

DEPARTMENT OF HEALTH AND SOCIAL SERVICES

Division of Medicaid and Medical Assistance

REQUEST FOR INFORMATION NO. HSS 16-018 WEBASEPASRR

PREADMISSION SCREENING AND RESIDENT REVIEW

WEB BASED SCREENING SYSTEM

January 14, 2016

Deadline to Respond
02/2/2016
11:00 AM (ET)

Date: January 14, 2016

REQUEST for INFORMATION NO. HSS 16-018-WEBASEPASRR

This Request for Information (RFI) will **not** result in award of a contract.

The Department of Health and Social Services, Division of Medicaid and Medical Assistance, is seeking market information on web based Preadmission Screening and Resident Review (PASRR) systems. The information gathered may or may not lead to the issuance of a Request for Proposals.

Responses to this Request for Information will remain confidential until such time as a determination is made on whether the State will move forward with a Request for Proposal for a web based PASRR system. If a decision is made to move forward with a Request for Proposal, the responses to this Request for Information will remain confidential until the completion of the Request for Proposal process.

All responses to this Request for Information shall be submitted in a sealed envelope **clearly displaying the request for information number and Respondent name** OR in PDF format via email with the Subject line stating the request for information number by 02/2/16 at 11:00 am (ET).

Responses must be mailed to:

DHSS

Division of Medicaid and Medical Assistance

Adams State Service Center

546 S. Bedford Street

Georgetown, DE 19947

Attn: Mary Murabito, RN

Or emailed to : mary.murabito@state.de.us

Please review and follow the information and instructions contained in this Request For Information (RFI). Should you need additional information, please call Mary Murabito, RN at 302-515-3169 or email mary.murabito@state.de.us .

I. Background

This is a Request for Information (RFI) for a web based Preadmission Screening and Resident Review (PASRR) system issued by the Delaware Division of Medicaid and Medical Assistance (DMMA), to ensure compliance with federal Medicaid PASRR requirements and achieve best practices for client focused outcomes, a need for a web based PASRR system has been identified by the three State agencies responsible for carrying out the federal PASRR requirements. Therefore DMMA, the Division of Substance Abuse and Mental Health (DSAMH), and the Division of Developmental Disabilities Services (DDDS) are undertaking an analysis of the web based PASRR system market as a whole. The State reserves the right to request web based demonstrations from one or more Respondents to better understand the capabilities in the market place.

II. Responses to this Request for Information:

After reviewing the State's anticipated service requirements Respondents shall:

- 1) Provide responses to the questions listed in Appendix A.
- 2) Provide estimated pricing using Appendix B

Respondent shall provide one (1) paper copy and two(2) electronic copies on CD/DVD/or thumb drive of its response OR 1 PDF attachment with 2 separate files as outlined above (Appendix A & Appendix B)

III. Tentative Timeline of activity :

January 14th RFI posted
January 20th Vendor Questions Due
January 22nd Q&A Posted
February 2nd RFI responses due by 11am

IV. Definitions

- A. PASRR – Preadmission Screening and Resident Review
- B. DMMA – Division of Medicaid and Medical Assistance responsible for oversight of the States PASRR program and assurance Level I is performed before NF admission
- C. DSAMH – Division of Substance Abuse and Mental Health responsible for evaluations and determinations of whether an individual requires the level of services provided by a Nursing Facility and whether specialized services are needed
- D. DDDS – Division of Developmental Disabilities Services responsible for evaluations and determinations of whether an individual requires the level of services provided by a NF and whether specialized services are needed
- E. IPC – Independent Professional Consultant
- F. Level I screen – screening for the purpose of identifying all individuals who are suspected of having Mental Illness, Intellectual Disability, Developmental Disability, or Related Condition
- G. Level II Abbreviated (or 1.5) screen – evaluation and determination by designated DSAMH staff whether NF services and specialized services are needed
- H. Level II Full evaluation – evaluation and determination by DDDS for individuals with suspected Intellectual Disability or Related Condition or by the IPC and determination by DSAMH staff for individuals with suspected mental illness regarding whether NF services and specialized services are needed
- I. SMI – Serious mental Illness that resulted in serious functional impairment in carrying out major life activities

