necessary.	System administrators, network security specialists, trainers, etc.
IT	SaaS Vendors: Data redundancy and security	Vendors must describe how they reasonably assure the security of access to their data systems, the means by which data redundancy occurs, and how systems are monitored to ensure their protection.
IT	Utilizes a relational database management system RDBMS)	Vendor should describe the backend RDBMS used in the solution (Oracle, IBM DB2 or Informix, MySQL, PostGRE, Microsoft SQL Server, etc.). If a commercial RDBMS is not used, vendor to explain how it manages database normalization.

**CERTIFICATE OF COMPLIANCE WITH PUBLIC ACT 517 OF 2012**

I certify that neither \_\_\_\_\_ (Company), nor any of its successors, parent companies, subsidiaries, or companies under common control, are an “Iran Linked Business” engaged in investment activities of \$20,000,000.00 or more with the energy sector of Iran, within the meaning of Michigan Public Act 517 of 2012. In the event it is awarded a Contract as a result of this Request for Proposals, Company will not become an “Iran Linked Business” during the course of performing the work under the Contract.

NOTE: IF A PERSON OR ENTITY FALSELY CERTIFIES THAT IT IS NOT AN IRAN LINKED BUSINESS AS DEFINED BY PUBLIC ACT 517 OF 2012, IT WILL BE RESPONSIBLE FOR CIVIL PENALTIES OF NOT MORE THAN \$250,000.00 OR TWO TIMES THE AMOUNT OF THE CONTRACT FOR WHICH THE FALSE CERTIFICATION WAS MADE, WHICHEVER IS GREATER, PLUS COSTS AND REASONABLE ATTORNEY FEES INCURRED, AS MORE FULLY SET FORTH IN SECTION 5 OF ACT NO. 517, PUBLIC ACTS OF 2012.

\_\_\_\_\_  
(Name of Company)

By: \_\_\_\_\_

Date: \_\_\_\_\_

Title: \_\_\_\_\_