**The Regents of the University of California**

***REQUEST FOR INFORMATION***

Request for Information

For

***REVENUE CYCLE AUTOMATION WORKFLOWS***

***RFI# UCOP2023RC01***

Date Issued

:

October 4, 2023



|  |  |
| --- | --- |
| Issued By: | University of California Health, Office of the President |
| RFI Administrator: | Evan Martin |
|  | [Evan.martin@UCOP.edu](mailto:Evan.martin@UCOP.edu) |
|  |  |
|  |  |
|  |  |
|  |  |

**Table of Contents**

[I. General information about this RFI 3](#_Toc8296)

[A. Purpose of this RFI 3](#_Toc8297)

[B. Background 3](#_Toc8298)

[C. Proposed Scope of Services 3](#_Toc8299)

[D. Issuing Office and Communication 4](#_Toc8300)

[E. Significant RFI Dates 5](#_Toc8301)

[F. Proposal Acceptance Period 5](#_Toc8302)

[G. Participating Locations 5](#_Toc8303)

[II. Instructions for RFI Response 5](#_Toc8304)

[A. RFI Response 5](#_Toc8305)

B. ATTACHMENT "A" MUST HAVE REQUIREMENTS

# I. General information about this RFI

## A. Purpose of this RFI

The purpose of this Request for Information (“RFI”) is to solicit information from qualified suppliers (“Bidders”) for a proposal and price on the implementation of automated Revenue Cycle workflows as specified herein and in accordance with the requirements defined in this RFI for purposes of financial planning.

The University of California (“UC Health”) may leverage the information, data, comments, or reactions obtained in this RFI as research for a future solicitation. This RFI does not constitute an Invitation for Bid, Request for Proposal, or Informal Request for Bid or Proposal and is not to be construed as a commitment by the University of California Health.

## B. Background

UC Health provides leadership and strategic direction for UC’s five academic medical centers (UC Davis,

UC Irvine, UC Los Angeles, UC San Diego, and UC San Francisco) and twenty health professional schools. UC Health’s central office supports operational initiatives at individual campuses and the development of system-wide initiatives, promoting collaboration among the university’s health professional schools and providing oversight on the business and financial activities of the clinical enterprise.

The UC Health central office has a number of programs to support the UC’s five academic medical centers and twenty health professional schools. The UC Health Revenue Cycle Program provides Systemwide performance improvement initiatives of the UC Health system. Is responsible for the discovery, planning, design and implementation of multiple strategic initiatives to deliver efficiencies and revenue enhancement.

## C. Proposed Scope of Services

**RFI must include the following in the proposal:**

* + A thorough description of the functionality included in the proposed automation solution for each workflow as specified in Attachment A (as applicable).
  + A detailed Proof of Concept plan for the proposed implementation of workflows as specified in Attachment A, including a committed and dedicated team.
  + A detailed summary of system requirements and client resourcing required in the proposed solution.
  + A projection of benefits typically associated with the automation of workflows as specified in Attachment A.
  + A detailed description of the proposed implementation and support team(s) including but not limited to their title and resumes.
  + A detailed implementation timeline and a comprehensive financial estimate based on the ‘must-have’ requirements outlined in Attachment A.
  + A detailed breakdown of recurring costs associated with the functionality post-implementation.

**Names and locations where access to the Contract Management may be required:**

**UC Davis**

UC Davis Medical Center, 2315 Stockton Blvd, Sacramento, CA 95817

#### **UC Irvine**

UC Irvine Medical Center, 101 the City Drive South, Orange, CA 92868

**UC Los Angeles**

Ronald Reagan UC Los Angeles Medical Center, 757 Westwood Plaza, Los Angeles, CA 90095

Santa Monica UCLA Medical Center, Santa Monica, CA 90404

#### **UC San Diego**

UC San Diego Health System, Hillcrest, 200 W Arbor Dr, San Diego, CA 92103

UC San Diego Health System, La Jolla, 9300 Campus Point Drive, La Jolla, CA 92037

#### **UC San Francisco**

UC San Francisco Medical Center at Mission Bay, 1825 Fourth St.

