REQUEST FOR PROPOSALS

For

Data Governance Software Solution

Issued By

COMMUNITY BEHAVIORAL HEALTH

Date of Issue:
June 6, 2022

Applications must be received no later than
2:00 p.m. on July 5, 2022

All questions related to this RFP should be submitted via e-mail

to Hans Leach at hans.leach@phila.gov

Table of Contents

1. Introduction

Community Behavioral Health (CBH), a Behavioral Health Managed Care Organization (BH-MCO) for the Pennsylvania HealthChoices Program, is seeking a vendor to implement a Software as a Service (SaaS) Metadata Management (MM) solution to support its data governance program.

This document serves to describe the solutions for which we are requesting bids. It is the objective of CBH to approach this project iteratively; this staging approach is detailed in Section 2.3. We recognize that details described here may vary based on vendor recommendations or relevant field research. As such, vendors may suggest alternative approaches that promote an optimal solution.

2. Guide to this RFP

This document conveys our vision for a Metadata Management software solution. We have included a background section about our organization and information about core solution requirements. **To support vendors in developing a response to this RFP, a more detailed list and visual representation of CBH data systems will be made available upon request. If you would like to access this document, please contact Hans Leach (hans.leach@phila.gov). You will be required to complete a Non-Disclosure Agreement (NDA) prior to receiving access to this information.**

Please read all sections so that your response is comprehensive.

2.1. Project Overview

CBH is a 501(c)(3) organization under contract to the City of Philadelphia, through the Department of Behavioral Health and Intellectual disAbility Services (DBHIDS), to administer the behavioral health Medicaid program for Philadelphia. CBH contracts with providers to deliver behavioral health treatment to members and is currently seeking a solution to automate its managed care processes and improve member clinical outcomes.

Through this Request for Proposals (RFP), CBH seeks to operationalize the Data Governance program to enable cross-departmental understanding, access, and trust in the data utilized to accomplish key business functions.

Further, one key objective of implementing this platform is to improve data accessibility among CBH staff. Harnessing the power of data through this analytics platform will allow CBH to access data and target interventions more easily and conveniently for members. CBH intends to use this MM solution to share data that will contain Protected Health Information (PHI) and Protected Individual Information (PII). Therefore, this software must fully encrypt information transmission, upload, and download using industry standard encryption and key management. Additionally, as part of the overall solution, we are seeking a process to manage login credentials for individuals so that only authorized individuals have access to the data.

Given the scope of data access that will be part of this project, we expect to be the owners of the data in an isolated tenant allocated to CBH. We are seeking additional information about hosting options and secure data management to optimize user experience. Based on the complexity of this project, we are seeking vendors who have significant experience adapting and implementing Data Governance software. CBH will consider both off-the-shelf products as well as custom development solutions.

2.2. Overview of Functionality

The software should be accessible as a service using best practices for security and encryption. Upon successful login to the system, the software solution should allow for the following functions at a high level, in priority ranking:

1. Search Capability
2. Administration/Curation
3. User Experience
4. Data Classification
5. Cataloging Data Sets
6. Cataloging Data Operations
7. Data Quality
8. Data Access
9. Recommendation Engine
10. Data Lineage
11. Data Set Evaluation
12. Usage Metadata
13. Metadata Catalog
14. Security
15. Compliance
16. Integration
17. Typical Deployment
18. Compatibility with existing enterprise infrastructure
19. Custom Workflows
20. Automated Discovery
21. Consulting / Skillsets
22. Pricing Model/Levels
23. Vendor Roadmap
24. Peer Reviews/Customer References

More details about each of the above-mentioned functions can be found in Attachment F.

In addition to the above functionality requirements, CBH is looking for a software solution that:

1. Supports use of behavioral health data.
2. Allows for security auditing of access to data, modification of data, deletion of data, and unsuccessful attempts to access data.

3. Supports no-code artificial intelligence/machine learning (AI/ML) and is accessible to users with no coding knowledge.
4. Publishes dynamic dashboards and static reports.

