# INSTRUCTIONS

DDS has included three new sections that were not included in the original RFI T6655. Respondents are requested to complete the following:

1. Section 2: Federal Reimbursement and Revenue Recovery Requirements. Please complete the table and identify if the requirement would be available in your solution and the level of effort to meet the requirement.
2. Section 3: Service Desk Support. Please answer the questions based on the additional detail and user counts for service desk support.
3. Section 4: Artificial Intelligence. Please answer the questions based on the vendor’s use of artificial intelligence for the project as well as inclusion in the solution.

Respondents are to identify and describe how RFI TS6655-A1 changes the respondent’s original response to RFI TS6655. For Sections 5, 6, and 7, indicate if the response to RFI TS6655 is unchanged. If the proposed solution, approach, or cost estimates are impacted, describe the change to those components and provide updated cost estimates.

# SECTION 1 – RESPONDENT INFORMATION

1. Legal business name of the respondent and business address (Street, City, State, Zip).

1. Name, title/position, and contact information (phone, email) of the individual submitting the response for number 1 above.

1. In bullet format, list and briefly describe the projects and/or activities the company engaged in that are similar to this RFI TS6655-A1.

# SECTION 2 – Federal Reimbursement and Revenue Recovery Requirements

Please complete the table and identify if the Federal Reimbursement and Revenue Recovery requirement is available in respondent’s solution and identify the level of effort to meet the requirement. Describe how the addition of these requirements impacts the response to RFI TS5566. Provide a general description of the impact to the proposed software, implementation, and costs. Additional detail may be provided in Sections 3 through 8.

Instructions for Table 1:

For the “Available in System” column, indicate if the requirement is one of the following:

* B – Out of the Box feature of your product/solution
* C – Could be added to your product/solution via a configuration change
* M – Minor software update
* N – Requires new development

For the “Level of Effort” column, indicate the rough order of magnitude effort to meet this requirement:

* L – Minimal level of effort, i.e., < 8 hours including testing. An example might be a few lines of code changed in a single module or a simple GUI update.
* M – Moderate level of effort, i.e., < 40 hours including testing and documentation. An example might be a code change in one or two modules plus the addition of new attributes to existing database tables and GUI updates to reflect the new attributes.
* H – High level of effort, i.e., < 160 hours including design reviews, testing and documentation. An example might be code changes in multiple modules plus the addition of new attributes to existing database tables and the creation of new database tables and GUI updates to reflect the new attributes.
* XH – Extremely high level of effort, i.e., > 160 hours of effort including design reviews, impact analysis, demonstrations, testing and documentation. An example might be addition of a function that has an impact on the architecture of the product/solution including creation of new modules, new data base tables, and new GUI screens.

