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COUNTY OF LOS ANGELES



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DEPARTMENT OF MENTAL HEALTH

<http://dmh.lacounty.gov>

550 SOUTH VERMONT AVENUE, LOS ANGELES, CALIFORNIA 90020

November 10, 2009

TO: Each Supervisor

FROM: Marvin J. Southard, D.S.W.
Director of Mental Health

SUBJECT: **NOTIFICATION TO REISSUE REQUEST FOR PROPOSALS (RFP) FOR AN INTEGRATED BEHAVIORAL HEALTH INFORMATION SYSTEM (IBHIS) #DMH-1109B2**

This notice is to advise your Board that the Department of Mental Health (DMH) intends to reissue a Request for Proposals (RFP) for an Integrated Behavioral Health Information System (IBHIS) #DMH-1109B2, a combined clinical, administrative, and financial system substantially funded by the Mental Health Services Act (MHSA). DMH plans to release the RFP on November 18, 2009, and we will keep you apprised of our progress. The IBHIS RFP seeks proposals for a system based on current and developing health industry data, functionality, and communications standards and seeks a vendor with a commitment to maintaining compliance with industry standards as they mature over time.

On September 17, 2008, the IBHIS RFP was released. However, during the evaluation process, DMH's requirements for the IBHIS changed significantly due to changes mandated by the State with respect to the way DMH processes contract provider claims for reimbursement and payments to contract providers. Subsequently, after careful deliberation on April 2, 2009, DMH invoked its right to cancel the IBHIS RFP effective immediately.

Furthermore, on March 31, 2009, the Board approved the Evaluation Methodology for Proposals Policy (Board Policy No. 5.054), establishing the Informed Averaging Method as the County of Los Angeles standard for scoring and evaluating competitive solicitations and revising the Countywide Services Contract Solicitation Protest Policy (Board Policy No. 5.055) to address vendor protests on solicitations related to Board-approved services contracts. These two Board policies impact the evaluation methodology developed specifically for the IBHIS RFP evaluation process and required that all scoring and evaluation tools be revised to incorporate informed averaging for each evaluation category as described in the revised IBHIS RFP.

"To Enrich Lives Through Effective And Caring Service"

This Board Notice serves as the first of a series of status updates requested in the February 3, 2009 Board Motion. Other reports will follow at key milestones in the process up to and including submission of a Board letter regarding vendor selection. This will optimize DMH's ability to effectively communicate health information to other County departments, as well as other business partners such as contracted providers of health care services, who have standards-based health information systems. DMH also holds regular discussions about the direction of our information systems and our ability to communicate information appropriately with the Department of Health Services, the Department of Public Health, and others.

If you have any questions or need additional information, please call me at (213) 738-4601, or your staff may contact Roderick Shaner, M.D., DMH Medical Director, at (213) 738-4603, or Robert Greenless, Ph.D., DMH Chief Information Officer, at (213) 251-6481.

MJS:MM:RG

c: Sachi A. Hamai, Executive Officer
Jose Silva, County Counsel
Margo Morales, DMH
Robert Greenless, DMH
Henry Balta, Associate CIO
David Seidenfeld, CEO Budget Analyst
Richard Kushi, DMH
Erick Clarke, Outside Counsel

NOTED AND APPROVED:


Richard Sanchez
Chief Information Officer

11-10-09
Date

MARVIN J. SOUTHARD, D.S.W.
Director

ROBIN KAY, Ph.D.
Chief Deputy Director

RODERICK SHANER, M.D.
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550 SOUTH VERMONT AVENUE, LOS ANGELES, CALIFORNIA 90020

September 8, 2010

TO: Each Supervisor
FROM: *Robin Kay for*
Marvin J. Southard, D.S.W.
Director of Mental Health

SUBJECT: **STATUS REPORT ON THE INTEGRATED BEHAVIORAL HEALTH INFORMATION SYSTEM (BOARD ORDER #30 - FEBRUARY 3, 2009)**

This is to provide your Board with a status report outside of our routine reporting cycle on the progress of the Department of Mental Health (DMH) Request for Proposals (RFP) for an Integrated Behavioral Health Information System (IBHIS), #DMH-1109B2, consistent with the February 3, 2009, Board Motion. The following major IBHIS RFP activities have taken place since our last notice to the Board on November 10, 2009.

