

Request for Proposals

Background

CenCal Health

CenCal Health (CCH) is a Non-Profit Community -Based Health Care Organization contracted with the State of California to administer Medi-Cal benefits through local care providers in Santa Barbara and San Luis Obispo counties. We provide health coverage for 1 in 3 people in Santa Barbara County, and 1 in 4 in San Luis Obispo County. We have been in operation since 1983 and are recognized nationally as the oldest Medicaid managed care program of its kind in the country. Our mission is to improve the health and well-being of the communities we serve by providing access to high-quality health services, along with education and outreach, for our members.

Per the planned Medi-Cal coverage expansions, movement of members dually eligible for Medi-Cal and Medicare into managed care, and rapidly shifting local managed care environments highlight an opportunity and responsibility to expand our service role and reach in serving our local communities and ensuring sustainability for the long-term.

As we prepare to deliver a sustainable and integrated Medi-Cal and Medicare program serving dually-eligible members beginning in 2026, we are seeking to partner with a Core Managed Care System Vendor (Core System Vendor) that will support this effort.

Opportunity Description

CenCal Health is seeking to partner with a Core System Vendor (Vendor) expected to support CenCal Health's intent to operate a fully integrated, exclusively aligned enrollment dual eligible special needs plan (EAE D-SNP).

CenCal Health seeks a Vendor to provide a high-quality, responsive Core System platform that CenCal Health can utilize to achieve its goal of effectively administering the EAE D-SNP. CenCal Health currently has approximately 23,000 dual-eligible members within its Medi-Cal line of business. Our initial enrollment target for 2026 is to capture around 8% of our dual-eligible population (1,664 members) into our D-SNP line of business, with an estimated D-SNP net enrollment growth of approximately 1,800 members per year through 2031 where we are targeting a 50% capture rate of our dual-eligible members into our D-SNP by 2031. CenCal Health's current Medi-Cal membership is 241,000. CenCal Health intends to migrate all Medi-Cal membership to the Core System after the D-SNP implementation.

The ideal Vendor will provide or arrange for a suite of innovative Core System capabilities enabling health plan operational functions supported by comprehensive data analytics, informatics and reporting, and interoperable information technology solutions. CenCal Health

seeks a Vendor with experience providing a Core System to a Medicare Advantage D-SNP (EAE or FIDE SNP preferred), and Medi-Cal Managed Care Plans (MCPs).

The RFP seeks to understand how the Vendor's system will support the health plan functions managed by CenCal Health, including integrating seamlessly with other health plan systems. Currently, CenCal Health oversees its Medi-Cal membership using a proprietary Oracle platform, which will eventually transition to a Core System post-2026. During this transition period, it's crucial for the Core system to maintain compatibility and interface capabilities with the existing Oracle system. Additionally, CenCal Health relies on the MHK CareProminence® platform for Care Management, Utilization Management, and Grievances and Appeals, necessitating seamless data exchange between the Core system and the MHK system.

RFP ADMINISTRATION

Terminology

1. **Company** refers to CenCal Health.
2. **Contract** or **Agreement** refer to the formal agreement that the Company and Vendor may enter into at the conclusion of the Request for Information process.
3. **Medi-Cal** is California's Medicaid program which provides needed health care services for low-income individuals including families with children, seniors, persons with disabilities, foster care, pregnant women, and low-income people with specific diseases such as tuberculosis, breast cancer, or HIV/AIDS. Medi-Cal is financed equally by the state and federal government.
4. **Response(s)** refers to the response submitted by the entity or entities in response to this Request for Information.
5. **Vendor(s) Proposer or Respondent** refers to the entity or entities submitting a response to this Request for Information.

Response Requirements

Vendor must submit a complete response to this RFP. Each response should include a clear, concise, and complete description of the Vendor's ability to meet the requirements and timeline, as defined in the RFP.

