



Gold Coast Health PlanSM

A Public Entity

RE: Request for Proposal Number GCHP02262019

Gold Coast Health Plan (GCHP) is interested in establishing an agreement with a Contractor to lead, oversee and project manage all activities associated with the transition of GCHP's existing core operations technology platform to a new platform. This role will report directly to GCHP's Chief Executive Officer and may or may not require more than one resource. This Request For Proposal establishes the background, requirements and expectations required for Contractors to submit a proposal.

The proposal response must be in accordance with the following:

1. **INSTRUCTIONS:**

- 1.1. This Request for Proposal is not an offer to contract but rather an attempt to establish a common framework within which an agreement may be reached. Responses submitted by a Contractor to this Request for Proposal represent a firm offer to contract on the terms and conditions described in the Contractor's response.
- 1.2. This solicitation shall not be construed as a requirements or supply contract. GCHP shall not have any obligation hereunder to purchase any Products or Services from the selected Contractor.
- 1.3. All proposals become the property of the GCHP and will not be returned to the responding Contractor unless otherwise determined by GCHP in its sole discretion.
- 1.4. Any costs incurred by the responding contractor for developing a proposal are the sole responsibility of the responding Contractor and GCHP shall have no obligation to compensate any responding contractor for any costs incurred in responding to this RFP. If GCHP should determine that in-person interviews are necessary, interviews will be held at the GCHP's offices and any costs associated with such interviews will be the responsibility of the responding Contractor.

1.5. Time Schedule

Below is the tentative time schedule for this procurement.

| Event | Date | Time (If applicable) |
|--|-----------------|----------------------|
| RFP Released | 02/26/19 | |
| Intent to Bid Notification Due By | 03/04/19 | 5:00 pm PT |
| Questions Due | 03/11/19 | 5:00 pm PT |
| Questions Answered | 03/15/19 | |
| Proposal Due Date | 04/01/19 | 10:00 am PT |
| Short List Established and Contractual Discussions Begin | 04/08/19 | |

All questions must be submitted in writing. Submit your questions to the procurement contact listed below, (Section 1.7) via email. Copies of all questions and answers will be distributed to all qualified Contractors, without any identification of the inquiring Contractor. Questions received after March 11, 2019 will not be answered. Please use [Attachment 7](#) to submit all questions.

1.6. Intent to Bid

Prospective Contractors are asked to notify the procurement contact of this RFP of either their intention to submit a Proposal or to indicate the reason(s) for not submitting a Proposal. Failure to notify your Intent will not affect the acceptance of any Proposal.

Submitting your Intent to Bid. Reference [Attachment 6](#). Complete the form provided; submit the Letter of Intent to Bid by the date listed in section 1.5 "Time Schedule" by e-mailing it to: charris@goldchp.org.

1.7. The procurement contact is below. All communications and proposals must be submitted to the procurement contact. Proposals and questions should be submitted via email to:

Carolyn Harris
Manager, Procurement Operations & Sourcing
charris@goldchp.org
805-437-5530

1.8. Length of Proposal. Due to the length of the evaluation, approval, and procurement process at GCHP, proposals are required to be valid for a minimum of 120 days. A proposal may not be modified, withdrawn or canceled by the Contractor for a one hundred twenty (120) day period following the deadline for the submission of the proposal. The Contractor so agrees to this condition by submission of the proposal.

1.9. Letter of Transmittal

1.9.1. Contractors shall include a letter of transmittal that bears the signature of an authorized representative of the Contractor's company. The letter of transmittal will also include the name(s) of the individual(s) authorized to negotiate with GCHP as well as the names of sales representatives appointed by the Contractor, and the name of the Contractor's Project Manager.

1.10. Conflict Of Interest

The successful Contractor will be required to certify, to the best of its knowledge, that its proposal and any awarded contract is not in violation of any provisions of state laws related to conflicts of interest, and that it is familiar with such laws, including Section 87100 et seq. and Section 1090 et seq. of the Government Code of the State of California. A conflict of interest certification is attached as **Attachment 3** and shall be submitted with the proposal.

