Request for Proposal

Patient Population Management on Health Based Guidelines for Rowan University

Rebid RFP 16-02

Rowan University
The Office of Contracting & Procurement

201 Mullica Hill Road
Glassboro, NJ 08028
Linden Hall, Room 136
Phone: 856.256.4171
Email: bids@rowan.edu
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Administrative Information

Institution Contacts:

All questions should be submitted via email with the subject heading:

“RFP 16-02 Patient Population Management on Health Based Guidelines”

Inquiries regarding project specifics will not be accepted by telephone. All questions submitted will be answered on the Contracting & Procurement Department website on the date indicated below. See Section XII.B for further details.

Questions or inquiries should be sent to bids@rowan.edu

Questions regarding opening documents or accessing items on the website should be addressed to:

Alexis Jones
Office of Contracting & Procurement
E-mail: jonesal@rowan.edu

Due Date:

Proposals must be received no later than August 5th, 2015 September 11th, 2015 at 4:00 pm in the Contracting and Procurement Office, located at Rowan University, 201 Mullica Hill Road, 136 Linden Hall, Glassboro, NJ 08028.

In order to be considered for the award, all packages must be received at the appropriate location by the required time. Any package not received on time at the noted location may be rejected.

Refer to the Submissions Requirements section of this document for further details.

Schedule of RFP Events:

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<td>Requests for Proposals Issued</td>
<td>July 14, 2015 September 01, 2015</td>
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<td>Questions Due</td>
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Purpose

The Rowan University Department of Contracting & Procurement, on behalf of Rowan Medicine, is issuing this Request for Proposal (RFP) to contract with a Vendor(s) to provide comprehensive, system wide tools for patient population management on health based guidelines and the associated analytics.

Background

Rowan Medicine FPP was founded in 1976 as the only osteopathic medicine school in the state of New Jersey, and, at the time, the only four-year medical school in southern New Jersey. Forty-six percent of Rowan Medicine alumni function in a primary care field and forty-nine percent maintain a practice in New Jersey. The school has two nationally recognized institutes and one of the largest faculties and graduate medical education (GME) programs of any osteopathic medical school in the country. It has an affiliation with the Kennedy Health System (KHS) as the principal hospital that provides a large, stable, and financially strong institution for student training with Rowan Medicine.

The Faculty Practice Plan (FPP) is comprised of over 140 providers and 17 locations. Currently volumes are approximately $4.5M in monthly charges.

I. SCOPE OF WORK

Rowan Medicine seeks a fully scalable solution that can handle a large volume of data capture via standard interfaces into a data warehousing technology, using dimensional modeling, analysis, reporting to providers for outreach to patients that exist in our clinics with the capability to implement Primary Care Medical Home panels. To do so, the vendor will have to provide the following:

A. Required Features:
   1. Patient Population Management should provide the ability for improved clinical and administrative efficiencies to understand and evaluate the conditions of Rowan Medicine patients.
   2. The ability to use Patient Registry and state-of-the-art informatics and data mining to support outreach to patients for prevention and early intervention.
   3. Integration with GE Centricity EMR in a bi-directional manner.

B. REQUIREMENTS & CRITERIA
   1. Instructions: The next sections request detailed system solutions and the technical requirements needed to institute a patient population management system.
      
      Note: Refer to the Questionnaire to ensure critical questions and processes are answered or defined. Questionnaire can be found: Contracting & Procurement Website

   2. Solution Descriptions: Vendor shall provide the module, version ID, name, description and detailed functionality for the patient population management solution that will be used to meet the requirements of the RFP. Include the technical requirements needed for the module.

   3. Solution Requirements:
      a. Functionality
         • Ability to provide a user friendly interface that allows non-technical staff to easily utilize the systems features and functions, including the ability to create and manage new user defined populations.
- Ability for the customer to fully customize the modules, manage data capture, control data warehouse functions, reporting and patient outreach protocols.
- Ability to customize the database structure to meet regulations, reporting requirements and internal needs such as exporting files in standard formats such as NCQA (ACO & PCMH), CMS, HEDIS.
- Ability to interface with a Health Information Exchange (HIE) for patient care coordination across providers within our community.
- Ability to comply with “Meaningful Use Criteria” in clinical decision support rules relevant to the clinical metrics.
- Ability to implement automated standardized reporting tools to evaluate and track health care maintenance and chronic care-related outcomes.
- Ability to provide a Patient Portal Feature for patients to communicate bi-directionally with their physicians via this secure method.
- Ability to perform mass preventive care and disease management patient reminders
- Ability to fully integrate clinical data according to evidence based guidelines while providing clinical decision data in a real-time environment.
- Ability to produce care plans, patient self-monitoring tools, gaps in care and interventional tracking reports.
- Ability to provide benchmark criteria for specific diseases.
- Ability to stratify patients by health plan coverage.