A Vendor may submit a response to provide the full complement of services using a subcontractor or subcontractors. In such cases, the Vendor must indicate when another entity will carry out the specified requirement, the entity's qualifications, and experience, and how it will do so. Furthermore, for each subcontractor, the response should include a list of each subcontracted entity's name, address, and contact person.

The Vendor remains responsible for performance and quality of the specified requirement and must explain its oversight process and procedures.

If the Vendor has any limitation in its ability to perform a service and the Vendor will not subcontract with another entity to carry out the service requirement, the Vendor must indicate the limitation and explain how the Vendor will address such limitation prior to the “go live” date of the contract.

An officer or other official of the Vendor who has legal authority to commit the entity to performance of the proposed services must sign the Signature Page and submit it with the response.

Wherever repetition occurs in the RFP with regard to similar requests for information, the Vendor need not repeat the information. However, reference should be made to the exact location in the response where the information is provided.

[Response Procedure and Timeline](#)

CenCal Health will require that RFP Responses be submitted electronically via secure email to cencal-rfp@cencalhealth.org by May 31, 2024 at 5:00 PM PST. CenCal Health is not responsible for any technical problems that may prevent or delay submissions of responses by the specified time on the due date. Vendors are encouraged to submit responses early to avoid missing the deadline. Responses submitted after the deadline will not be accepted.

CenCal Health may postpone the RFP submission due date at any time prior to the submission date by giving written notice to potential Vendors. Likewise, CenCal Health may alter the timeline following the submission date at its discretion.

Table 1. RFP Timeline

Activity	Date
Notice of Intent to issue RFP sent to vendors	April 19, 2024
Notice of intent to respond due to CenCal Health	April 26, 2024
RFP Issuance	May 1, 2024
Vendor Questions Due	May 10, 2024
Answers to Vendor Questions Distributed	May 17, 2024
Vendor Response Due	May 31, 2024
Response Review/Scoring	June 1 – 20, 2024
Vendors Notified of Invitation to Participate in Virtual Interviews/Demos	June 21, 2024
Virtual Interviews and Demos	June 27 – July 1, 2024
Site visits to reference health plans using Vendor’s Core System	July 8 – 12, 2024
Vendor Demo Review and Scoring Period	June 27 – July 8, 2024
Selected Vendor Notified	July 24, 2024
Contract Negotiations Period	July/September 2024
Implementation Period	October 2024 – July 2025
Phased go-live for D-SNP	July 2025- March 2026

Response Format

Please submit written responses to all questions and provide appendices or attachments as appropriate in portable document format (PDF). Incomplete responses are grounds for rejection.

The Signature Page found in the Appendix must be submitted as part of the Vendor's response.

Any external documents must be submitted as appendices to the response and clearly marked.

Please use font size 11 or larger in your response narrative, with one-inch margins.

CenCal Health reserves the right to reject responses that are not submitted in accordance with the response format requirements.

Virtual Interview and Product Demonstration

CenCal Health will select Vendors to participate in virtual 120 minute interviews and product demonstrations. It is anticipated that interviews will take place between June 27- July 8, 2024. The timing of the virtual interviews and demonstrations is subject to change at CenCal Health's discretion; however, Vendors should be prepared to engage in a virtual interview and product demonstration at these dates/times if invited to do so.

Evaluation Criteria

CenCal Health seeks a mutually beneficial and cooperative relationship with its Vendor(s). The Vendor(s) must be proactive and strive to add value beyond the specific requirements of its contractual obligations. The Vendor(s) must act as a business partner and recognize additional benefits that can accrue to CenCal Health.

Without limiting CenCal Health's right to use additional evaluation criteria or to disregard any of the criteria listed below, CenCal Health may use any of the following criteria to evaluate the Vendor's response:

- Business and Technical Capabilities, including tools and methodology, approach, and solutions
- Experience in enabling health plans to administer a FIDE/EAE D-SNP line of business
- Cultural fit and innovative approaches
- References
- Financial Proposal
- Interviews and product demonstrations

The criteria above are not exclusive, and CenCal Health may change criteria or adopt new criteria during this RFP process. CenCal Health reserves the right to request additional information from Vendor to supplement the RFP process.

