

**AMENDMENT #3  
FOR  
RFP NUMBER 0A1173**

**DATE AMENDMENT ISSUED: November 1, 2016**

RFP NUMBER: 0A1173  
DATE ISSUED: September 27, 2016

The State of Ohio, through the Department of Administrative Services for the Human Resources Division is requesting proposals for:

Integrated Decision Support System Project

INQUIRY PERIOD BEGINS: September 27, 2016  
INQUIRY PERIOD ENDS: October 31, 2016  
OPENING DATE: November 7, 2016  
OPENING TIME: 1:00 P.M.  
OPENING LOCATION: Department of Administrative Services  
I.T. Procurement Services  
Bid Room  
4200 Surface Road  
Columbus, Ohio 43228

This RFP consists of five parts and eleven (11) attachments, totaling 72 consecutively numbered pages. Two supplements also are attached to this RFP with a beginning header page and an ending trailer page. Please verify that you have a complete copy.

- k. Assessment of provider network usage;
  - l. Health plan network discounts;
  - m. High claim activity (individual claims above a specified threshold);
  - n. Analysis and costs by health risk;
  - o. Trend analysis;
  - p. Analysis of changes in cost due to changes in population demographics;
  - q. Competitive benchmarking (book of business, industry and specific clients); and
  - r. Analysis of contributing factors (i.e., a report that identifies the independent cost impact of a change in population, high-cost cases, and unit price per procedure or service, and/or utilization changes over time).
  - s. Combining clinical data and lifestyle diseases to identify for education opportunities
4. Describe the ease of use, and capabilities of the proposed ad hoc reporting tool relative to:
- a. The data elements to be included on a report;
  - b. The order in which the data elements can be displayed;
  - c. Data to be exported to Microsoft Office products;
  - d. How data can be summarized and sorted; and
  - e. Combining the above options with data sub-sets to provide flexibility.
5. Describe the proposed system's ability to identify cost and utilization areas of concern.
6. Statistical Reporting. Describe the proposed system's statistical reporting capabilities in the following areas:
- a. Sum, mean, variance, standard deviation, co-efficient of variation, minimum and maximum values, range of values and correlation of values.
  - b. Computing statistics for up to four (4) quantitative fields simultaneously.
7. Interactive Data Selection. Describe how the proposed system allows for interactive data selection by:
- a. Allowing the user to define a portion of the database for use in reporting and modeling so that any database field can be used to define a subset by removing or adding claims with specific values for a field. Examples include: outliers (e.g., admissions, dollars, days, etc.); a population subcategory (e.g., active employees, retirees, dependents, etc.); specific diagnoses or diagnostic categories.
  - b. Allowing the user to create a data subset, and use it for internal comparisons of employee locations, groups, geographic areas, or other portions of the database.
- ~~8. \*Describe the proposed system's ability to provide interactive modeling capability in the following areas:~~
- ~~a. Health Care Plan – model the cost impact of future benefit changes such as deductible/co-pay, adding or deleting covered benefits, etc. Describe how the State user can specify factors for inflation, changes in utilization patterns, and population changes and whether the model re-adjudicates the actual claim.~~
  - ~~b. Describe how the State would use the software:~~
    - ~~i. For a specific plan option, estimate the cost impact and number of individuals impacted if the emergency room co-payment was changed from \$75 to \$100.~~
    - ~~ii. To confirm the ROI or value on investment of disease management programs or similar programs. Describe your organization's point of view on calculating ROI/value on investment.~~

8. Describe the proposed system's ability to provide interactive modeling capability in the following areas:
  - a. Health Care Plan – model the cost impact of future benefit changes such as deductible/co-pay, adding or deleting covered benefits, etc. Describe how the State user can specify factors for inflation, changes in utilization patterns, and population changes and whether the model re-adjudicates the actual claim.
  - b. Describe how the State would use the software:
    - For a specific plan option, estimate the cost impact and number of individuals impacted if the emergency room co-payment was changed from \$75 to \$100.
    - To confirm the ROI on disease management programs, population health initiatives, emerging healthcare initiatives or similar programs.
  - c. Describe any relational database design between the Decision Support Tool and the interactive modeling.
9. Explain how the proposed software would profile the cost and use performance of specified physicians or hospitals' adjusting for case mix and providing accurate comparisons among providers.
10. Describe how the proposed software makes adjustments for age, sex, case-mix, severity and co-morbidity.
11. Describe what functionality the proposed software provides to analyze catastrophic cases and what capabilities are included to analyze utilization, expense and/or price information exclusive of catastrophic cases.
12. Describe the functionality provided by the proposed software to compare network and non-network experience for PPO plans.
13. Describe, in detail, the proposed system's ability to drill-down to specific claim information to support the State's analysis of an emerging trend. Provide at least two (2) concrete examples.
14. Describe what normative and statistical benchmarks are provided in the system for comparison with the State's actual experience.
  - d. Describe the normative benchmarks available from the data of your public sector clients, if applicable;
  - e. Describe the norms provided within the proposed solution that can be geographic, age and sex-adjusted by the user during installation or updating to match the demographics of the State's covered population; and
  - f. Describe the frequency in which the normative benchmarks are updated.
15. Describe the options available for report outputs – paper, graphs, Excel, etc. If report options vary by report, explicitly identify the options that apply to each type of report.
16. Describe the software's ability to provide Health Plan Employer Data and Information Set (HEDIS) measurements or similar quality measurement.
17. Describe the proposed software's ability to detect up-coding, fragmentation, and unbundling by providers.
18. Describe the proposed software's ability to identify complication rates by provider.
19. Describe the proposed system's ability to flag future large cases based on shock claims, specific diagnoses and pharmacy utilization to identify disease management opportunities.

20. Describe the proposed software's ability to 'batch' a series of report requests and execute these in mass. The offeror must also describe the proposed software's delivery and scheduling options.
21. Outline how the State could use the proposed software to:
  - g. Determine the number and percentage of covered members who have utilized mental health services in the past twelve months.
  - h. Produce a distribution of the number of members with: no outpatient mental health visits, 1-10 mental health visits, 11-15, 16-20, 21-25 mental health visits by member type (employee, spouse, child) and gender, during the past twelve months. Explain if the State can produce this same type of report using the proposed software for inpatient mental health admits by the same day range.
22. Describe how the proposed solution software produces scorecards/dashboards, types of scorecards/dashboard available and categories of metrics that can be measured.
23. Describe the approach to error reporting and correction. Describe the process when the error is determined to be an internal processing error and external data integrity issue.

## **2.6 Training and Staffing**

1. Describe the proposed training methodology.
2. Outline the initial training proposed to be provided to the State employees to include: content, time involved, training site, and any limitations on the number of individuals trained.
3. Describe any baseline knowledge, experience or additional training that State employees would need in order to utilize your service.
4. Describe ongoing training/support in the use of the software included in your proposal.
5. Define the training needed and provided when software upgrades occur. Outline the profile of the staff the State must have in place to effectively use your system. Include education and experience required. Additionally, based on your book of business, provide your best estimate of the amount of time working with the software monthly will be required of State staff to effectively utilize your system.

## **2.7 Client Support**

1. Define what support services are included in your cost proposal following installation.
2. Describe your project and account management approach.
3. Describe your capability to troubleshoot the system via telecommunications.
4. Describe the communication materials you share with your clients. Provide sample copies of communications such as newsletters and describe the composition and purpose of the user group, if applicable.
5. Describe any user (functional) and technical documentation that is available and how the user and technical documentation is updated and distributed.