Individuals who will perform work for GCHP on behalf of the successful Contractor might be deemed public officials under state conflict of interest laws. If so, such individuals will be required to submit a Statement of Economic Interests, California Fair Political Practices Commission Form 700, in accordance with the law and GCHP's Conflict of Interest Code.

1.11. Experience/References

1.11.1. Contractors must provide the names of at least three (3) references that have recently contracted your company for similar services. For each reference listed, provide the following. Use **Attachment 4** with your response.

Company name

Company address

Person to contact

Telephone number of contact

1.12. Proposal is a Public Record

Proposals will remain confidential during the procurement process only until such time as determined by GCHP in its sole discretion. Thereafter, all information submitted by a responding Contractor may be treated as a public record by GCHP. GCHP makes no guarantee that any or all of a proposal will be kept confidential, even if the proposal is marked "confidential," "proprietary," etc.

1.13. Reservation of Rights

GCHP reserves the right to do the following at any time, at GCHP's sole discretion:

- 1.13.1. Reject any and all proposals, or cancel this RFP.
- 1.13.2. Waive or correct any minor or inadvertent defect, irregularity or technical error in any proposal.
- 1.13.3. Request that certain or all Contractors supplement or modify all or certain aspects of their respective proposals or other materials submitted.
- 1.13.4. Procure any services specified in this RFP by other means.
- 1.13.5. Modify the specifications or requirements for services in this RFP, or the required contents or format of the proposals prior to the due date.
- 1.13.6. Extend the deadlines specified in this RFP, including the deadline for accepting proposals.
- 1.13.7. Negotiate with any, all, or none of the Contractors.
- 1.13.8. Terminate negotiations with a Contractor without liability, and negotiate with other Contractors.
- 1.13.9. Award a Contract to any Contractor, including a Contractor other than the Contractor offering the lowest price.

1.14. Supplier Diversity

Supplier diversity is a high priority at GCHP. It is our business practice to create and maintain an environment in which Minority- and Women-owned businesses have an equal opportunity for building and maintaining a relationship with GCHP. In considering the proposals, GCHP will not discriminate against, or grant preferential treatment to, any individual or group on the basis of race, sex, color, ethnicity, or national origin.

Contractor shall certify in its proposal that in performing work or providing services, it will not discriminate in its contracting, hiring or employment practices because of age, sex, race, color, ancestry, national origin, religious creed, physical or mental disability, medical condition, marital status, or sexual orientation, except as provided for in Section 12940 of the California Government Code. Contract shall also certify in its proposal that it will comply with applicable federal and California anti-discrimination laws, including but not limited to the California Fair Employment and Housing Act, beginning with Section 12900 of the California Government Code.

2. OVERVIEW

2.1. Gold Coast Health Plan

Gold Coast Health Plan is an independent public entity created by County Ordinance and authorized through Federal Legislation; however, Gold Coast Health Plan is not a county agency. The Ventura County Board of Supervisors approved implementation of a County Organized Health System (COHS) model, transitioning from fee-for-service Medi-Cal to managed care, on June 2, 2009. The purpose of Gold Coast Health Plan is to serve Medi-Cal beneficiaries, enhance the quality of healthcare, provide greater access, improve service and provide choice.

Gold Coast Health Plan proudly serves more than 202,000 Medi-Cal beneficiaries living in Ventura County, Calif. We are an independent public entity governed by the Ventura County Medi-Cal Managed Care Commission and are dedicated to serving our members. The commission is comprised of locally elected officials, Providers, hospitals, clinics, the county healthcare agency and consumer advocates. Our *Member-first focus* centers on the delivery of exceptional service to our beneficiaries by enhancing the quality of healthcare, providing greater access and improving member choice.