San Francisco, CA 94158

UCSF Medical Center at Mount Zion, 1600 Divisadero St.

San Francisco, CA 94115

UCSF Medical Center at Parnassus, 505 Parnassus Ave.

San Francisco, CA 94143

Affiliate: UCSF Benioff Children’s Hospital Oakland, 747 52nd St, Oakland, CA 94609

**Overall Responsibility and Program Expectations**

The UC Health system requires its partner(s) to offer support that is required to run a health system and

scale with us as we transform the Supply Chain to Bleeding edge and Best in Class.

It is also the expectation of the UC Health system that any potential contract leverages the collective

aggregate spend of the health systems, campus locations, and affiliates.

## D. Issuing Office and Communication

This RFI, and any subsequent addenda to it, is issued by the Regents of the University of California on behalf of the University of California Health. The University of California Health is the sole point of contact regarding all procurement and contractual matters relating to the requirements described in this RFI. University of California Health is the only office authorized to change, modify, or clarify the specifications or terms and conditions of this RFI.

All communications, including questions concerning this RFI, should be addressed in email:

Evan Martin

Interim Director, Revenue Cycle

The University of California Health, Office of the President

[Evan.martin@UCOP.edu](mailto:Evan.martin@UCOP.edu)

## E. Significant RFI Dates

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Date\*** | **Time** | **Location** |
| **RFI Issuance Date** | Friday, October 6, 2023 | Noon, PST | UCLA Procurement & Strategic Sourcing website under UC  Health  [www.purchasing.uclahealth.org](http://www.purchasing.uclahealth.org) |
| **Bidders’ questions** | Bidders can submit questions until Monday, October 16, 2023 | 5:00 PM, PST | Via Email to  [Evan.martin@ucop.edu](mailto:Evan.martin@ucop.edu) |
| **Responses to Bidders’ questions** | UC will consolidate bidders’ questions and respond as they are received and will continue to do so until Monday, October 30, 2023 | 5:00 PM, PST | Responses will be posted on the UCLA Procurement & Strategic Sourcing website under UC Health  [www.purchasing.uclahealth.org](http://www.purchasing.uclahealth.org) |
| **Bidders’ submission of Proposals** | Friday, November 10, 2023 | 5:00 PM, PST | Via Email to  [Evan.martin@ucop.edu](mailto:Evan.martin@ucop.edu) |
| **Round 1 - Review and Scoring by UC Evaluation Team** | Monday, November 13, 2023 –  November 24, 2023 | 5:00 PM, PST | N/A |
| **Round 2 – Demos by invitation based on scoring criteria** | Monday, November 27, 2023 -  December 15, 2023 | N/A | N/A |
| **Final scoring by the UC Evaluation Team** | December 15 –31 ,2023 | N/A | N/A |

   \*These dates are subject to change.

## F. Proposal Acceptance Period

All proposals shall remain available for University acceptance for a period of one (1) year following the submission date.

## G. Participating Locations

This RFI covers the University of California Health. Any awarded Contract(s) shall be extended to any future UC locations as they may be announced during the term of an awarded Contract.

# II. Instructions for RFI Response

## A. RFI Response

Bidders are required to send their proposals via email to Evan Martin Theresa Gamache ([evan.martin@ucop.edu](mailto:evan.martin@ucop.edu))

In your proposal, please articulate:

* Bidder’s approach to executing such an engagement reflecting the requirements outlined in the RFI documents.
* Response needs to reflect the ability to meet the requirements listed above.

**Proprietary Information**

Any restrictions on the use of data contained in an RFI Response must be clearly stated in the response itself and marked as “Confidential”. Proprietary information submitted in response to this RFI will be handled in accordance with applicable University of California procurement regulations and the Public Records Act. All data and documentation become the property of the University.

**See Attachment “A” Excel file for additional requirements.**