**Table 1: Federal Reimbursement and Revenue Recovery Requirements**

| **ID** | **Main Business Capability** | **Sub Business Capability** | **Business Process** | **Mid-Level Requirement** | **Description** | **Available in Solution?**(e.g., Out of Box, Need Configuration, Minor Update, New Development) | **Level of effort to satisfy the requirement?**(e.g., low, medium, high, extremely high) |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | 1.0 Reimbursement Program Administration | 1.1 Maintain Reimbursement Program | 1.1.1 Manage Program Identifiers | The solution shall provide the functionality to manage reimbursement program identifiers. | This functionality is related to the process of establishing and maintaining various data values used to auto-populate an invoice for a respective reimbursement program. This allows reimbursement program users to minimize manual entry of reoccurring information. |  |  |
| 2 | 1.0 Reimbursement Program Administration | 1.1 Maintain Reimbursement Program | 1.1.2 Manage Program Parameters | The solution shall provide the functionality to manage program parameters. | This includes functionality related to establishing and maintaining various percentages that would be applied to claims and determine the federal share amount due for reimbursements. Under special circumstances, the State may be allowed to enhance reimbursement funding or be assessed a reduction in reimbursement percentage due to penalties. |  |  |
| 3 | 1.0 Reimbursement Program Administration | 1.1 Maintain Reimbursement Program | 1.1.3 Manage Program Limits: Enrollment and Budget | The solution shall provide the functionality to manage program limits, including program consumer enrollment maximums and thresholds, and program budget maximums and thresholds. | This includes functionality related to the process of establishing and maintaining a set of program limits, such as budget or consumer enrollment maximum allowed per program. Identifying and tracking the number of enrollments and budgets allows reimbursement program users to take appropriate course of action in a timely manner when the enrollment count or expenditures reaches a specific threshold within the limit. |  |  |
| 4 | 2.0 Reimbursement Program Eligibility Criteria | 2.1 Reimbursement Program Eligibility Criteria | 2.1.1 Manage Service Criteria | The solution shall provide the functionality to manage the assignment of services that are eligible for each program, with effective date ranges. | This includes functionality for users to indicate services and subservices that are eligible for a reimbursement program. As new services are retired or added, the program staff need to identify the effective dates in which the service is eligible for a program. |  |  |
| 5 | 2.0 Reimbursement Program Eligibility Criteria | 2.1 Reimbursement Program Eligibility Criteria | 2.1.2 Manage Rate Threshold | The solution shall provide the functionality to manage reimbursement program-specific maximum allowed rates for services assigned as eligible for a reimbursement program (i.e., a DDS-set rate). This establishes the maximum rate that the State will submit for reimbursement for a specific service. | This includes functionality to establish department maximum rate or step-down adjustments for federal reimbursement within the solution’s rate hierarchy. The rate paid to a service provider may be greater than the maximum rate agreed to for federal reimbursement. The reimbursement program users need the ability to set a not-to-exceed federal reimbursement rate/amount for a service and sub-service level. |  |  |
| 6 | 2.0 Reimbursement Program Eligibility Criteria | 2.1 Reimbursement Program Eligibility Criteria | 2.1.3 Manage Service Provider Eligibility | The solution shall provide the functionality to manage the ineligibility or reinstated eligibility with effective date ranges of a service provider for reimbursement programs.  | This includes functionality for program users to indicate ineligibility status of a service provider. Reimbursement cannot be processed for claims provided by service providers who are not eligible for federal programs.  |  |  |
| 7 | 2.0 Reimbursement Program Eligibility Criteria | 2.1 Reimbursement Program Eligibility Criteria | 2.1.4 Manage Consumer Enrollment Criteria | The solution shall provide the functionality to manage consumer enrollment criteria that indicate the consumers enrollment eligibility for reimbursement program(s). | This includes functionality to determine the consumer’s eligibility for DDS services, eligibility and enrollment in a DDS reimbursement program, or conflicting enrollment with another State Medicaid Waiver program. Eligibility and enrollment records needs to be recorded at the consumer-level for every month the consumer receives services with DDS. |  |  |
| 8 | 2.0 Reimbursement Program Eligibility Criteria | 2.1 Reimbursement Program Eligibility Criteria | 2.1.5 Manage Consumer Eligibility Criteria | The solution shall provide the functionality to manage consumer eligibility for reimbursement programs that are based on Medi-Cal and Medicaid eligibility factors. | This includes functionality to interface with DHCS to check consumer’s monthly Medi-Cal eligibility. The consumer’s federal eligibility must be confirmed for the months of services on claims submitted by regional centers and service providers. DDS needs to record the DHCS data for each consumer each month and determine if the consumer is Medicaid, or federally, eligible. Medi-Cal offers a broader eligibility criteria than the federal Medicaid program. |  |  |
| 9 | 3.0 Reimbursement Billing and Invoicing | 3.1 Billing and Invoicing | 3.1.1 Check and Determine Reimbursement Billing | The solution shall use the eligibility criteria established and maintained by authorized users to identify claims eligible for reimbursement programs.  | The reimbursement program billing determination process evaluates claims received from the regional centers for services provided to the consumers for reimbursement eligibility using criteria established in the earlier requirements 1.1.1-2.1.5. The monthly reimbursement process aggregates 24 months of claims every month, averaging 10 million claim records each billing cycle. |  |  |
| 10 | 3.0 Reimbursement Billing and Invoicing | 3.1 Billing and Invoicing | 3.1.2 Calculate Reimbursement Billing | The solution shall provide the functionality to manage the program parameters, defined by the State, and the eligibility criteria to calculate reimbursement billing amounts. | This includes functionality that determines if the total claim charge amount needs to be adjusted or stepped down by applying the criteria established with requirement 2.1.1 and 2.1.2.  |  |  |
| 11 | 3.0 Reimbursement Billing and Invoicing | 3.1 Billing and Invoicing | 3.1.3 Generate Reimbursement Program Invoicing | The solution shall provide the functionality to generate, for submission to the appropriate State entity, monthly invoice packets and detailed claims files (for each invoice packet) for each reimbursement program.  | This includes the functionality related to the process of generating the required invoice components, defined in requirements 1.1.1-1.1.3 and a detailed claims file (ex: X12 837 file format). This allows the department to submit invoices and supporting information, including internal routing and external file submissions to seek reimbursement.  |  |  |
| 12 | Department of Health Care Services (DHCS) Medi-Cal Eligibility Determination System (MEDS) Data Exchange Interface (outbound request file and inbound response file) |  |  |  | Establish a monthly data exchange interface with DHCS MEDS to obtain MEDS data for each consumer, each month for up to 15 months retroactively. Estimated file size is 1.5 million to 2 million consumer records per month. |  |  |

