



**Request for Offer (RFO # 13-4248)**

## **CORC System Evaluation**

**For:  
Healthcare Information Division (HID)  
Healthcare Outcomes Center (HOC)**

You are invited to review and respond to this Request for Offer (RFO). To submit an offer for these services, you must comply with the instructions contained in this document. By submitting an offer, your firm agrees to the terms and conditions stated in this RFO and your CMAS contract.

Please read the attached document carefully. The RFO due date and time are: **Tuesday, May 6, 2014, at 12:00 p.m., PDT.** Responses to this RFO and any required copies must be clearly labeled, sealed, and submitted by mail or hand carried to:

**Department Contact:  
Robin Adam  
ITSD Contract Services  
Office of Statewide Health Planning and Development  
400 R Street, Room 359  
Sacramento, CA 95811  
Telephone: (916) 326-3947  
Email Address: [Robin.Adam@oshpd.ca.gov](mailto:Robin.Adam@oshpd.ca.gov)**



**Release Date: April 22, 2014**

## **General Information**

### **1. Background and Purpose of the Request for Offer (RFO)**

The Office of Statewide Health Planning and Development (OSHPD) seeks a qualified consultant to provide an in-depth evaluation of the Cardiac Online Reporting for California (CORC) System for the Healthcare Information Division's (HID's) Healthcare Outcomes Center (HOC) in association with the Information Technology Services Division (ITSD). The contract term shall be June 9, 2014 to September 30, 2014

The CORC system is an on-line data collection, validation, and reporting, web-based application used for the mandated Coronary Artery Bypass Graft (CABG) Outcomes Program (CCORP). The system must adhere to data element changes approved by the CCORP Clinical Advisory Panel in response to changes made by the National Society of Thoracic Surgeons to their database.

The first phase of CORC was implemented in November 2009. This web-based application was written in C# by an outside contractor using an Agile methodology and utilizes a Microsoft SQL database. ITSD resources have maintained the CORC system since June 2010. The CORC database processes approximately 13,000 hospital submitted transactions annually. Every three years the data being collected is changed to align with the STS national standard. OSHPD must process all data regardless of data format, simultaneously. To date, OSHPD has not been able to accomplish this. OSHPD requires an outside consultant to provide HOC and ITSD 1) a detailed analysis of the CORC system, focusing on the database and application design and its ability to support the changing business requirements, and 2) knowledge transfer of findings and recommendations to all parties.

The consultant shall deliver the services and products that are defined in the Statement of Work. All interested applicants must be current California Multiple Award Schedule (CMAS) contractors in good standing and meet all requirements specified in this RFO. California Certified Small Business (SB) and/or Disabled Veteran Business Enterprises (DVBE) are encouraged to bid; however, neither SB nor DVBE status is required. Contractors must have qualified staff available to begin work on the project initiation date listed in Key Action Dates in this RFO.

### **2. Key Actions/Dates**

All Contractors must adhere to the required dates and times listed in the Key Actions/Dates schedule below.

<b>Key Actions</b>	<b>Date<sup>1</sup></b>
Release of RFO	April 22, 2014
Questions Due Date	April 28, 2014
OSHPD Responses to Questions*	May 1, 2014
RFO Response Due Date	May 6, 2014, 12:00 PM PDT
Anticipated Project Agreement Award**	May 12, 2014
Anticipated Project Initiation	June 9, 2014

\* Emailed questions and responses replace a contractors' conference. All questions regarding this RFO must be in writing and received by the OSHPD Department Contact, listed below, no later than 12:00 p.m. PDT, Monday, April 28, 2014. The Department Contact will compile written answers to questions received by the question due date then send the responses by email to all potential CMAS contractors who requested the RFO after receiving the inquiry of interest.

\*\* Award date is based on projected completion of procurement processes.

### **3. RFO Response Requirements**

This RFO and the Contractor's response to this document may be made part of the CMAS order documents and the resulting contract file. One full copy of your approved CMAS must be provided with the offer.

Responses must contain all requested information and data and conform to the format described in this section. It is the Contractor's responsibility to provide all necessary information for OSHPD to evaluate the response, verify requested information and determine the Contractor's ability to perform the tasks and activities defined in the Scope of Work (Exhibit A) and Cost Worksheet (Exhibit B).

The Contractor must submit one (1) copy on digital media in Microsoft Word 2007/2010 or Adobe PDF format, one (1) printed original and three (3) printed copies of the RFO response to the Department Contact no later than noon on May 6, 2014. Electronic only responses will NOT be accepted. Late or incomplete RFO responses will not be considered.

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<sup>1</sup> All key action/dates are based on procurement document approvals and issuance of the purchase order for these services. The actual initiation and completion dates will be set at the time the purchase order is issued.

#### 4. RFO Response Content

Describe how your company and expert will approach and achieve the best outcomes for the work products listed in the Scope of Work (Exhibit A). Include an expected timeline, assuming the contract begins June 9, 2014 and ends September 30, 2014. Final Checklist (Exhibit C) has been provided to ensure all requirements are included in the RFO submitted to OSHPD.

