



Request for Proposal

Robotic Process Automation (RPA) in Revenue Cycle Management (RCM)

DATE ISSUED: Monday, June 17th 2019

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I. SCOPE OF SERVICE

a) Key Metrics for the Medical Centers that are in scope for this RFP:

(shown in fiscal year)

	Davis	Irvine	Los Angeles	San Diego	San Francisco	TOTAL
Licensed beds						
2018	625	417	784	808	1,276	3,910
2017	627	417	784	808	1,276	3,912
2016	621	411	795	563	1,276	3,666
Admissions						
2018	34,763	22,086	40,438	31,715	45,837	174,839
2017	34,564	21,173	40,966	29,264	45,480	171,447
2016	33,002	20,777	41,282	28,713	43,456	167,230
Average daily census						
2018	535	344	729	552	760	2,920
2017	536	338	741	504	755	2,874
2016	502	338	744	476	719	2,779
Discharges						
2018	34,811	21,982	40,526	31,683	45,800	174,802
2017	34,565	21,270	40,979	29,200	45,549	171,563
2016	32,955	20,872	41,263	28,719	43,310	167,119
Average length of stay						
2018	5.6	5.7	6.6	6.4	6.1	6.1
2017	5.6	5.8	6.6	6.3	6.0	6.1
2016	5.6	5.9	6.6	6.1	6.1	6.1
Patient days						
2018	195,370	125,476	266,020	201,431	277,281	1,065,578
2017	195,678	123,191	270,550	184,135	275,446	1,049,000
2016	183,667	123,557	272,191	174,101	262,430	1,015,946
Case mix Index¹						
2018	1.91	1.83	2.03	2.03	2.06	
2017	1.87	1.83	2.00	1.96	1.97	
2016	1.80	1.81	1.99	1.91	1.96	
Outpatient visits						
2018	967,695	773,807	775,952	345,276	1,838,829	4,701,559
2017	1,007,187	786,917	776,341	311,659	1,704,965	4,587,069
2016	995,688	751,629	806,359	305,286	1,531,435	4,390,397

¹Case mix index is calculated at the patient level and is not determinable systemwide.

b) À la carte menu for use cases:

The selected vendor will be tasked with providing Robotic Process Automation for the Revenue Cycle Use Cases identified below. UC Health’s longer term vision and expectation is that Artificial Intelligence (AI) will be leveraged to further our Digital Workforce Journey.

In the response the vendor should indicate the pricing and duration in an à la carte format for each of these use cases and indicate if/when use cases may have interdependencies or when it makes sense to combine use cases that have synergies from a software solution development and implementation perspective.

#	Use Case Name
1	Centralized Documentation Indexing/Sorting
2	Claim Status
3	Creating ABNs
4	Creating HARs
5	Credit Balance Resolution
6	Denials Related Workflows/Follow-up
7	Eligibility Status Checking
8	Faxing of Appeal Letters
9	Initiating Referrals
10	Medicaid Applications Submission
11	Medical Records Submissions
12	MSPQs
13	Notice of Admission
14	Patient Estimation
15	Payment Integrity (Over/Underpayments)
16	Payment Posting/Reconciliation/ERA/Bank Downloads
17	Pre-collections/Validation/Quality Assurance
18	Prior Authorizations
19	Registration/Scheduling - ABNs - Registration/Scheduling
20	Registration/Scheduling - Re-evaluations
21	Revenue Integrity - Charge Capture Reviews
22	Revenue Integrity - Revenue Reconciliation Process

II. GENERAL INSTRUCTIONS

1. The respondent shall provide five (5) print copies and two (2) electronic copies on a USB drive. One (1) printed copy should be clearly marked as the “master copy”.
2. A cover letter should be included with response. The cover letter should identify the representative of the company that is duly authorized to commit and respond on behalf of the company. This person must sign the cover letter.