Vendor Selection

CenCal Health reserves the right to contract with a single Vendor to provide a Core System platform with all the functional capabilities included in this RFP or to contract with multiple Vendors. If a Vendor's response acknowledges its ability to provide all of the functional capabilities outlined in this RFP, CenCal Health may select the Vendor to provide only certain services. If a Vendor that submits a comprehensive response is unable to provide some capabilities, the Vendor's response must clearly state that. The selected Vendor(s) will be notified on or about July 24, 2024. If notification will occur more than three (3) days after this date, Vendors will be notified via electronic mail of the delay and the expected date of notification.

Contract negotiations with the selected Vendor(s) will begin immediately following notice of award. Upon notification, it is expected that a master contract will be signed, with an additional 30-day period granted to execute a statement of work.

General Terms and Conditions

CenCal Health reserves the right to award a contract to the Vendor(s) it determines will provide the best long-term value to CenCal Health. CenCal Health has sole discretion to award the contract and reserves the right to:

- Make an award to a single Vendor
- Make only a partial award to a Vendor
- Make partial awards to multiple Vendors
- Not make an award to any Vendor

CenCal Health may accept or reject any response, under any circumstances, for any reason, without explanation. CenCal Health reserves the right to cancel or postpone the contract award. This RFP shall not obligate CenCal Health in any manner and shall not impose any liability upon CenCal Health. CenCal Health shall at no time be liable to the Vendor, or any other party, for costs incurred by the Vendor.

By responding to this RFP, the Vendors acknowledge that CenCal Health is relying on the accuracy of their representations and agree to incorporate any such representations, at CenCal Health's request, into the eventual contract between the parties.

Vendors must read and be thoroughly familiar with the terms, conditions, and specifications of this RFP. Failure to do so shall not relieve the Vendors from any of its obligations.

As a local public agency, CenCal Health is subject to the California Public Records Act California Government Code Sections 6250 et seq (Public Records Act). All proposals, including attachments, become the property of CenCal Health and will be a matter of public record subject to the Public Records Act and are available to the public upon an appropriate request. By submission of its proposal to CenCal Health, Proposer acknowledges that any materials, documents, data, or similar items are subject to disclosure upon public request, unless they are

exempt from disclosure under the provisions of the Public Records Act. CenCal Health shall not have any obligation to keep confidential and may disclose Proposer's information to the extent such disclosure is required by the California Public Records Act. Further, regardless of any "Confidential" label, CenCal Health shall have no obligation to keep confidential any information that (a) was in the public domain at the time it was disclosed to CenCal Health, (b) entered the public domain subsequent to the time it was disclosed to CenCal Health, through no fault of CenCal Health, (c) was received by CenCal Health from third parties not under an obligation of confidentiality to Proposer, or (d) was in CenCal Health's possession prior to disclosure by the other party.

CenCal Health will use its best efforts to prevent disclosure of Proposer's confidential information to the extent allowable by law and subject to the provisions stated herein. Proposer shall conspicuously label any of its confidential information, including electronic documents and email, as "Confidential" and identify the basis for an exemption from disclosure (e.g., trade secret). Please be advised that the use of general disclaimers in cover letters and/or over inclusive identification of confidential, proprietary or trade secret information are not in compliance with these instructions and are inconsistent with the provisions of the Public Records Act. CenCal Health shall have no obligation to rely on a "Confidential" label if Proposer fails to identify the basis for an exemption from disclosure. CenCal Health will rely on such labels for identification of records Proposer believes to be exempt from public disclosure, including pursuant to the California Public Records Act, on the basis that such information is confidential and derives independent economic value for not being generally known or any other basis identified by Proposer in its labeling. If Proposer is labeling any portion of its proposal "Confidential", it should also provide a redacted copy of the RFP submission that conforms to its labeling.