b. Technical
- Hardware requirements for installation must be included in this response.
- Must integrate with GE Centricity EMR.
- Interfaces must be in standard HL7 format.

c. Security
- Refer to the Questionnaire to ensure critical questions and processes are answered or defined. Questionnaire can be found: Contracting & Procurement Website

d. Maintenance and Support
- Maintenance and support services must be outlined in detail.
- Standard service level agreements must be outlined for different types of issues.
- Provide service level responsibilities (services within support agreement and exclusions)
- Provide hours of support for end customers, levels of support, response time, onsite support and remote support
- Provide hardware and software maintenance services
- Support to customer’s system administrator (hours, levels of support and turnaround time)
- Provide the frequency of Upgrades and associated costs.
- Types of customizations that can be performed by Rowan Medicine and types that must be completed by the vendor should be outlined.

e. Training
- Provide a detailed outline of the training available and materials that will be provided.

f. Optional Services
- Provide details and pricing for any chronic care management functionality.
II. PRICING
A. Prices provided must remain in effect for the dates noted on the Proposal Form.
B. Proposals must disclose and include any and all fees, costs or expenses to be charged for the services provided specifically, but not limited to: initial set-up, pricing schedule or model, ongoing maintenance fees, training fees, customization fees, i.e., advanced reporting or tracking, consulting hours with estimated travel and expense, other implementation costs and/or other Costs.
C. Proposer shall also submit the probable cost for Reimbursable Expenses to be incurred on the Project. If your firm is further than 90 miles from Glassboro, please provide a separate NTE reimbursable amount for travel costs for the duration of the project.

III. TERM OF AGREEMENT:
A. The anticipated contractual period will be for one (2) year with three (3) possible renewals of one year each, subject to budgetary approval on a yearly basis. Rowan University reserves the right to alter this time period upon review of all proposals.
   NOTE: In order to better align with Rowan’s fiscal year, the first year of the initial proposed contract will begin on the date of award and end on June 30th, 2017. All possible subsequent years (3-5) will run from July 1 of the applicable year and end on June 30th of the following year.
   The University reserves the right to terminate the awarded vendor’s services for cause or convenience at any time during the term of the contract.
B. In the event that services are terminated by the University written notice will be provided thirty (30) days in advance of termination date.
D. The awarded vendor may not assign sell or sub-contract its obligations under the contract to any third party without prior approval in writing by the University.
E. In the event that the contract is terminated either by contract expiration or by voluntary termination by the University, the vendor must continue all services until new services become completely operational or new service provider is in place.
F. The vendor will be responsible for any additional costs incurred by the University in utilizing any replacement firm.
G. At no time shall this service extend more than 90 (ninety) days beyond the expiration date of the existing contract.

IV. PROCEDURAL REQUIREMENTS & AMENDMENTS
A. The awarded vendor will comply with all procedural instructions that may be issued from time to time by the Contracting Officer of the University or designee.
B. During the contract period, no change is permitted in any of its conditions and specifications unless the awarded vendor receives written approval from the Contracting Officer or designee.
C. Should the awarded vendor find at any time that existing conditions make modification in requirements desirable; it shall promptly report such matter to the Contracting Officer or respective designee of the University for consideration and decision.
D. During the period of the contract or any extension thereof, the University reserves the right to add or delete specific products. The awarded vendor will be given thirty (30) days notice to effect requested changes.
E. The awarded vendor’s engagement partner and/or manager may be required to meet periodically with the contracting officer or his/her representatives, to discuss services.
F. Rowan University may make changes in the general scope of the contract services provided by the
vendor by written notice. The vendor shall promptly comply with the notice and shall bring all
subsequent services in conformance with the notice.

G. If any such changes causes a material increase or decrease in the vendor’s cost of operation or the
time required for attainment of required service levels, an equitable adjustment in the contract cost
or time allotted for fulfillment of the contract shall be negotiated and the contract modified
accordingly. Any change, alteration or modification of any contract will be valid and binding only if a
submittal of a bid, vendor hereby agrees to negotiate on good faith.