ACHIEVED MILESTONES

- On November 18, 2009, the IBHIS RFP was reissued to acquire a commercially available off-the-shelf integrated software application to support DMH's business operations in its dual role as provider of mental health services and as health plan administrator.
- On November 24, 2009, the audio-video of the Proposers' Orientation from the first RFP was posted on DMH's IBHIS web site to provide prospective Proposers with an opportunity to hear from the Department's Director, Medical Director, Chief Information Officer, and IBHIS Project Manager, and to obtain an overview of the RFP scope and proposal submission process. A total of 195 individuals representing multiple vendors were notified of the Proposers' Orientation. DMH determined that a Mandatory Proposers' Conference would not be held for the reissuance of the IBHIS RFP out of consideration to the Proposers' attendance at the first orientation which covered the same materials.
- On December 9, 2009, DMH received questions from prospective Proposers in response to the IBHIS RFP. On January 13, 2010, DMH released Addendum Number One to the IBHIS RFP in response to Proposers' submitted questions and to further clarify certain Appendices of the RFP.

- By the solicitation due date of February 22, 2010, six proposals were received in response to the IBHIS RFP. Phase I - Pass/Fail of the evaluation process verified Proposers' compliance with all minimum mandatory requirements outlined in the IBHIS RFP. Two Proposers were disqualified in Phase I of the evaluation process for having failed to meet the minimum mandatory business requirements.
- In keeping with standard County procurement protocol, an Evaluation Committee (Committee) was assembled. Committee members comprised of IBHIS Project staff members; Subject Matter Experts (SMEs) from various divisions throughout the Department and Internal Services Department (ISD) were identified on January 26, 2010. Consultants from Outlook Associates, LLC (Outlook), provided the evaluation methodology, evaluation tools, and scoring documents to the Committee. To ensure a comprehensive, fair, and impartial IBHIS vendor selection, a Proposal Evaluation Process Manual was developed by DMH, in conjunction with Outlook, and reviewed by the County's Chief Information Office (CIO), County Counsel, and outside counsel.
- On March 16, 2010, and March 17, 2010, County conducted 2 one-day IBHIS Evaluation and Selection Orientation sessions with the Committee in preparation for the evaluation process. The orientation sessions included a review of the RFP requirements, the phased evaluation process, and the scoring and selection activities.
- On March 18, 2010, County convened the IBHIS Evaluation Committee as outlined in Phase II - Evaluation of Qualifying Proposals of the RFP. The objective of the Committee was to conduct a thorough review of proposal responses and identify the three highest ranking proposals to advance to Phase III. Technical and other applicable SMEs evaluated proposal response materials related to their area of expertise and provided findings and recommendations to the Committee. The Committee members evaluated the qualifying proposals. Two proposals were disqualified during Phase II evaluation activities for non-responsiveness. Both Proposers submitted a request for a Disqualification Review. The Disqualification Review was completed, and County reaffirmed its determination to disqualifying both Proposers from further evaluation.
- On June 10, 2010, the IBHIS Committee commenced Phase III – Demonstrations, References, and Site Visits evaluation activities as described in the RFP.
- On August 31, 2010, Outlook compiled and provided the final Phase II and Phase III evaluation results to the Committee members, who then made their Proposer selection recommendation to the Director of DMH based upon the Proposer with the highest composite total number of points and demonstrated ability to best meet the needs of the Department.

UPCOMING MILESTONES

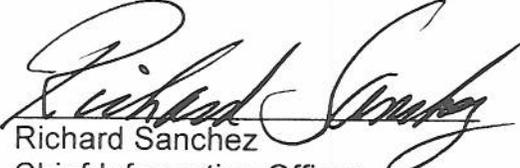
- Your Board will be notified of DMH's IBHIS vendor selection.
- The selected Proposer will be notified and negotiations will commence.
- DMH will work with County Counsel, outside counsel, and County's CIO to finalize an agreement with the recommended Proposer. DMH will schedule a briefing for the Board Health Deputies prior to filing the Board letter and agreement.
- File Board letter and agreement for consideration by your Board.
- Subject to approval by your Board, DMH will work with the Contractor to implement the IBHIS solution. County employees will lead the IBHIS Project, and the DMH Executive Management Team, in conjunction with County's CIO, will provide oversight for the implementation process.

If you have any questions or need additional information, please call me at (213) 738-4601, or your staff may contact Roderick Shaner, M.D., DMH Medical Director, at (213) 738-4603, or Robert Greenless, Ph.D., DMH Chief Information Officer, at (213) 251-6481.

MJS:RK:MM:RG

c: Health Deputies
Chief Executive Office
Executive Office, Board of Supervisors
County Counsel
Chief Information Office
Contracts Development and Administration Division, DMH

NOTED AND APPROVED:


Richard Sanchez
Chief Information Officer

9-14-2010
Date