Initials: _____

3. Responses should include a return of the original RFP with initials in the space provided (lower left hand corner of each page). Respondent's initials will acknowledge respondent's understanding and acceptance of the contents on that page.
4. Responses should be submitted in a sealed container, package or envelope that will preserve contents until opened by an authorized UC HEALTH representative. The RFP number should be clearly marked on the outside of the container, package, or envelope.
5. Overnight express mail, messenger, or any other delivery method that will ensure on-time delivery with proof of delivery should be used to send responses. UC HEALTH does not assume responsibility for late receipt (delivery) of response or responses sent by the United States Postal Services.
6. Responses should be sent to:

PJ Hussey
pjhussey@ucsd.edu

Director of Continuous Improvement, System Revenue Cycle
UC San Diego Health
6200 Greenwich Drive,
Suite 2-223,
San Diego, CA 92122

7. Responses should be made in the same order as provided in the RFP. Additional information and/or documents may be attached at the end of the response. The RFP section and item numbers should be noted and referenced on any additional documents.
8. Failure to comply with the provisions outlined herein (General Instructions) will result in your proposal being non-qualified and rejected as non-responsive.
9. Deviations from the RFP expectations and requirements must be noted in respondent's response. Respondents should be aware that any deviations to the minimum expectations and/or requirements as outlined in this RFP may result in disqualification.
10. Questions should be submitted by email to:

PJ Hussey
pjhussey@ucsd.edu

11. Responses to questions will be made in writing to all respondents. UC HEALTH does not assume responsibility for questions or responses received after the RFP question and response deadline that might prevent the respondent's ability to provide a response within the established deadline.
12. Any and all questions should be submitted to the designated UC HEALTH representative. UC HEALTH does not assume any responsibility for questions submitted to or answered by an unauthorized UC HEALTH representative.

III. SCHEDULE OF EVENTS

Event	Due Date
Distribution of RFP	Monday June 17 th 2019
Receipt of RFP related questions/clarifications from vendors	Tuesday June 25 th 2019
UC Health responses/clarifications back to vendors	Friday June 28 th 2019
Receipt of Vendors Proposal	Friday July 5 th 2019

IV. BASIS FOR AWARD

An evaluation committee consisting of representatives from UC HEALTH will evaluate the responses. Responses that do not meet the qualification criteria and scope of services will not be considered for selection.

Responses will be evaluated on the respondent's ability to provide the requested services, availability of resources, expertise, experience, and other factors deemed applicable to UC HEALTH. UC HEALTH has established a weight factor that will be applied to each award criteria.

UC HEALTH reserves the right to award this agreement based on the best overall value of services and total costs. Therefore, the award may not be made to the lowest bidder.

The evaluation committee reserves the right to contact, interview, and evaluate the respondent's references, contact and interview current clients, solicit information from any available source concerning any aspect of this proposal or response, and seek and review any other information deemed pertinent to the evaluation process.

UC HEALTH reserves the right to reject or accept any or all proposals, to make more than one selection, or not select any of the respondents. Any resulting agreement will incorporate the terms, conditions, and requirements set forth in this RFP.

V. KEY QUALIFICATION CRITERIA

1. Company Qualifications
2. Company Staff Qualification (including expertise, and number of key people to be dedicated to the project)
3. Experience in performance of comparable services as specified in this RFP.
4. Ease of implementation and ongoing support.
5. Financial Stability and Resources
6. Company's References

VI. COMPANY QUALIFICATIONS

1. Please provide a brief overview of your company and organization, including but not limited to, history, corporate organization, and number of years in business.

Response:

2. Please describe in detail your company's ownership status, including parent companies and affiliates.

Response:

3. Please provide any current or future plans for mergers or acquisitions for your company. If there are any plans currently in progress, please provide details of the plans and an estimated timeline for completion.

Response:

4. Please provide your company's employment policy (i.e., equal opportunity employer)

Response:

VII. COMPANY STAFF QUALIFICATIONS

1. Please submit an organization chart describing the proposed staffing for the management and execution of any agreement that may result from the RFP. The organization chart should include the hierarchy and working titles for your staff and agents. Please include a brief description of the functions and responsibilities for each entity and individual. Copies of staff resumes should be included with the response.