V. INSURANCE REQUIREMENTS
A. **Proof of Insurance:** Vendors must document and detail their insurance coverage applicable to the
services described herein. Such coverage must be adequate to sufficiently cover the services
detailed herein and must include, at a minimum, general liability insurance coverage and
professional liability insurance coverage.
B. Rowan University requires being named on any policy or certificate of insurance as an additional insured, along with the State of New Jersey, during the contract period and on all policies required after the contract is terminated. If requested, copies of the policy/policies will be provided, at no cost, upon request of the University.
C. The awarded vendor shall assume all responsibility for its actions and those of anyone else working for it while engaged in or traveling to or from any activity connected with this agreement. The vendor shall carry sufficient insurance to protect it and the University from any property damage or bodily injury claims arising out of the contracted work.
D. The Proposer agrees to carry the insurance policies described herein and submit to Rowan University at execution of this Agreement evidence thereof in the form of current certificates of insurance clarifying all coverage. All policies and certificates of insurance, except workers' compensation, shall name Rowan University as an additional insured and provide for the insurer's waiver of subrogation in favor of Rowan University. The Bidder agrees to bear any self-insured retention or deductible for all policies herein. All affiliates shall contain the provision that the insurance shall not be canceled or reduced for any reason, except after thirty (30) days written notice.
E. The insurance coverage required shall be primary coverage and shall not relieve the Bidder of any liability where liability for injury, death, and property damage is greater than the insurance coverage.
F. Coverage may be provided through a combination of primary and excess policies. All carriers should be "A+" rated or better by A.M. Best Company. Maintenance of the minimum amounts of insurance listed should in no way be construed as limiting in any way the vendor’s obligations to defend, indemnify and hold the University harmless as stipulated in the "Hold Harmless and Indemnification" section.
G. The Bidder agrees to obtain, pay for, and maintain Worker's Compensation Coverage and Employers' Liability insurance covering all their employees in accordance with the laws of the state of hire of said employees and for employers' liability for bodily injury by accident at a minimum limit of five hundred thousand dollars ($500,000) for Employers Liability, throughout the term of this Agreement, including any potential extension period, and provide evidence thereof.
H. The Bidder agrees to obtain, pay for, and maintain Comprehensive General Liability insurance coverage with a minimum of one million dollars ($1,000,000) combined single limit per occurrence, throughout the term of this Agreement, including any potential extension period, and provide
evidence thereof. Such insurance shall be primary over other collectible insurance that may apply and shall include coverage for the indemnification required by this Agreement.

I. The successful proposer agrees to defend, indemnify, and hold harmless Rowan University and its officers, agents, staff members and employees, from all actions, claims, and demands whatsoever that may be asserted by, or on behalf of anyone, against the University, its officers, agents, staff members and employees because or as a result of, any accident, injury or illness that may occur to or be sustained by any person, agency, or company that arises out of the activities conducted under this RFP by the proposer, their employees or anyone acting on the proposer’s behalf.

J. Rowan University, as a State funded University, will not indemnify vendors in any form.

K. The Proposer agrees to obtain, pay for, and maintain Business Automobile Liability insurance coverage for all owned, non-owned, or hired vehicles throughout the term of this Agreement, including any potential extension period, and provide evidence thereof with at least one million dollars ($1,000,000) combined single limit per occurrence.

L. The Proposer shall submit to Rowan University annually and upon execution of this Agreement, an insurance certificate evidencing all coverage noted herein.

M. Evidence of current insurance coverage shall be provided in the form of a certificate, which shall be submitted no later than ten (10) days after receipt of notice of intent to award contract.

N. All required insurance coverage’s must be in effect not later than 12:01 AM at the start of the day of the contract and remain in effect for the duration of the contract, including any extensions.

O. Liability insurance must remain in effect for the duration of the contract, including any extensions, and for ninety days following termination of all work.

P. Vendors may, if they so desires, include with their proposal the applicable certificate of insurance. This will expedite the contract award process for the awarded vendor.

Q. The awarded vendor shall forward all Certificates to: Senior Director of Contracting & Procurement, Rowan University, and 201 Mullica Hill Road, Glassboro, NJ 08028.

R. Each policy of insurance should contain an endorsement as follows:

S. "It is understood and agreed that Insurance Company shall notify in writing, the Senior Director of Contracting & Procurement, Rowan University, thirty (30) days in advance of the effective date of any reduction in or cancellation of this policy."