In the event CenCal Health receives a request for disclosure or an objection to any determination of exemption from public disclosure regarding any information conspicuously labeled by Proposer as "Confidential" (whether pursuant to a California Public Records Act request or otherwise) CenCal Health shall, to the extent permitted by the circumstances, provide Proposer with notice so that Proposer may seek a protective order or other appropriate remedy, defend any action to compel public disclosure and/or waive CenCal Health's compliance with these provisions. In such event, it shall be Proposer's sole obligation, and at its sole expense, to seek any protective order, defend any writ, action or proceeding or take any other action.

In the event CenCal Health receives a request for disclosure (whether pursuant to a California Public Records Act request or otherwise), and circumstances do not permit CenCal Health to provide Proposer with prompt notice, CenCal Health will rely on any conspicuous "Confidential" label and identified basis for exemption from disclosure to determine whether the request seeks records exempt from disclosure. CenCal Health shall, to the extent permitted by the circumstances, thereafter, notify Proposer of the request, CenCal Health's response, and any

objection to the determination of nondisclosure of information labeled by Proposer “Confidential.” It shall be Proposer’s sole obligation, and at its sole expense, to defend any action to compel public disclosure.

By submission of its proposal to CenCal Health, Proposer agrees to indemnify and hold CenCal Health, and its directors, officials, employees, agents, and volunteers harmless from claims, demands, losses, liabilities, damages, costs and expenses including reasonable attorneys’ fees and costs, relating to, or arising out of, CenCal Health’s determination of exemption from public disclosure based on Proposer’s representations. Proposer’s indemnity and hold harmless obligations shall survive the termination of the RFP process and shall not be subject to any limitation on liability.

Vendors responding to this RFP are NOT at liberty to discuss this RFP with outside parties. Only those employees within the Vendor’s company or those with whom the Vendor is contracted to provide consulting services who have a “need to know” or are required to participate in the response should have access to the RFP. Any public release of information about participation in this RFP may disqualify the Vendor. The successful Vendor may not release details of the RFP to the public. Any news release or public briefing must be approved in writing by CenCal Health.

Vendors responding to this RFP are NOT at liberty to discuss the RFP with CenCal Health or partner health systems’ Board of Director members, executive leadership of the CenCal Health owners, or anyone at CenCal Health directly involved in the selection of a Vendor(s) for services cited within this RFP. Vendors responding to this RFP may only communicate with the primary point of contact for this RFP as described above.

The selection of a Vendor(s) and product is not to be construed as a commercial endorsement for that Vendor(s) or product by CenCal Health. Vendors are prohibited from making any reference to any resulting contract in future product literature, news releases, promotional literature, or external presentations without the prior, express, written consent of CenCal Health. In the event a Vendor(s) is selected for an award, CenCal Health may add terms and conditions to the Core System Services Agreement based on information provided in the response and subsequent negotiations.

CenCal Health, or its designated authority, will negotiate contract terms upon selection of a Vendor(s). The transition period and implementation phase will begin upon contract execution. CenCal Health reserves the right to terminate a contract at any stage. CenCal Health reserves the right to ultimately insource any or all of the services included in this RFP.

RFP Packet enclosures:

1. CenCal Health Core System RFP Intro (page 8 of this document must accompany submission)
2. CenCal Health Core System RFP
3. CenCal Health Master Services Agreement (for review purposes only)

Signature Page

I am authorized to sign this document and submit the attached response to the CenCal Health Core System Request for Information (RFP) on behalf of:

Requirement	Vendor Response
Vendor's Corporate Name	
Vendor's Corporate Address	
Vendor's Corporate Telephone	

My signature constitutes acceptance of the terms and conditions of this RFP.

Signature

Printed Name

Title

Email Address

Telephone

Date