From its inception, Medi-Cal has experienced increasing program costs, primarily as a result of spiraling growth in the caseload, utilization of service, and hospital costs. A Medi-Cal Reform Plan was enacted by statute in October 1971 (Chapter 577, Statutes of 1971) with the objective of developing an equitable statewide eligibility system, a uniform schedule of benefits for eligible's within a strong system of utilization and quality controls, and an improved system of health care delivery and health care financing for the program.

Modifications to the program are continually occurring because of federal and State legislation, departmental regulations, and other efforts to improve the program. Contractors should be aware that Contractor responsibility will include the planned and orderly implementation of the applicable provisions of all state and federal legislation and regulations whenever they may occur within the life of the contract.

2.2. Project Background

GCHP is contracted with Conduent, Inc. as the Administrative Services Organization, (ASO). Under the ASO arrangement, Conduent provides the core administrative functions on behalf of GCHP. These functions include:

- Claim Processing – Mailroom, Scanning / Optical Character Recognition (OCR), Electronic Data Interchange (EDI), Workflow automation / Contact tracking, System configuration, Claim adjudication, Claim Adjustments, Claim dispute resolution, Claim payment recovery (through Xerox Recovery Services)
- Call Center – Member and provider calls
- Fulfillment – Member materials (Member Handbook, ID cards, Provider Directory, Ad hoc mailings)
- Encounter Data Submission
- Standard and Ad Hoc Reporting
- Systems Support and Configuration
- Staffing to support all services

Both parties agreed, in partnership, to update the existing technology platform ikaSystems, currently used for Claims Processing and Call Center administration, to a new Platform, Health Solutions Plus, (HSP), in order to meet GCHP’s current and future needs. Benefits of this platform upgrade include:

- Implementation of an enhanced Customer Service module that uses business intelligence functionality for call navigation to improve call accuracy, streamline calls and enhance the customer experience;
- A new delivery system (HSP) for claims, provider contracting, provider and member portals, capitation payments, enrollment services, reporting, work flow storage, automation and support.

Project Timeline

Conduent and GCHP have completed a Project Scope Document, a detailed project Plan and a preliminary timeline with an expected go live date of Q1 2020.

3. BUSINESS REQUIREMENTS

Contractors shall provide a response to each paragraph number listed in this section. Contractors must list each paragraph number and provide its response.

NOTE: For ease of response, please use [this document](#) for your responses to section 3:



Sections 3
Requirements.xlsx

3.1. Medi-Cal Managed Care Core Business System Implementation Experience

- 3.1.1. Describe your experience with integrating third party operational systems with core business systems.
- 3.1.2. List each core business systems familiarity and experience with each system.
- 3.1.3. Describe your role in implementing each core business system.

3.2. Organizational Change Management

- 3.2.1. Describe your experience with relationship building and conflict resolution to influence outcomes.

3.2.2. Describe your methodology for organizational design and enterprise process optimization.

3.3. Regulatory Compliance

3.3.1. Describe your experience and expertise with DHCS regulations.

3.3.2. Describe your experience and expertise with DMHC regulations.

3.4. Financial Budget Management

3.4.1. Give an example of a large-scale budget you've managed.

3.4.2. Describe your experience with managing project budgets.

3.5. Program & Project Management

3.5.1. Describe the largest programs that you've managed, the industry, team size and budget.

3.5.2. How do you ensure that projects and programs are delivered on time and in scope?

3.5.3. Describe your experience and expertise with managing outsourced vendors.

3.5.4. Describe your risk management methodology and meeting critical performance milestones.

3.5.5. Describe your experience working with chief executive level teams and governing boards.

3.5.6. Describe your implementation experience using agile methodology and practices.

3.5.7. Present a description of the qualified individuals with whom you plan to staff the project, a delineation of their roles and responsibilities, a discussion of the location from which you expect to manage and staff the project, and a discussion on how you expect to communicate and work with both GCHP's and Conduent's personnel throughout the project.