# SECTION 3 – Service Desk Support

1. **Service Desk Support**

*The vendor will provide service desk support for the following users during specific time periods.*

**Table 2: Service Desk Users, Counts, and Availability**

| **Users and Location** | **Counts** | **Availability** |
| --- | --- | --- |
| Department of Developmental Services (DDS) Staff | Approximately 350 | Monday through Friday7:00 a.m. to 6:00 p.m. |
| Regional Center Staff, including satellite offices | Approximately 2,500 | Monday through Friday7:00 a.m. to 6:00 p.m. |
| Consumers and Authorized Consumer Representatives  | Approximately 2,000,000 comprised of 500,000  Consumers and up to 3 additional authorized users for each Consumer account  | Monday through Sunday24 hours a day |
| Service Provider Entities | Approximately 30,000. Each entity may have more than one user. | Monday through Sunday24 hours a day |

1. *Describe respondent’s service desk support structure. What is respondent’s estimates for ramp-up/onboarding times, and sizing for Level-1, Level-2, and Level-3 support?*

1. *Does respondent plan to have support staff within the continental United States or outside the continental United States, and if outside, where?*

1. *How is service desk staff trained for respondent specific configurations?  How many staff would be trained?  Does initial contact get routed to trained staff, or does the call go to first available staff?*

1. *Will service desk staff receive continuous training for releases during implementation and post final system acceptance (e.g. future enhancement requests during maintenance and operation period)?*

1. *Describe how respondent would provide service desk support for the DDS users.*

1. *Describe how respondent would provide service desk support for the Regional Center Staff users.*
2. *Describe how respondent would provide service desk support for the Consumers and Authorized Consumer Representatives users.*
3. *Describe how respondent would provide service desk support for the Service Provider Entities users.*

# SECTION 4 –Artificial Intelligence

*Provide a description of how respondent uses artificial intelligence during design, development, testing, implementation, training, M&O, and within the proposed solution. As part of the description, please reference the common use cases as defined in the* [*Use cases - CA GenAI Toolkit*](https://genai.cdt.ca.gov/use-cases/)*. Please complete the attached table.*

**Table 3: Artificial Intelligence Questions**

|  |  |  |
| --- | --- | --- |
| **ID** | **Question** | **Description** |
| 1 | Artificial intelligence model name, version number | Name of the artificial intelligence models and services used. What Large Language Models (LLM) do you support? Are they private? Are they open source?      |
| 2 | Application / product owner | Organization that created the Artificial Intelligence model? Organization that modified and implemented the Artificial Intelligence services?      |
| 3 | Product description | Artificial Intelligence model’s purpose, functionality, and key characteristics:      |
| 4 | Benefits to existing clients | Describe benefits to existing clients. Are the benefits measurable?      |
| 5 | Artificial Intelligence Roadmap | Describe how you intend to incorporate artificial intelligence into your solution going forward:      |
| 6 | Use Cases – design, development, testing, and implementation | How is artificial intelligence used for design, development, testing, and implementation? Common use cases may include personalized content, search and recommendations, synthetic data generation, and software code generation.       |
| 7 | Use Cases – training  | How is artificial intelligence used for training? Common use cases may include content generation, explanations and tutoring, and personalized content.       |
| 8 | Use Cases – service desk  | How is artificial intelligence used for service desk? Common use cases may include chatbots, explanations and tutoring, and summarization.      |
| 9 | Use Cases – M&O  | How is artificial intelligence used for M&O? Common use cases may include data analysis and summarization.      |
| 10 | Use Case – incorporated into the solution | How will artificial intelligence be used within the solution? What solution functions would artificial intelligence support?      |
| 11 | Use Case – client differentiation | How will artificial intelligence solutions and data be shared across the vendor clientele?  Will the AI platform be isolated to support this engagement separately, or will data be collected, analyzed, and incorporated from all clients? How will the model be validated with accuracy?      |
| 12 | National Institute of Standards and Technology (NIST) Risk Management Framework (RMF) | How does the AI solution comply with NIST RMF security controls? What risk assessment and management processes are in place for the AI? How is the AI's resilience with ongoing content generation and continuity planned for?      |
| 13 | Responsible AI | How are biases addressed in the AI model?How are the fairness addressed in the AI model?What measures are in place to ensure transparency and explainability of the AI's (XAI) decision-making process?How is accountability for the AI's actions ensured?Human-in-the-loop: Describe the role of human oversight in the AI system. How are humans involved in decision-making, tuning, error correction, and ensuring ethical use?What compliance certifications, such as HIPAA, SOC 2, or ISO standards, have you implemented for responsible AI and Cybersecurity?      |