Scope of Work (Exhibit A) – Contractors must submit a response that maps each task/work product to the requirements. The response must include:

- Evidence of understanding of the project/work requirements
- A proposed approach to complete the work objectives
- Proposed outline and/or samples of each task/work product (provide samples from previous projects)
- Project team organization and staffing plan
- Describe the percentage of time for each person assigned to work on the project.
- Assumptions used to develop the offer
- Qualifications of the firm including at least two (2) non-OSHPD references from previous projects that are similar in nature and scope to this project (reference name, title, company/agency, phone number and e-mail address are required); and
- Qualifications of staff including resumes and at least two (2) non-OSHPD references for each proposed project staff person

Cost Worksheet (Exhibit B) – Must detail all direct labor and other costs

Administrative Requirements – Contractors must include all of the required or applicable items identified below:

Requirement Item	Requirement Status
Payee Data Record (STD 204)	<b>REQUIRED</b>
Contractor Certification Clauses (Form CCC 307)	<b>REQUIRED</b>
Full CMAS Contract	<b>REQUIRED</b>
Disabled Veterans Business Enterprise (DVBE) Preference	Not required. However, indicate in your response if you are a Certified DVBE and include a copy of your certification.

Small Business Preference	Not required. However, indicate in your response if you are a Certified Small Business and include a copy of your certification.
List of Subcontractors	If used, your response must identify all subcontractors you intend to use for this project. Provide the subcontractor's firm name, address, contact person, and phone number. Subcontractors are subject to all CMAS terms and conditions.

#### 4. Contractor Minimum Qualifications

The Contractor must:

- A. Be a qualified CMAS contractor in good standing with the Department of General Services.
- B. Key personnel must have the necessary technical knowledge, skills, and experience listed in the Contractor Minimum Qualifications section of this RFO.
- C. Have the following IT system Design, Development and Implementation (DD&I) experience:
  - i. Similar government agency systems
  - ii. Web-based systems developed using Agile methodology
  - iii. SQL database experience
  - iv. Web-based applications designed using SQL database
- D. Describe the qualifications of the contractor to administer the project and the qualifications of subcontractor, if a subcontractor is used.
- E. Provide outlines or summaries of similar projects.

#### 5. Evaluation Process

Selection will be based on the best overall value. RFO responses that meet all requisites for a complete response will be considered "responsive." Responsive RFO's will be assessed using a two-step method to determine the selected offer.

Step 1 – Each response will be assessed based on the technical review factors/criteria as outlined in the following table. The technical review has a possible 60 points. Prospective offers must receive a minimum of 42 points to be considered “responsive.” Responses that fail to meet the minimum technical points will be rejected. Only the “responsive” offers will be considered in Step 2.

Step 2 – Cost has a possible 40 points. The points will be determined according to the criteria/formula specified in the following table:

**Evaluation Table**

<b>CATEGORY AND CRITERIA</b>	<b>MAXIMUM POINTS = 60</b>
<p><b>EXPERIENCE OF CONTRACTOR</b></p> <p>A. Web-based applications designed using SQL database providing</p> <p>B. Web-based systems developed using Agile methodology</p> <p>C. Similar government agency systems</p>	<p><b>Possible Points: 30</b></p> <p>Maximum points for each identified criteria: A=15; B=10; C=5</p> <p>Points are awarded to offers that adequately address experience and knowledge in each area listed.</p>
<p><b>APPROACH CLEARLY STATED</b></p> <p>Provide clear approaches to achieving each of the three requested services to be provided described in Exhibit A - Scope of Work, with the best possible results.</p>	<p><b>Possible Points: 30</b></p> <p>Maximum of 10 points for each of the three (3) services.</p> <p>Offer must describe the approaches for each of the criteria listed and approaches must be viable.</p>
<p><b>Minimum score of 42 points (70%) must be met on the above criteria before cost will be considered.</b></p>	
<p><b>COST</b></p> <p>Lowest reasonable offer shall receive maximum points.</p> <p>Points for other responses will be decreased based on the percentage difference in total cost.</p>	<p><b>Possible Points: 40</b></p> <p>Reasonable offer is one that is likely to result in best outcomes.</p> <p>Divide lowest response cost by next response cost to obtain percentage. Multiply percentage by 40 possible points to obtain point total.</p> <p>Example: Lowest response cost is \$100,000.00. Next lowest response cost is \$110,000.00. <math>\\$100,000/\\$110,000 = 91\% \times 40 = 36.4</math> points.</p>

## **EXHIBIT A – SCOPE OF WORK**

### **1. Contractor Responsibilities**

#### **The Contractor shall:**

- A. Complete the tasks and submit work products within timelines determined by mutual agreement of Contractor and OSHPD during the first month of work.
- B. Employ qualified or certified professional staff. Any changes of project staff must be received in advance and approved by the OSHPD CORC Project Manager.
- C. Provide adequate supervision for Contractor's staff.
- D. Employ quality assurance in development, completion, and delivery of all contract work products.
- E. Provide effective communication on all project issues.