2.3. Project Staging & Integration

To achieve the above functionality, we anticipate that project staging, and development will require an iterative process. We anticipate that the software will need to be integrated with other software applications to support a seamless user experience. Therefore, systems integration capability is also a core requirement. **For more information about CBH's existing information technology systems, please contact Hans Leach (hans.leach@phila.gov) per Section 2.**

3. Scope of Work

3.1. Project Management

We expect that the response will include details about the strategy the Applicant will use to set goals and produce regular reports on the progress of the project. We expect that the Applicant will designate one individual as a Project Manager and/or primary point of contact throughout the project.

3.2. Target Timeline and Milestones

We expect that this software solution will be implemented in phases. At a high level, we expect the following milestones to be reached by the associated due date:

Milestone	Due Date
Procurement of Software	September 2022
Standing of Development Environment	January 2023
End-user Training	March 2023
Assisting to Rollout of Pilot Phase	May 2023
Production Readiness Go-Live	June 2023

The selected Applicant will be evaluated for reaching the above milestones. Failure to meet these milestones may result in remedies that include rescinding the award for this RFP. Meeting the above milestones will also be contingent on CBH putting forth a good-faith effort to provide sufficient and necessary information, including technical support, to the selected Applicant. Applicants are welcome to propose an alternative timeline and should provide a detailed rationale if selecting to do so.

Please note that we expect there to be a post-implementation period during which ongoing support will be needed. We expect that the Applicant clearly outlines their plan for providing support to CBH during this post-implementation period. This plan should also include a transition strategy for handling the following events as they may affect the requested

product: (1) The Applicant becomes insolvent or bankrupt; (2) The Applicant's business is acquired by another party.

3.3. User Experience (UX) Expertise and User Interface (UI)

We expect that the response will include details about optimization of the UX, including testing with focus groups. Proper UI standards should be in place. Overall UI should be aligned with CBH branding and security standards.

3.4. Front-End Coding

All front-end coding should follow appropriate security guidelines, with proper code review and security testing in place in addition to regular quality control measures. The vendor will disclose which guidelines they use.

3.5. Security, Access, Encryption, and Authentication Requirements

We expect that the response will allow for CBH ownership of designating role-based access to this system. For example, designated CBH staff members may grant other CBH staff members access to the software and subsequent permissions within the software based on their role.

We expect that the response will discuss both the capability to exchange data via a CBH cloud-based data platform and link to third party software systems as defined by the functionality, security requirements, and specifications detailed above. Connection to the database layer should be flexible enough for future non-structured database utilization.

The software must be built and maintained in a secure environment with the vendor providing certifications on software security.

User authentication must include the option to support multi-factor authentication. User authentication should expire after a configurable number of hours. The vendor should provide information on whether a single use may open multiple simultaneous session into the application.

We expect that the software will be fully protected with no access allowed except for authenticated users. We expect security standards for the software and encryption at the data-in-transit level. We expect that the response includes a description of the Applicant's experience with secure Software Development Life Cycle (SDLC), including, but not limited to, coding standards for security and performance.

The Applicant should describe in detail how they implement best practices to maintain security, access, encryption, and authentication for their proposed solution.

3.6. Testing and Quality Assurance

We expect that the response will include a testing and Quality Assurance (QA) strategy. The QA strategy should include security test cases, including test cases of privilege escalation attempts.

3.7. Browser Support

We expect that the system will handle multiple browser-support options for web-based components.

3.8. Software Training

We expect that the design encompasses online aids to assist users, help functions that are context-specific, and mechanisms for assisting users in navigating the software. These help functions should be configurable by CBH staff. In addition, we expect that the proposed project approach includes several live staff training events.

3.9. Software Management

3.9.1. Ongoing Support and Development

We expect that the response will include a proposed plan for additions, changes, and new use cases that arise. The response should include a detailed pricing structure for this ongoing support and development.

The vendor will provide information on how bugs are reported and the process for resolution.

The vendor will provide information on how security bug fixes are identified and distributed.

3.9.2. System Maintenance

We expect that the response will include a policy for responding to requests or inquiries from CBH. This policy should include an approximate timeline according to which issues will be resolved as well as an accompanying pricing structure. We also expect that the response will include schedule details about any system downtime required for updates.