T. The successful applicant/vendor must have liability insurance sufficient to protect Rowan University from any liability arising out of services performed pursuant to this RFP throughout the term of this contract and for at least five (5) full years thereafter. In the event that vendor fails to provide liability insurance naming Rowan University as an additional insured, Rowan University may, at its option, procure equivalent insurance coverage and vendor shall be liable for the cost of the premium thereof. The obligations set forth in this provision shall survive the termination of the contract.

U. Policy/policies shall include coverage for claims made that may arise out of the activities described in this RFP and that may be presented while this policy is in force. Coverage shall cover any liability resulting from pollution or environmental contamination as determined by the University’s Risk Manager. The minimum acceptable coverage is $5,000,000. Any deductible shall not exceed $25,000.

VI. VENDOR PERSONNEL

A. While on University property:

   1. All personnel shall observe all rules and regulations in effect at Rowan University governing safety and personal conduct.
2. Vendor employees shall be subject to control of the University but under no circumstances, shall such persons be deemed to be employees of the University.

B. The vendor or his personnel shall not represent themselves or be considered as employees of Rowan University or the State of New Jersey.

C. **CRIMINAL BACKGROUND CHECKS ARE MANDATORY** for all non-university personnel performing work on the Rowan University Campus. Vendors, consultants, contractors and subcontractors are required to take all reasonable steps to assure that their employees do not represent a threat to the campus community. Failure to comply with this requirement may result in immediate termination of any award or contract.

D. The proposer shall be solely responsible for all damage or unauthorized destruction to any Rowan University buildings, equipment, premises or facilities; lease, lent, or in the care, custody or control of the University or State.

E. The Vendor shall remove from the Rowan University work place, any of its employees who are found to be unacceptable by the University. Such requests will not be unreasonable.

F. While on University premises, all vendor employees must wear attire that identifies them as vendor’s employee with identification visible.

G. All vendor motorized vehicles shall be identified with the company’s name and/or logo in clear view.

VII. **COMPLIANCE LAWS**

A. The awarded vendor must comply with all local, state and federal laws, rules and regulations applicable to this contract and to the work to be done hereunder. Including, but not limited to:
   1. Vendors are required to comply with the requirements of N.J.S.A. 10:5-31 et seq. and N.J.A.C. 17:27.
   2. If awarded a contract, winning vendor will be required to comply with the requirements of N.J.S.A. 10:5-31 et seq. and N.J.A.C. 17:27.
   3. Rowan University is committed to affirmative action and equal opportunity in all areas of operation. Those submitting proposals must certify that their firm has an updated affirmative action/equal opportunity program.

B. All vendors submitting proposals must not be barred or otherwise suspended from doing business with government entities as evidenced by the SAM (System for Award Management) database, fka EPLS.

C. All vendors shall be able to comply with the requirements of Public Law 2005, Chapter 51, N.J.S.A. 19:44A-20.13-25 (Formerly Executive Order 134) and Executive Order 117 (2008).

D. Where conflict among the compliance requirements or with these specifications exists the most stringent requirements shall be utilized.

E. The most recent edition of any relevant regulation, standard, document, or code shall be in effect.

VIII. **REPRESENTATIONS AND WARRANTIES**

In submitting a bid for this offering, the vendor expressly warrants that:

A. The vendor has legal capacity to execute and perform any Agreement arising from this RFP.

B. Any Agreement arising from the award of this RFP is a valid and binding Agreement enforceable against the vendor according to its terms.

C. The execution and performance of an agreement by the vendor does not, and will not, violate or conflict with the terms of any existing Agreement or understanding of which the vendor is a party.
D. The execution and performance of an Agreement by the vendor does not, and will not, violate or conflict with any law, rule, regulation, judgment or order of any court or other adjudicative entity binding the vendor.

E. The vendor knows of no reason why the vendor is in any way, physically, legally, or otherwise, precluded from performing the obligations under an Agreement arising from this RFP, in accordance with its terms, including without limitation those relating to health and safety.

F. Such warranties shall survive and shall not be deemed waived by delivery or acceptance of, or payment for the goods and services.

G. The vendor warrants and represents that products, when delivered, shall meet or exceed all applicable standards as mandated by State and Federal regulation.