Response:

VIII. RPA/AI EXPERIENCE IN RCM

1. Describe in detail your experience with RPA in the Revenue Cycle Management.

Initials: _____

Response:

2. Describe your experience implementing RPA in an academic healthcare facility. If you do not have any experience in an academic environment, please describe your experience at any healthcare facility.

Response:

IX. SOLUTION AND CLIENT INPUTS

1. Describe how your solution works from both a business operations and IT perspective.

Response:

2. Describe how your proposed solution works in a multi-campus system (each with their own Epic build). E.g. is there a Master/Template Bot for each Use Case that is then tweaked to support individual campus specifications/Epic build?

Response:

3. Describe your implementation plan across UC Health's five campuses. E.g. do all sites go-live simultaneously or is it a phased approach?

Response:

4. Describe your organizations typical approach to implementing an RPA/AI solution, including timelines.

Response:

5. Describe how your proposed solution supports Continuous Improvement in an RCM environment where workflows, processes and edits continuously evolve.

Response:

Initials: _____

6. Describe in detail your solutions integration touchpoints with UC Health's IT eco system inclusive of all data feeds, integration with Epic and other client applications.

Response:

7. Describe in detail what inputs you will need from UC Health to ensure a successful implementation.

Response:

8. Describe in detail what UC Health human capital resources are recommended for the initial implementation and for the ongoing support of this solution inclusive of recommended skillsets for the UC Health resources.

Response:

9. Describe what the post implementation relationship and approach would look like focusing on the long term maturity of the RPA solution into and AI platform.

Response:

10. Describe in detail any cost or gain sharing options that may be leveraged for this initiative.

Response:

X. FEES FOR SOLUTION AND SERVICES

1. Please provide a comprehensive and detailed breakdown of **ALL** the costs/fees associated with your proposal. Where appropriate an à la carte format that aligns with the Use Cases in section 1 is preferred.

Response:

2. Provide a breakout of Costs/fees for the initial implementation and for the ongoing support/maintenance costs necessary to support the Continuous Improvement journey where workflows change on an ongoing basis.

Response:

XI. COMPANY REFERENCES

1. Please provide at least five (5) client references and include the following information for each reference:
 - Company Name (of reference)
 - Contact Person
 - Title of Contact Person
 - Contact Person's telephone and fax numbers and e-mail address
 - Number of Years with Client
 - Scope of Work Performed and Length of Contract
2. Please provide client references where work performed is of equal in size to the scope of services outlined herein.

XII. GENERAL TERMS AND CONDITIONS

1. Upon award of an agreement, services are expected to commence immediately.
2. UC HEALTH is not responsible for any preparation costs incurred by respondent. Respondent is solely responsible for all costs in association with information, proposals, visitations, demonstration, and personnel furnished to comply with this RFP or any subsequent requests prior to issuance of a contract.
3. University of California Terms and Conditions of Purchase (Appendix A) shall be part of this agreement. Copy of Appendix A is attached.
4. All proposals shall remain available for acceptance for a minimum of ninety (90) days following the RFP closing date.
5. Respondents may be contacted for further involvement through invitations for oral presentations, site visits, on-site demonstrations, etc.
6. Proposals and documents constituting any agreement entered into thereafter become the exclusive property of UC HEALTH and will be subject to the California Public Record Act (Government Code Section 6250 et seq). UC HEALTH's use and disclosure of its records are governed by this Act.
7. Those elements in each proposal which the respondent considers to be trade secrets, as that term is defined in Civil Code Section 3426.1(d), or otherwise exempt by law from disclosure, should be prominently marked as "TRADE SECRET", "CONFIDENTIAL", OR "PROPRIETARY" by the

Initials: _____

respondent. UC HEALTH, will not in any way, be liable or responsible for the disclosure of any such records including, without limitation, those so marked if disclosure is deemed to be required by law or by an order of the court.

8. The awarded vendor(s) shall be prohibited from making any reference to the University and/or UC HEALTH and the use of the University and/or UC HEALTH logo, in any literature, promotional material, brochures, or sales presentation without the express written consent of the University and/or UC HEALTH.