3.9.3. Engagement Metrics

We expect that the response will include a proposed solution for measuring CBH user engagement within the software solution. These engagement metrics may include views, downloads, time on pages, or other metrics that may indicate utilization and adoption of the software.

3.9.4. Secure Operations

If the vendor is hosting the software and data in their environment, the vendor will need to comply with the following security operation controls:
- The vendor will provide a SOC2 report on the systems used as part of the solution.
- The vendor will provide their process for performing and disclosing security vulnerability testing of the system.

3.9.5. Algorithmic Bias Evaluation and Mitigation

We expect that the response will include a detailed plan to routinely identify, evaluate, mitigate, and summarize algorithmic biases, including those based on race, gender, sexuality, and ethnicity. CBH expects to collaborate with the selected vendor to operationalize this plan.

3.10. Understanding the Scope of Work and Requisite Experience

Responses will be evaluated on demonstrated comprehension of the above "Scope of Work," including the following (not in order of importance):

1. Experience with equally technically challenging and complex projects
2. Detailed work plan with timelines that include the post-implementation period
3. Responsiveness to the functionality requirements
4. Realistic and detailed budgets with milestones
5. Willingness to agree to payments based on milestones
6. Significant familiarity with state and federal privacy and security standards
7. Experience with UX design
8. Experience developing data governance metadata management (MM) software
9. Experience working with Managed Care Organizations (MCO) and/or other insurance payors and implementing Metadata Management software within MCO settings
10. Experience using modern technology as best practice
11. Experience with secure Software Development Life Cycle (SDLC), including, but not limited to, coding standard for security and performance

*Please see Section 4.2.2., "Project Understanding and Proposed Scope of Work," **and** Section 4.4.2., "Scoring by Review Committee," for additional information relating to this section.*

4. Proposal Format, Content, and Submission Requirements; Selection Process

4.1. Required Proposal Format

4.1.1. Proposal Cover Sheet

The cover sheet (see Attachment A) should be completed with the Applicant's information and included as the first page of the proposal.

4.1.2. Table of Contents

A table of contents should be included as the second page of the proposal, with each section of the proposal included and with a page number for the first page of each section.

4.1.3. Format Requirements

Proposals must be prepared simply and economically, providing a straightforward, concise description of the Applicant's ability to meet the requirements of the RFP. Each proposal must

provide all the information detailed in this RFP using the format described below. The narrative portion of the proposal must be presented in print size of 12, using Times New Roman font, single spaced on 8.5" by 11" sheets of paper with minimum margins of 1". For each section where it is required, the Applicant must fully answer all the listed questions in the outline form in which they are presented in the RFP. Answers to each question must be numbered/lettered and correspond to the numbered/lettered questions in this RFP. Failure to number and letter the questions or to respond to all questions may result in the proposal being considered non-responsive. Each attachment, appendix, or addendum must reference the corresponding section or subsection number.

Applicants are required to limit their narrative responses to 25 single-spaced pages. This page limit includes Sections 4.2.1. to 4.2.6. below. There are no limitations for the cost proposal and operational documentation and requirements (Sections 4.2.6. and 4.2.7). If you have responded to a requirement in another part of your proposal, refer to that section and do not repeat your response. Applicants whose narrative exceeds 25 single-spaced pages may have their proposals considered non-responsive and be disqualified.

4.2. Proposal Content

The proposal should follow the format below. Information should be complete and demonstrate that the consultant can perform the required work in a professional manner.

4.2.1. Applicant Profile/Statement of Qualification/Relevant Experience

Provide company contact information, including how long you have been in business and the specific services you provide. Please provide a brief narrative description of the purpose, corporate status (profit or non-profit), and organizational structure of the company. Organizational charts may be used to support appropriate aspects of this narrative and may be included as an attachment to your proposal. Identify and briefly describe related work completed in the last three years. Describe only work related to the proposed effort and include any examples of similar work in governmental, non-profit, or human-services-related organizations. Include evidence of satisfactory and timely completion of similar work performed for past projects.

