Medicaid Billing and Tracking Software Request for Proposal

PART I: INTRODUCTION

All bids are due at **2:00pm EST, Friday, August 1st, 2019**. The Northern Kentucky Area Development District (NKADD, www.nkadd.org), a Kentucky local government and 501(c)(3) non-profit organization, is soliciting proposals for Medicaid billing and tracking software.

1. GENERAL INFORMATION

NKADD is inviting Vendors to provide Proposals for Medicaid Billing and Tracking software, which includes electronic timesheet capability. Vendors will be required to provide, at no additional cost, a demonstration of their platform, as quoted in their RFP response, for evaluation by the NKADD selection team. If a Vendor’s proposed product is rejected for functionality reasons, NKADD reserves the right to negotiate with that Vendor to define an alternate configuration or award the contract to another Vendor of its choice.

2. RIGHT OF REJECTION

The NKADD reserves the right to reject bids from any vendor who does not satisfy NKADD as to their reliability and technical capability. The NKADD also reserves the right to reject any bid from any vendor for any reason.

3. SUBMISSION & TIMELINE

Proposals must be submitted in a sealed envelope plainly marked on the outside "SEALED PROPOSAL FOR NKADD MEDICAID BILLING AND TRACKING SOFTWARE RFP - DO NOT OPEN WITH REGULAR MAIL."

SEALED PROPOSALS MUST BE MAILED OR PHYSICALLY DELIVERED TO:

NKADD  
c/o Clay Beyer  
Medicaid Billing and Tracking Software RFP  
22 Spiral Drive  
Florence, KY 41042

RESPONSES MUST BE SUBMITTED BY: 2:00pm EST on August 1st, 2019

<table>
<thead>
<tr>
<th>PROPOSAL SCHEDULE</th>
<th>DATE</th>
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<tbody>
<tr>
<td>Issuance of RFP; Solicitation for Proposals</td>
<td>July 1st, 2019</td>
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<tr>
<td>Deadline for Vendor Questions or Clarification</td>
<td>July 17th, 2019 @ 4:30PM EST</td>
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<tr>
<td>Deadline for Submission</td>
<td>August 1st, 2019 @ 2:00pm EST</td>
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<td>Public Bid Opening</td>
<td>August 1st, 2019 @ 2:01pm EST</td>
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<tr>
<td>Software Demonstration</td>
<td>Week of August 5th</td>
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<tr>
<td>Anticipated Award Date</td>
<td>Contingent upon NKADD Board Approval</td>
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4. **BID PRICES TO REMAIN IN EFFECT**
Vendors agree that all prices submitted in their response to the RFP from the Bid Proposal will remain in full effect for a period of not less than 90 days following the day of bid proposals opening.

5. **RIGHT TO AMEND**
The NKADD reserves the right to amend or supplement the Request for Bid Proposals giving equal information and cooperation to all vendors.

6. **COMPLIANCE WITH REGULATIONS**
The selected vendor shall comply with all rules, regulations, ordinances, codes and laws; shall secure and pay for permits and licenses necessary for initiation and completion of work and shall adhere to any provisions of Social Security, Worker’s Compensation or Unemployment Insurance Laws (local, state or federal). Offerors must disclose any fines, sanctions, debarment or litigation involving the company or its employees during the last five (5) years; or violations of KRS 136, 139, 141, 337, 338, 341 and 342 if they apply to company.

7. **PROCUREMENT**
Vendor shall be responsible for delivery of all services included within their proposal.

8. **QUESTIONS**
Any questions pertaining to the specifications shall be submitted to:

**NKADD**
22 Spiral Drive
Florence, KY 41042
medicaidbillingrfp@nkadd.org

9. **ANSWERS**
All vendor answers to vendor questions will be posted on the website:
PART II: SCOPE OF WORK

You will see below the minimum specs for Medicaid billing and tracking services. In order to increase your odds of winning this bid, please do not only bid the minimum specs, but also put forth multiple bids with specs that exceed the minimum.

1. GENERAL REQUIREMENTS

- Proposed solution must be cloud-based.
- Proposed solution must include implementation / roll-out at no-cost.
- Proposed solution must include a 24x7 help desk for end user issues included at no cost. NKADD plans to utilize their own help desk for Tier 1 and will rely on vendor’s help desk for Tier 2 and Tier 3 support.
- Proposed solution must provide the NKADD co-management access to all data entered.
- Proposed solution must provide electronic timesheet capability.
- Proposed solution provider must be able to portray their ability to deploy solutions for clients like NKADD (via Software Demonstration – Week of August 5th).
- Demonstrate ability to enhance the software based on changing KY Medicaid rules/regulations.
- Ability to customize functionality of the software based on our needs if the software does not contain needed functionality not limited to but including reporting and documentation.

2. Specific Medicaid Services Requirements include, but are not limited to:

- Ability to share data via API (Take client information from SAMS (WellSky) and import into proposed solution)
- Provide electronic timesheets
- Ability to track Medicaid eligibility
- Ability to bill and track patient liability
- Provide robust reporting
- Ability to track employee requirements
- Ability to issue W2, tax reporting, calculations
- Ability to track budgets
- Ability to electronically bill services to KYMMS
- Ability to track and file unemployment insurance
- Electronic Remittance
PART III: SELECTION CRITERIA

NKADD will evaluate the bid proposals once received. In evaluating the bid proposals, a final decision will be made based on the selection criteria outlined below. Proposal must include documentation that supports these key areas for the proposed solution.

1. GENERAL CRITERIA & WEIGHT CHART

<table>
<thead>
<tr>
<th>Criterion</th>
<th>Weight</th>
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<tbody>
<tr>
<td>Reliability of Service &amp; Service Provider</td>
<td>25%</td>
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<tr>
<td>Ease of Use for End Users</td>
<td>15%</td>
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<tr>
<td>Ease of Management for Admin</td>
<td>15%</td>
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<tr>
<td>Total Cost of Ownership for Solution</td>
<td>30%</td>
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<tr>
<td>Ability to Meet or Exceed Service Level Requirements</td>
<td>15%</td>
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2. QUALIFICATIONS OVERVIEW

Proposal is to include responses to each of the below criteria.

- Solution Provider’s History & Qualifications
- Overview of Proposed Solution
- Overview of Software
- Overview of Admin & End User portals
- Provide a Copy of Sample Terms & Conditions
- Local Client References (Minimum of Two)