3.5.8. Include actual resumes of each individual assigned to this project, not just samples.

3.6. Availability

3.6.1. Does your organization have a senior level leader who can work on site effective May 01, 2019? (Requirement)

3.6.2. Does your organization have a senior level leader who can establish an on-site presence throughout the timeline of the project? (Requirement)

4. QUANTATATIVE REQUIREMENTS

4.1. Pricing

4.1.1. Contractors must provide itemized pricing in the form attached as [Attachment 5](#).

4.2. Contract Terms & Conditions

4.2.1. [Attachment 1](#) to this RFP is GCHP's Master Services Agreement. Please review this agreement and if you cannot accept these terms and conditions please note the specific area(s) where you have concerns and recommend alternative wording that you would like considered with your quote response.

[Attachment 1a](#) to this RFP is a Statement of Work template. Please provide a working draft of this with your quote response.

4.2.2. [Attachment 2](#) to this RFP is GCHP's Business Associate Agreement. Please review this agreement and if you cannot accept these terms and conditions please note the specific area(s) where you have concerns and recommend alternative wording that you would like considered with your proposal response.

5. BID PROTEST PROCEDURE

Within five business days of GCHP's issuance of a notice of intent to award the contract, any firm that has submitted a responsive proposal and believes that GCHP has incorrectly selected another proposer for award may submit a written notice of protest. Such notice of protest must be received by GCHP on or before the fifth business day after GCHP's issuance of the notice of intent to award.

The notice of protest must include a written statement specifying in detail each of the grounds asserted for the protest. The protest must be signed by an individual authorized to represent the proposer, and must cite the law, rule, procedure or RFP provision on which the protest is based. In addition, the protestor must specify facts and evidence sufficient for the GCHP to determine the validity of the protest.

All protests must be received by the due date. If a protest is mailed, the protestor bears the risk of non-delivery within the deadlines specified herein. Protests should be transmitted by a means that will objectively establish the date GCHP received the protest. Protests or notice of protests made orally (e.g., by telephone) will not be considered. Protests must be delivered to:

Chief Executive Officer
Gold Coast Health Plan
711 E. Daily Drive, Suite 106
Camarillo, CA 93010-6082

The Chief Executive Officer, or his or her designee, will respond to the protest within 30 calendar days of receipt of the protest. The determination of the Chief Executive Officer shall be final.

| Attachment #, Name, or Documentation | Instructions | File |
|---|--|---|
| 1 - Master Services Agreement, Attachment 1 | This is GCHP's standard service agreement template. |  Attachment 1 GCHP MSA Template.docx |
| 1a – Statement of Work, Attachment 1a | Review and revise the SOW template. Submit an (unsigned) draft of the required services with your proposal response. |  Attachment 1a GCHP MSA SOW Template. |
| 2 – Business Associate Agreement, Attachment 2 | This is GCHP's standard Business Associate Agreement template. |  Attachment 2 GCHP BAA Template.docx |
| 3 - Conflict of Interest Compliance Certificate, Attachment 3 | Complete this form, sign it and return the signed copy with your RFP. This is a required form. |  Attachment 3 Conflict of Interest Certificatio |
| 4 - Client References, Attachment 4 | Complete this form, and return it with your proposal response. |  Attachment 4 References.docx |
| 5 - Pricing Format, Attachment 5 | Complete this form, and return it with your proposal response. |  Attachment 5 Pricing Format.xlsx |
| 6 - Intent to Bid, Attachment 6 | Complete this form, sign it and return the signed pdf copy to the Procurement Contact on or before March 04, 2019, 5:00 pm PT. This is a required form. |  Attachment 6 Intent to Bid.doc |
| 7 – Question Template, Attachment 7 | Use this template to submit all of your questions. |  Attachment 7 Q&A Template.docx |