4.2.2. Project Understanding and Proposed Scope of Work

Prepare a brief introduction, including a demonstration of understanding of the scope and complexity of the required work. The Applicant should include a description of the software features offered based on the information provided in section 2.2, "Overview of Functionality." Please provide a description of how the proposed services will be provided, including how the work will be developed, shared, and mutually agreed upon with CBH. Please include a description of each item identified in the scope of work section (see Section 3., "Scope of Work," above) and describe creative solutions and alternative approaches where feasible.

4.2.3. Personnel

Identify key personnel who will be assigned to this project. Detail their experience in work related to the proposed assignment. Specify the Project Manager and/or individual who will serve as a contact person. Provide resumes and job descriptions for all individuals proposed to participate in the project. Provide copies of certifications of any individual whose job description requires a certification. In this section, also state the intention, if that is the case, to utilize subcontractors to perform any of the work for this project. For each subcontractor, provide the name and address of the subcontractor, a description of the work the subcontractor will provide, and whether the subcontractor is a minority-, woman-, or disabled-owned business.

4.2.4. References

Include at least three references, with contact information, from organizations that have used your organization's services in the past three years and have been customers for a minimum of 12 months, as well as resumes for any vendor resources that would support the implementation.

4.2.5. Project Plan and Timeline

Provide a description of the project plan and timeline as they relate to the Milestones in Section 3.2 for the software solution being sought through this RFP. This project plan and timeline should include a support plan for the post-implementation period and outline resources that will be provided by Applicant, including any commitment required by CBH.

4.2.6. Cost Proposal

Please provide a cost proposal based upon your best understanding of the scope of the project and the services to be delivered. This cost proposal should include the total estimated cost for this project, itemized by the expected project milestones outlined in your proposal or in another comprehensive manner. This cost proposal should also include the provision of a detailed list of charges for services, including post-implementation system maintenance. The list of services should include at a minimum:

a. Hourly personnel rates for all staff assigned to this project, including post-implementation staff (e.g., database administrators)
b. Fees for subcontractors
c. Reimbursable rates for expenses such as printing, copies, etc.
d. Other miscellaneous costs and fees

Final rates will be determined in negotiations with the qualified Applicant after the proposal submissions have been reviewed and contract negotiations have begun. Although CBH may begin contract negotiations based on the submitted proposal, CBH reserves the right to have discussions with those Applicant(s) falling within a competitive range and to request revised pricing offers from them and to make an award or conduct negotiations thereafter.

4.2.7. Operational Documentation and Requirements

Please make sure to include completed and signed (where applicable) attachments with your submission:

- Attachment A: CBH Administrative RFP Response Cover Sheet
- Attachment B: City of Philadelphia Tax and Regulatory Status and Clearance Statement
- Attachment C: City of Philadelphia Disclosure Forms (forms attached separately as a PDF)
- Attachment D: City of Philadelphia Disclosure of Litigation Form
- Attachment E: Acknowledgement of CBH Administrative Procurement Terms/Conditions
- Attachment F: Required Function of Metadata Management Tool

Additionally, in this section, please include the following information, either within the section itself or by reference to an attachment to your proposal:

- Tax Identification Number
- Letter attesting that all required federal, state, and local taxes (including payroll taxes) for the past 12 months have been paid
- In the case of for-profit organizations, group, or individual practices, disclosure of any person or entity holding any shared ownership or controlling interest of 5% or more of the company
- MBE/WBE/DSBE Status (for-profit Applicants)

4.3. Submission Process and Procurement Schedule

The anticipated procurement schedule is as follows:

RFP Event	Deadline Date
RFP Issued	June 3, 2022
Deadline to Submit Questions	June 14, 2022
Answers to Questions on Website	June 17, 2022
Application Submission Deadline	**July 5, 2022, by 2:00 PM EDT**
Finalists Selected to Present Product Demonstration	July 19, 2022
Applicants Identified for Contract Negotiations	August 19, 2022

CBH reserves the right to modify the schedule as circumstances warrant.

Please note that due to office closures surrounding the COVID-19 public health emergency, only electronic submissions will be accepted for this RFP as described below.