IX. INDEMNITY

A. The awarded vendor agrees to indemnify, protect, save harmless, and defend Rowan University, its governors, officers, employees, and agents from and against any and all claims, losses, costs, damages, and expenses, including legal costs and attorney fees, and demands of any kind whatsoever, whether for bodily injury, including death, damage to property, including the loss of work performed by the Proposer, its agents or employees, alone or with others, or resulting from or arising out of services provided jointly by the Proposer, its agents or employees or servants.

B. Vendor shall reimburse, and make good to the University all monies, which the University or its representatives shall pay, or cause to be paid, or become liable to pay, by reason of such claims, or in connection with any litigation, investigation or other matters connected therewith.

C. This indemnification obligation is not limited by, but is in addition to the insurance obligations contained in this agreement.

X. DEFAULT

In case of failure to deliver goods or services in accordance with the contract(s) terms and conditions, Rowan University, after due oral or written notice, may procure substitute goods or service from other sources and hold the vendor(s) responsible for any resulting additional purchasing and administrative costs. This remedy shall be in addition to any other solution, which Rowan University may have.

XI. SALE OR BANKRUPTCY OF BUSINESS

A. If during the life of this Agreement, the awarded vendor disposes of its business by sale, transfer, force of law or by any means to another party, all obligations are transferred to such purchaser. In this event, the new owner(s) may, in Rowan University's discretion, be required to submit a performance bond in the amount of the value of services to be delivered pursuant to this Agreement.

B. In the event of the institution of any proceedings by or against the awarded vendor, voluntarily or involuntarily, in bankruptcy or insolvency, or under the provisions of the Federal Bankruptcy Act, or for the appointment of a receiver or trustee or an assignee for the benefit of creditors of the property of the vendor, Rowan University shall have, in addition to the rights previously stated, the right to cancel this Agreement forthwith.

XII. GENERAL

A. Rowan University may need to issue one or more addenda related to this RFP. Such addenda shall be added to the original RFP document and posted at:

http://www.rowan.edu/adminfinance/controller/purchasing/bids/advertgements.html
It will be the responsibility of the prospective vendors and other interested parties to familiarize themselves with the web site and visit it regularly during the RFP process for updated information or addenda related to this RFP.

B. Short procedural inquiries may be accepted by telephone by the buyer noted for this project. However, oral explanations or instructions given over the telephone shall not be binding upon the University. Proposers shall not contact any person within the University directly, in person, or by telephone, other than the assigned buyer, concerning this project.

C. If a joint venture is submitting a bid, the agreement between the parties relating to such joint venture shall be submitted with the joint venture’s submission.

D. Any modifications to the bid document prior to award may invalidate entire submission.

E. The awarded firm may not assign sell or sub-contract its obligations under the contract to any third party without prior approval in writing by the University.

F. Rowan reserves the right to negotiate the terms and conditions of the contract to obtain the most advantageous situation for Rowan.

G. Rowan reserves the right to suspend or terminate the procurement process described in this RFP at any time (in its sole discretion). If terminated, Rowan may determine to commence a new procurement process or exercise any other rights provided under applicable law without any obligation to the Respondents.

H. Patents: The Suppliers shall hold and save the University, its officers, agents, and employees harmless from liability of any nature or kind, including cost and expense for or on account of any patented or unpatented invention, article, or applicable manufacturer or use in materials and forms of construction as will satisfy the University’s requirements.

I. Submission as Public Information and Property of Rowan

Submissions will be held confidential during the bid process until such time as the final contract is executed, upon such time the bid submittals may be subject to the Open Public Records Act for nonpropriety information. **It is the responsibility of the prospective vendor to indicate what submitted information is proprietary.**

J. All submissions will become the property of Rowan. Submitted packages will not be returned to respondents.

K. In submitting a bid, the Vendor agrees, unless specifically authorized in writing by an authorized representative of Rowan University on a case by case basis, that it shall have no right to use, and shall not use, the name of Rowan University, its officials or employees, or the Seal of the University:

1. In any advertising, publicity, promotion;
2. To express or imply any endorsement of agency’s services;
3. To use the name of the State, its officials or employees or the University seal in any manner (whether or not similar to uses prohibited by (a) and (b) above) except only to manufacture and deliver in accordance with this agreement such services as are hereby contracted by the University.

L. The preparation of a bid shall be at the expense of the respondent. Rowan University will not reimburse firms for any costs associated with the preparation or submittal of a response.

M. Rowan University does not allow payment of attorney fees for litigation regardless of disposition of matter.

N. By responding to this RFP, firms acknowledge and consent to the conditions set forth herein relative to the submission, review and consideration of your response.