#### **The Contractor shall provide the following services for the CORC systems evaluation:**

- F. Provide the Initial Work Plan document outlining required Contractor and State resources, defined activities, and proposed timeline to perform analysis of the CORC system.
  - 1) Analysis of current application and SQL database design specific to the system's ability to simultaneously collect, process and house multiple data types and formats.
  - 2) Documentation of findings of analysis (F1)
- G. If CORC System Evaluation (F1) analysis discovers CORC system is unable to simultaneously collect, process and house multiple data types and formats,
  - 1) Perform Gap Analysis required to align CORC application and/or database with Maintenance and Operations (M&O) needs and provide written findings
  - 2) Provide recommendation document to Business Unit and IT on how to provide support for M&O needs and provide written findings
- H. Knowledge Transfer and Communication Services
  - 1) Meet with key stakeholders to complete thorough system evaluation

- 2) Presentation of findings of analysis (F) in writing (technical document) and oral communication to Business Unit and IT
- 3) Technical document of Gap Analysis and recommendations (G1) and (G2)
- 4) Attend status meetings or formal meetings with management to update stakeholders
- 5) Provide weekly e-mail status report of findings

## **2. State Responsibilities**

OSHPD shall:

- Assign an OSHPD Project Manager to coordinate Contractor activities
- Provide a Project Manager who oversees all aspects and phases of the project
- Provide a Technical Specialist who serves as the subject matter expert
- Review interim and completed work
- Accept the completed and approved work
- Provide computers and workspace for the Contractor (up to 2 staff)
- Schedule meetings as needed and facilitate work with internal project stakeholders.
- Provide prompt payment for accepted work products billed by the Contractor.

## **3. Dispute Resolution**

Contractor's work products that fail to meet the terms and conditions of this contract, minimum OSHPD conditions, expectations, requirements or other applicable standards, specifications or guidelines, the following resolution process will be employed:

- OSHPD will notify Contractor in writing of non-acceptance of submitted work product by identifying the specific inadequacies and/or failures in the work products submitted by the Contractor.
- The notification will occur within fourteen (14) business days of receipt of the submitted work product. If no notification is provided by OSHPD within fourteen (14) business days, Contractor may invoice and bill for the work product.

- The Contractor will take appropriate corrective action in a timeframe to be agreed upon by the state and the Contractor, depending on the impact to the overall project schedule.

#### **4. Travel**

OSHPD will not reimburse the Contractor's travel costs.

#### **5. Contract Amendments**

In the event of unforeseen delays, OSHPD may amend the contract to add time and/or money at the same rates as listed on the Contractor's original proposal. All amendments are to be consistent with selected Contractor's CMAS agreement and state contracting laws and policies. Maximum dollar amount for the original contract and amendments cannot exceed \$500,000 in compliance with CMAS limits for Information Technology Services. The contract is subject to CMAS terms and conditions between the Contractor and the State of California.

#### **6. Additional Contract Terms**

The Contractor is expected to provide approximately 450 hours of work over the period of the contract. The contract term is to begin June 9, 2014 and run through September 30, 2014. This is for time and materials provided by the Contractor at the rates included in the Contractor offer, as identified in the Cost Worksheet (Exhibit B). Invoices are to be submitted in triplicate no more frequently than monthly in arrears to:

Office of Statewide Health Planning and Development

Accounting Office

400 R Street, Suite 359

Sacramento, CA 95811

**EXHIBIT B – COST WORKSHEET****A. DIRECT LABOR**

STAFF PERSON NAME	CLASSIFICATION	HOURS TO BE WORKED	HOURLY RATE	TOTAL
			\$	\$
<b>SUBTOTAL</b>				\$

**B. SUBCONTRACTOR LABOR COSTS**

Identify the subcontractor name, labor classification and hourly rate, etc.

Note: The hourly rate cannot exceed the labor costs awarded under this CMAS.

SUBCONTRACTOR NAME	CLASSIFICATION	HOURS TO BE WORKED	HOURLY RATE	TOTAL
			\$	\$
<b>SUBTOTAL</b>				\$

### EXHIBIT C - FINAL CHECKLIST

The offer package must include the following:

- Cover Letter identifying your firm's primary contact, phone number and email address
- Technical Proposal: Section 4, RFO Response Content
- Cost Worksheet (Exhibit B)
- Payee Data Record (STD 204)
- One copy on digital media in MS Word 2010 format; Original and three printed copies of the offer package
- Full copy of your CMAS agreement

**ALL OFFERS MUST BE SENT OR DELIVERED TO:**

Robin Adam  
ITSD Contract Services  
Office of Statewide Health Planning and Development  
400 R Street, Room 359  
Sacramento, CA 95811

**ALL OFFERS MUST BE RECEIVED AT THE ABOVE ADDRESS NO LATER THAN 12 NOON PDT, ON MAY 6, 2014. RFO RESPONSES RECEIVED AFTER 12:00 NOON PDT ON MAY 6, 2014 WILL BE REJECTED.**