V. Service Needs for which information is sought:

- A. PASRR Level I screening system available 24/7/365
 - i. Screening results
 - a. Respondent provides real-time screening results
 - b. Respondent ensures results are federally compliant with PASRR regulations
 - c. Respondent ensures results are sensitive to possible PASRR qualifying conditions
 - d. Respondent prioritizes positive Level I screens which are then immediately available for clinical review
 - ii. Clinical Review of positive Level I screens
 - a. Respondent provides review of positive Level I screen for PASRR qualifying conditions including supporting documentation
 - b. Respondent has capability of clarifying and requesting additional information for positive Level I screens when necessary

- iii. Dementia Exclusion, Hospital Discharge Exemption, and Categorical Decisions
 - a. Respondent has workflow capability for Exclusions, Exemptions, and Categorical Decisions including issuance of findings
- iv. PASRR Level II Referral
 - a. Respondent has workflow capability to refer full Level II screens to IPC for evaluation

B. PASRR Level II System

- i. Respondent has workflow capability to perform and issue evaluation reports
- ii. Respondent provides Level II summary of evaluation results to identified recipients
- iii. Respondent has capability to transmit IPC evaluation results to MI/ID authority for Final Determination
- iv. Respondent has capability to generate notification letters for determination staff to send to required parties

C. Secure Hosting

- i. Respondent is capable of creating and maintaining a secure user system providing HIPAA compliant PASRR processing
- ii. Respondent is capable of prequalifying and authorizing screeners as legitimate subjects who can log on the system 24/7

D. Training and Customer Service

- i. Respondent provides initial system training to State and end users and maintains quality customer service
- ii. Respondent provides ongoing training to State staff and end users secondary to changes and upgrades to the system over time
- iii. Respondent provides system manuals and educational materials to State staff and end users
- iv. Respondent provides qualified staff that are available to talk directly with State staff regarding issues or questions about the system during normal working hours
- v. Respondent provides updates to software as needed to align with any CMS regulatory changes
- vi. Respondent provides a variety of on-demand reports that capture trends and individualized information

- E. The following section outlines the State requirements for an offsite solution. **This is included as information only and does not require a response in this RFI. However, please ensure that responses to this RFI adhere to the compliance and regulation requirements outline in this section.**

1.1.1 Cloud/Remote Hosting Requirements

This section is mandatory for bidders proposing to host systems and/or non-public data outside of the State network. Bidders must respond as required for each subsection below. Failure to respond as instructed may be cause for rejection of the entire proposal.

1.1.1.1 Terms and Conditions Template Requirement

Bidder is instructed to review the following hosting template. For the RFP, vendor will sign and scan and include with your response

State of Delaware Cloud and/or Offsite Hosting Specific Terms and Conditions

<http://dti.delaware.gov/pdfs/pp/CloudandOffsiteHostingTemplateNonPublic.pdf>

All template clauses are mandatory. Complete and sign the template and include with the required forms in section 6.2.2 of the RFP.

If the bidder can only accept a clause with conditions (Accept Conditionally) or does not agree with (Reject) a clause as written, then please fill out the following Template Exceptions table as part of your response to this section. Clauses that are rejected must include in the Comment the reason why the bidder cannot comply with the requirement as written and what controls are or can be put into place to provide for the same or similar level of compliance.

Cloud and Offsite Hosting Template Exceptions (Example)

| Clause # | Response | Comment |
|----------|----------------------|--|
| 3 | Accept Conditionally | Our attorney will contact the State within 48 hours in this situation. |

| | | |
|---|----------------------|---|
| 8 | Reject | The State will not be permitted to perform this type of audit either directly or indirectly through a State-chosen third party with 30 days advance notice. We have a qualified independent IT audit firm under contract that can provide the required information upon 45 days advance written notice. |
| 9 | Accept Conditionally | We will disclose all subcontractor firms within 30 days of contract signature. Some of these relationships are in the process of being negotiated. |
| | | |

Any template exceptions listed above will be vetted by DTI prior to contract signature. Individual clauses may be negotiated and updated by the State in the template. In this case, DTI’s written approval of the final template version will be attached to the final contract.