O. Submissions which, in the sole judgment of Rowan, fail to meet the requirements of the RFP or which are in any way conditional, incomplete, obscure, contain additions or deletions from requested information, or contain errors may be rejected.
P.  Rowan University will not accept jurisdiction in any State except New Jersey.
Q.  The vendor shall be solely responsible for all damage or unauthorized destruction to any Rowan University buildings, equipment, premises or facilities; lease, lent, or in the care, custody or control of the University or State.
R.  Rowan University reserves the right to reject any or all submissions or to award in whole or in part if deemed in the best interest of the University to do so.
S.  This RFP is not binding on the University.
T.  Protest of restrictive specifications or improprieties in the solicitation, by an interested party, must be received by the Procurement Department in writing not less than ten (10) working days before the closing date for receipt of submissions.
U.  Unless specifically noted within this RFP, Rowan’s Standard Terms and Conditions take precedence over any special terms and conditions contained in this RFP.
V.  Proposers assume sole responsibility for the complete effort required in this RFP. No special consideration shall be given after proposals are opened because of a proposer’s failure to be knowledgeable of all the requirements of this RFP. By submitting a bid in response to this offering, the proposer represents that it has satisfied itself, from its own investigation, of all the requirements of this RFP.
W.  Rowan University has the option, in its sole discretion, to reduce the scope of work for any task or subtask called for under this contract. In such an event, the Senior Director of Contracting and Procurement (Senior Director) shall provide advanced, written notice to the vendor.
   1. Upon receipt of such written notice, the vendor will submit, within five (5) working days to the Senior Director of Contracting & Procurement, an itemization of the work effort already completed by task or subtasks. The vendor shall be compensated for such work effort according to the applicable portions of its cost proposal.
X.  The Senior Director may, for valid reason, issue a stop order directing the vendor to suspend work under the contract for a specific time. The vendor shall be paid until the effective date of the stop order. The vendor shall resume work upon the date specified in the stop order or upon such other date as the Senior Director may thereafter direct in writing. The period of suspension shall be deemed added to the vendor’s approved schedule of performance. The Senior Director and the vendor shall negotiate an equitable adjustment, if any, to the contract price.
Y.  Rowan University reserves the right to cancel this contract with thirty (30) days written notice to the vendor(s) with or without cause.
Z.  No party, including any respondent to this RFP, is granted any rights hereunder.
AA.  The proposal submitted by the vendor shall be binding on the vendor.
BB.  Rowan University reserves the right to seek clarification and additional information at any point in connection with vendor information or other communication regarding this RFP.

XIII.  SUBMISSION REQUIREMENTS
A.  Conditional submissions will not be considered.
B.  In order to be considered, vendors must submit a complete response to this RFP.
C.  Proposals must be placed in a sealed envelope and clearly labeled with the title “RFP 16-02 Patient Population Management on Health Based Guidelines” and the firm’s name and business address.
D.  The RFP should be concise and shall be organized in a manner so the selection committee may quickly access pertinent information.
   1. Every effort should be made to avoid duplicating the information presented in the submission.
2. Each submission must include an index and be organized by discrete sections corresponding to the criteria and in the same order as listed below.

3. Submissions in any other format will be considered informal and may be rejected.

E. **Submission Format:**

1. **Letter of Transmittal:** Each submission must be accompanied by a letter of transmittal not exceeding two (2) pages. The letter must include the full legal name and business address of the firm.

2. **Implementation Approach:** In this section please provide Rowan Medicine with a detail overview of your implementation approach. Please include the following:
   a. Your implementation team and their credentials.
   b. A description of the resources the vendor will be asked to bring to this project.
   c. The type of support provided during implementation (on-site support vs. remote).
   d. Any additional cost that might be involved with implementation.
   e. Projected length of implementation.
      - Proposed Project Plan
      - Key Deliverables
      - Milestones
      - Constraints
      - Risks
      - Rowan Medicine Resource Requirements
   f. A real-life implementation example of another organization of similar size and structure.
   g. **Vendor Support:** Vendor shall provide Rowan Medicine with a detailed overview of your post implementation support approach. Please address the following:
      - Levels of support that will be available to Rowan Medicine and the associated cost.
      - Hours of operation, including weekends and holidays.
      - Any service level agreements or response time commitments you are willing to include in the support agreement.
   h. **System and Ad Hoc Reporting:** Vendor shall provide a detailed overview of all available system and ad hoc reports and reporting tools.
   i. **Optional Services:** Also, include information, details and pricing for insurance eligibility verification, claims management and claim scrubber modules as optional services, if available.