# SECTION 5 – SOLUTION DESCRIPTION

Please answer the questions below based on respondent’s experience. Please be specific and attach supporting documentation if needed.

**There are changes from respondent’s original response to RFI TS6655: Yes or No:**

**If there have been changes, please update this section. Please highlight any differences from respondent’s original response and the reason for any changes.**

1. **Product/Solution Overview**

Describe the system solution/product respondent offers that would satisfy the business needs and requirements described in this RFI. Check all that apply and complete the description and government clients:

1. Solution type:

[ ]  Customized Off-The-Shelf [ ]  Modified Off-The-Shelf [ ]  Custom

Describe any changes from the original response to the RFI TS6655:

1. Hosting Options:

[ ]  Software As-A-Service [ ]  Vendor hosted solution [ ]  State-hosted solution

Describe any changes from the original response to the RFI TS6655:

1. Solution Description. For each question, describe any changes from the original response to RFI TS6655:

	1. Technical environment and requirements needed to host the solution (e.g., servers/cloud, hardware, software, etc.)
	2. Length of time the proposed product has been on the market.

* 1. The number of current customers using the product.
		1. Customers using the entire solution (all components that meet requirements of the RFI)

* + 1. Customers using the case management component of the proposed solution

* + 1. Customers using the financial management component of the proposed solution

* + 1. Customers using the reimbursement & recovery component of the proposed solution

* 1. Describe functions that must generally be customized for the solution implementations.

1. **Software Needs:**

List software licenses needed to implement the described solution. As part of the description, please indicate if this new software is required to meet the SECTION 2 – Federal Reimbursement and Revenue Recovery Requirements. Please indicate if the software is available from the Cal eProcure at <https://caleprocure.ca.gov/pages/LPASearch/lpa-search.aspx> by searching for Cooperative Agreements under “Contract Type.” The software may also be available through the National Association of State Procurement Officials (NASPO) at <https://www.naspo.org/>.

Software

| Name | Version | Description (including technical platform and indication if this is required to meeting Section 2 requirements) | SLP(Yes or No) | Est. Lic. # |
| --- | --- | --- | --- | --- |
|       |       |       |       |       |
|       |       |       |       |       |
| add rows as needed |       |       |       |       |

1. **Software Experience:**

Describe respondent’s experienced with the above software.

1. Does respondent implement all of the above software?
2. Does respondent have experience implementing this software? If so, which products?

1. Does respondent use subcontractors to implement any of the above software? If so, which products?
2. List the clients in the past ten (10) years where respondent implemented the solution proposed above:

# SECTION 6 – IMPLEMENTATION APPROACH

**There are changes to respondents original response to RFI TS 6655: Yes or No:**

**If there have been changes, please update this section. Please highlight any differences from respondent’s original response and the reason for any changes. If there is no change for specific question, please indicate ‘No Change’. For example, if the A. Estimated Schedule remains the same, indicate ‘No Change’.**

1. **Estimated Schedule**

*Provide an estimated schedule to implement the solution described. Would you propose configuring and deploying to multiple RC’s simultaneously or one RC at a time? Do you see an opportunity for a pilot implementation?*

1. **Development and Implementation Approach**

*Describe a typical lifecycle to develop and implement a system of similar size/complexity, including any recommended phasing or waves of implementation to ease adoption or facilitate user productivity. Discuss the company’s standard implementation methodology (i.e., Waterfall, Agile). DDS is interested in how companies may manage the implementation approach for a COTS or MOTS solution.*

1. **Design and Configuration**

*Describe your approach to validating requirements, design, customization, and configuration of the solution for DDS.*

1. **Testing**

*Describe your approach to system and user acceptance testing (UAT). DDS Subject Matter Experts (SMEs) regional center (RC) SMEs, and IT staff are anticipated to perform UAT.*