If the bidder accepts all clauses as originally specified, bidder will respond to this subsection with “We accept all clauses in the Cloud and Offsite Hosting Template”. Do not include the Template Exceptions table in this situation.

Warning: Failure to complete and sign the Terms and Conditions Template or rejection of any clause may result in the rejection of the entire proposal at the sole discretion of the State.

1.1.1.2 Terms and Conditions for Subcontractors

Subcontractors involved in offsite/cloud data hosting are not required to sign the DTI template; however the primary contractor is expected to hold them responsible to the same clauses so that State data is adequately secured. The State’s expectation is that the clauses from the appropriate template be included in the subcontractual agreement. In this manner, the subcontractor explicitly agrees to be bound by the same terms and conditions in the DTI templates as the primary contractor. These subcontractor agreements must be approved by the State prior to signature of the contract with the primary contractor.

1.1.1.3 Standard Practices

The contractor(s) shall be responsible for the professional quality, technical accuracy, timely completion, and coordination of all services furnished to the State. The

contractor(s) shall follow practices consistent with generally accepted professional and technical policies and standards.

1.1.1.4 Mandatory Inclusions for Cloud/Remote Hosting

1.1.1.4.1 Network Diagram

The Service Provider must include a network diagram of the user’s interaction with the solution. Any interfaces between the solution and the State need to be clearly documented (ports, protocols, direction of communication). The network diagram does not need to contain the inner workings of the solution or proprietary information.

1.1.1.4.2 List of Software

The Service Provider must include a list of software that the State needs to utilize the solution. For example, a certain web browser (IE) or web service technology for an interface. The Service Provider will include a list of browsers and versions that are officially supported. The software list will be formatted as follows:

| Product Name | Version | Vendor Name |
|--------------|---------|-------------|
| | | |

1.1.2 DHSS-Specific Security Requirements

The requirements in this section are mandatory.

1.1.2.1 Encryption of Data at Rest

Bidder will describe the method(s) for encrypting data at rest in their proposed solution.

1.1.2.2 Encryption of Data in Transit

All data in transit must be encrypted whether transmitted over a public or private network. Bidder will describe the encryption method(s) proposed.

1.1.2.3 Ownership of State Data

All State-owned data (Public or Non-Public) related to services provided under this contract will remain the sole property of the State. De-identified data is not exempted from this requirement. This provision shall survive the life of the contract. Except as otherwise required by law or authorized by the State in writing, no State-owned data shall be retained by the vendor for more than 90 days following the date of contract termination. After the 90 day timeframe the following provisions will remain in effect: contractor will immediately delete or destroy this data in accordance with NIST standards and provide confirming evidence to the State; contractor is expressly prohibited from retaining, repurposing or reselling State-owned data except as otherwise

authorized by the State in writing; contractor retains no ongoing rights to this data except as expressly authorized in the contract.

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For Appendices A & B please provide one (1) paper and Two (2) electronic copies on CD/DVD/or thumb drive of your answers or a PDF email response sent to mary.murabito@state.de.us by the closing deadline of 2/2/16 @11am

Appendix A

Questions

Please provide one (1) paper and Two (2) electronic copies on CD/DVD/or thumb drive of your answers or a PDF email response sent to mary.murabito@state.de.us by the closing deadline of 2/2/16 @11am

- 1) Are there any services not mentioned in Section IV of this RFI that your organization feels the State should consider relative to web based PASRR?
- 2) Do you have a website that the State should view to learn more about your web-based PASRR system? If yes, please provide that web address.
- 3) Is your organization able to provide estimated all-inclusive pricing as well as pricing for each module?
 - a. If yes, please provide pricing as requested in Appendix B
If no, please explain why
- 4) What are the minimum hardware and software specifications necessary to run your application? Please review the State IT requirements and align your solution with State requirements?

Appendix B

Pricing

Estimated Price should be all inclusive of the requirements in RFI Section IV with an estimated annual Level I volume of 12,000

Web Based PASRR System

| Service Type | Cost to Build | Cost to maintain annually |
|-------------------------------|---------------|---------------------------|
| Level I system | | |
| Level II system | | |
| Secure Hosting | | |
| Training and Customer Service | | |