3. **Financial Proposal:** Vendor shall submit a fully executed copy of the proposal page.

4. **Company References:** Provide a listing of at least three (3) references from current and former clients at institutions similar to Rowan University. Please include name, title and telephone number of a contact person at each institution. The University reserves the right, but is not obligated to, contact any organization or institution as a reference.

5. **Addendum A:** Proposals should include all information requested in Addendum A (Required Documentation) of this RFP and should also address services listed in the Scope of Services, Submission Requirements and other sections above.

6. **Questionnaire:** Vendor shall submit a fully executed copy of the questionnaire.
Instructions:

In order to be considered for the award, all proposals must be received at the appropriate location by the required time. Any package not received on time at the noted location may be rejected.

Respondents are cautioned that reliance on the US Postal Service, other mail delivery, and/or courier service for timely delivery of proposals is at their risk. Mailing submissions should allow for normal mail delivery time and internal circulation within the University to ensure the timely receipt of their submissions by the Purchasing Office. The University will not be responsible for submissions which do not meet the RFP deadline.

Submit one (1) original, two (2) paper and one (1) electronic copy of your submission package no later than 4:00 pm on the due date to:

Procurement Department
Linden Hall, Suite 136
Rowan University
201 Mullica Hill Road
Glassboro, NJ 08028
bids@rowan.edu

Note:

Original submission packages should be clearly labeled as such. The required forms noted on ‘Addendum A’ of this RFP should be included in the original submission package. However, copies of proposal submissions do not need to contain the required forms on ‘Addendum A’. The only exception is the Proposal Page, which should be included in the original, as well as, all copies of the submissions for evaluation purposes.

Please label all outermost submission packages:

“RFP 16-02 Patient Population Management on Health Based Guidelines”

Evaluation and Selection Criteria:

An initial screening of all submissions will be conducted to determine overall responsiveness. Submissions determined to be incomplete or non-responsive may be disqualified.

Selection of the awarded vendor(s) shall be based solely on the Review Committee’s evaluation of the submissions and the criteria set forth above. Rowan reserves the right to interview the respondents. Rowan also reserves the right to negotiate the terms and conditions of the contract to obtain the most advantageous situation for Rowan. In addition, Rowan reserves the right to suspend or terminate the procurement process described in this RFP at any time (in its sole discretion). If terminated, Rowan may
determine to commence a new procurement process or exercise any other rights provided under applicable law without any obligation to the Respondents.

Submission of a Proposal against this RFP is your acknowledgement that subjective criteria will be used in the evaluation of proposals. Award shall be made to the responsible proposer who is determined to be the most advantageous to the University.

By responding to this RFP, firms acknowledge and consent to the conditions set forth herein relative to the submission, review and consideration of your response.

**Requests for Clarification by the University:** The University may request that any proponent clarify or supplement any information contained in any Proposal. Proposers are required to provide a written response within two (2) business days of receipt of any request for clarification by the University.

The award of this RFP will be based upon a review and analysis of all proposals to determine which proposal/proposals best meet the University’s needs. The contract award will be based on a points-earned matrix derived from a service and financial evaluation.

**Firms will be awarded points in the following categories:**

<table>
<thead>
<tr>
<th>Category</th>
<th>Potential Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Detailed approach and plans to perform the services required by the Scope of Work Section of this RFP.</td>
<td>0-20</td>
</tr>
<tr>
<td>Documented experience in successfully completing similar projects for implementation in a large healthcare environment and in other institutions with similar requirements.</td>
<td>0-15</td>
</tr>
<tr>
<td>Qualifications and experience of the vendor’s management, supervisory or other key personnel assigned to the awarded contract, with emphasis on documented experience in successfully performing the services outlined</td>
<td>0-10</td>
</tr>
<tr>
<td>The overall ability of the contractor to mobilize, undertake and successfully perform the required services. This judgment will include, but not be limited to, the following factors:</td>
<td>0-10</td>
</tr>
<tr>
<td>• Number and qualifications of management</td>
<td></td>
</tr>
<tr>
<td>• Supervisory and additional staff employed by the Vendor for the undertaking of the implementation</td>
<td></td>
</tr>
<tr>
<td>• Project availability and commitment by management, supervisory and other staff proposed</td>
<td></td>
</tr>
<tr>
<td>• Project management plan, including the Vendor’s project organizational chart.</td>
<td></td>
</tr>
<tr>
<td>Ability to meet the system specifications without substantial customization</td>
<td>0-20</td>
</tr>
<tr>
<td>Price Proposal</td>
<td>0-25</td>
</tr>
</tbody>
</table>
Please provide at least three (3) references:

<table>
<thead>
<tr>
<th>Name &amp; Address of Current Client</th>
<th>Length of Relationship</th>
<th>Name &amp; Phone # of Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

Provide the name and contact information of the individual in your firm that the University should contact regarding questions about your RFP submission:

Contact Name for this Project  
Contact Email  
Contact Phone
The undersigned proposer, in response to Rowan University’s Patient Population Management on Health Based Guidelines at Rowan University, RFP 16-02, having carefully examined the proposal documents and being familiar with the conditions surrounding the proposed project, hereby proposes to provide such products and services meeting the requirements outlined in this RFP, accordance with the proposal attached hereto.

<table>
<thead>
<tr>
<th>Print Name &amp; Title</th>
<th>Vendor Name</th>
</tr>
</thead>
<tbody>
<tr>
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<table>
<thead>
<tr>
<th>Address</th>
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<table>
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<tr>
<th>Phone</th>
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</table>

<table>
<thead>
<tr>
<th>E-mail</th>
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</tbody>
</table>

**Proposer’s Signature**

Any and all changes made to this proposal page must be initialed and dated by the Proposer. No edit(s) will be accepted without Proposer’s initials and date, next to any and all corrections.

<table>
<thead>
<tr>
<th>Application/Service</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
<th>Year 4</th>
<th>Year 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Software Purchase/License</td>
<td>$</td>
<td>$</td>
<td>$</td>
<td>$</td>
<td>$</td>
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<tr>
<td>Software Maintenance</td>
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<tr>
<td>Software Implementation/Consulting</td>
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<tr>
<td>Vendor Interface Fees</td>
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<td>$</td>
<td>$</td>
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<td>$</td>
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<tr>
<td>Customization Fees or Add-ons</td>
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<tr>
<td>Training</td>
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<td>Third Party Software Costs</td>
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<td>Travel &amp; Expense Estimated</td>
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<tr>
<td>Misc Expenses</td>
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<tr>
<td><strong>Total Service Costs</strong></td>
<td>$</td>
<td>$</td>
<td>$</td>
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</tr>
</tbody>
</table>
Addendum A – Goods, Professional Services and General Service Projects

UNLESS NOTED OTHERWISE, ALL APPLICABLE ITEMS MUST BE RETURNED WITH SUBMISSION PACKAGE OR SUBMISSION MAY BE REJECTED

1. ☒ Rowan University Terms & Conditions: Do Not Return with Package
2. ☒ Proposal Pages Fully Executed
3. ☒ Questionnaire Fully Executed
4. ☒ Non-Collusion Affidavit
5. ☒ Ownership Disclosure Form (document must be completed and provided with submission or bid will be deemed non-responsive)

6. ☒ Vendor Certification and Disclosure of Political Contributions Public Law 2005, Chapter 51 (formerly Executive Order 134) and Executive Order 117
   Instructions: Do not return with package
7. ☒ Vendor Certification and Disclosure of Political Contributions Public Law 2005, Chapter 51 (formerly Executive Order 134) and Executive Order 117
   Application - Return with package

8. ☒ New Jersey Business Registration Certificate All New Jersey and out of State business organizations must obtain a Business Registration Certificate (BRC) from the Department of the Treasury, Division of Revenue, prior to conducting business with the State of New Jersey. Vendors can check the status of their BRC here.

9. ☒ Taxpayer Identification Request (W-9 Form)
10. ☒ Exhibit A Mandatory EEO Language for Goods, Professional Services & General Service Projects
11. ☒ EEO/AA Evidence Disclosure & Evidence of Compliance
   - Policy: Do not return with package
   - Model Procedures: Do not return with package
   - Acknowledgement of Receipt: Return with package

OPTIONAL DOCUMENTS
New Jersey Small Business Set-Aside Program Application

All forms and/or links are available at The Office of Contracts and Procurement website:
Bid Forms and/or Links
Office of Contracts & Procurement Home Page
Rowan University Home Page