1. **Deployment**

*DDS must retain case management or financial information based upon the particular program’s needs. The transfer of data to a solution will consist of an initial one-time load currently residing in various databases. Describe approach to data conversion. Assume DDS and an existing Data Management Vendor will provide cleansed data that must be converted into the appropriate format for the solution. Describe training approach assuming respondent would provide materials for and deliver instructor Train-the-Trainer (TTT) training. DDS TTT staff would deliver end user training to DDS staff, regional center staff and select end users. Describe deployment activities for both DDS Headquarters and the regional center stakeholders.*

1. **Additional Information**

*Provide any additional information about respondent’s products, and/or services that you believe will help DDS better understand your capabilities (e.g., additional current services, future plans to improve products and services, etc.).*

# SECTION 7 – Costs

*DDS is requesting rough order of magnitude (ROM) cost estimate information from respondents to this RFI. Cost estimates provided are non-binding. DDS will use cost estimates for project planning, informational and budgeting purposes only. Rough estimates based on respondent’s experience with similar projects are welcome. Costs should be inclusive of the following:*

* *Original RFI T6655 Costs based on CERMS and UFSM requirements*
* *Section 2: Federal Reimbursement and Revenue Recovery Requirements*
* *Section 3: Service Desk Support*
* *Section 4: Artificial Intelligence*

*Provide the following information in Table 4:*

* *Original Costs, costs from RFI T6655*
* *New Scope Costs, costs associated with Section 2, Section 3, and Section 4. If none, enter “$0”.*
* *Revised Total Costs, total costs for the full DSMP project and solution*

**Table 4: Costs**

| **ID** | **Category** | **Instructions** | **Original Costs** | **New Scope Costs** | **Revised Total Costs**  | **Assumptions** |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | Hosting Software  | Include all software licenses required to host the solution. |  |  |  |  |
| 2 | Annual Subscription/ License fees (excluding Artificial Intelligence tools)  | Include all annual licensing fees. What are they during the development/ implementation cycle? Do they differ during maintenance years? When do annual license fees begin? (After configuration? At project initiation? Other?)Annual subscription or license fees must be based on the following six (6) environments: Development, System Test, UAT, Training (21 instances, one for each RC), a Sandbox for “what if” analysis, and the Production environment.  |  |  |  |  |
| 3 | Annual Subscription/ License fees for Artificial Intelligence tools | Include all annual licensing fees related to Artificial Intelligence tools. What are they during the development/ implementation cycle? Do they differ during maintenance years? When do annual license fees begin?  |  |  |  |  |
| 4 | Design and Configuration  | Estimate all costs to validate requirements, design, customization, and configuration of the solution for DDS. |  |  |  |  |
| 5 | Testing | Estimate all costs to conduct system testing (e.g., regression, features/functions, security, performance) before entering into User Acceptance Testing (UAT). Estimate all costs to conduct system testing and UAT. Assume vendor is providing a UAT Coordinator and UAT Support for daily and weekly meetings to prioritize defects. Also assume vendor is providing the testing tool. |  |  |  |  |
| 6 | Deployment  | Estimate all costs for data conversion. Assume DDS and Data Management Vendor will provide cleansed data that must be converted into the appropriate format for the solution. Estimate all costs for training. The vendor would provide materials for and deliver instructor (Train-the-Trainer) training. DDS TTT staff would deliver end user training to DDS staff, Regional Center Staff and select end users. Estimate all costs to conduct deployment activities for both DDS Headquarters and the Regional Center stakeholders.  |  |  |  |  |
| 7 | Annual Maintenance Costs | Estimate costs to fully maintain the solution.  |  |  |  |  |
| 8 | Service Desk Costs | Estimate costs to provide service desk support as defined in Section 3 above. |  |  |  |  |
| 9 | Other Costs Not Listed  | Estimate any additional costs not included in the above estimates. Please describe in the Description column |  |  |  |  |

# SECTION 8 – Comments and Recommendations

1. **Estimated Implementation Schedule and Approach**

*The RFI is the key opportunity to review the requirements under development and provide feedback as to the feasibility of meeting these requirements. Please use the space below to summarize any comments you have regarding the requirements provided in this RFI.*

1. **Additional Comments**

*DDS thanks you for your participation in the RFI by providing us information. If you have recommendations regarding this project that are not already included in responses to the questions in this attachment, please provide them below.*