This RFP is issued on June 3, 2022. To be considered for selection, all applications must be delivered to hans.leach@phila.gov **no later than 2:00 p.m. on July 5, 2022**. Submission requirements:

- Subject lines should say "Metadata Management Software Solution RFP." Applications submitted by any means other than email will not be accepted.
- Applicants must submit an electronic version of the application prepared as a PDF document; this submission will be considered the original and should include all signed documents noted in Section 4.2.7., "Operational Documentation and Requirements."
- Applications submitted after the deadline date and time will be returned.
- The individual Applicant or an official of the submitting agency, authorized to bind the agency to all provisions noted in the application, must sign the cover sheet of the application (see Attachment A).

4.4. Selection Process

An application review committee will review all responses to this RFP. Based on the criteria detailed below, the committee will make recommendations concerning the submissions that are best able to meet the goals of the RFP.

Submissions will be reviewed based upon the merits of the written response to the RFP as well as a technical demonstration (See Section 4.4.2.1.).

Specific scoring criteria upon which the review will be based include the following.

4.4.1. Threshold Requirements

Threshold requirements provide a baseline for all proposals, which means they provide basic information that all Applicants must meet. Failure to meet all of these requirements may disqualify an Applicant from consideration through this RFP. Threshold requirements include timely submission of a complete application with all sections outlined in Section 3., "Scope of Work," and in Section 4., "Proposal Format, Content, and Submission Requirements; Selection Process" completed.

Threshold requirements include having the requisite experience and qualifications to implement the program and being a vendor in good standing with the City and CBH.

Threshold requirements also include consideration of the Applicant's financial status, including any potential delinquencies to the City and CBH. Proposals may be rejected if, in CBH's judgment, the Applicant has failed to provide all information required by this RFP; has been delinquent or unfaithful in the performance of any contract with CBH or others; is delinquent, and has not made arrangements satisfactory to CBH with respect to the payment of City taxes or taxes collected by the City, or other indebtedness owed to the City or other taxing authorities; is not in compliance with regulatory codes applicable to Applicant; is financially or technically incapable; or is otherwise not a responsible Applicant.

As part of the Threshold Review, CBH will check each Applicant against all required Commonwealth and Federal exclusion lists to ensure that the Applicant or its principals are not excluded from receiving federal funds.

4.4.2. Scoring by Review Committee

Applicants that do not meet all the threshold requirements will have their proposals disqualified. Scoring will be based on both the written proposal and the live technical demonstration. For Applicants meeting the threshold requirements, the scoring criteria upon which the review will be based are as follows:

- Demonstrated understanding of the project as indicated by a description of each item in the scope of work section
- Appropriateness of proposed project approach, project plan, timeline and resource estimates, architectural design, and post-implementation strategy
- Demonstrated qualifications and relevant experience
- As stated in the cost proposal section, likelihood that the proposal will provide the best value compared to other submitted proposals
- Accordance to Attachment F: Required Function of MM Tool

4.4.2.1. Technical Demonstrations

Applicants that meet all threshold requirements will also be required to present a live technical demonstration to the Review Committee that complements their written proposal. The demonstration will be factored into the Applicant's overall score. Applicants meeting threshold requirements will be notified after this threshold review, and further guidance will be provided at that time.

4.4.3. MBE-/WBE-/DSBE-owned and Local Businesses

Special consideration will be given for the following:

- Businesses owned and controlled by minorities, women, and disabled persons
- Philadelphia-based Applicants

4.4.4. Questions Relating to the RFP

Written requests for access to the CBH Data Systems documents must be submitted to Hans Leach at hans.leach@phila.gov. All questions concerning this RFP must be submitted in writing via email to Hans Leach at hans.leach@phila.gov by 5:00 p.m. on June 14, 2022. CBH will respond to questions it considers appropriate to the RFP and of interest to all Applicants, but reserves the right, in its discretion, not to respond to any question. Responses will be posted on the CBH website by June 17, 2022. Responses posted on this website become part of the RFP upon posting. CBH reserves the right, in its discretion, to revise responses to questions after posting by posting a modified response. No oral response to any Applicant question by any CBH

employee or agent shall be binding on CBH or in any way considered to be a commitment by CBH.

Contact regarding this RFP with CBH or related staff other than the individual named above is not permitted, and failure to comply with this restriction could result in disqualification.