



Region 6 Behavioral Healthcare Data Warehouse Request for Proposal Guidelines

I. REQUEST FOR PROPOSAL

Region 6 Behavioral Healthcare invites you to respond to this Request for Proposal (RFP). The focus of the RFP is to select a single organization to provide a data warehouse solution with the goal of signing a contract in 2024.

1. COVERAGE AND PARTICIPATION

The intended scope of this Request for Proposal and any agreement resulting from this solicitation shall be for the use of all Region 6 Behavioral Healthcare-affiliated locations and Partners, both local and remote. Region 6 Behavioral Healthcare reserves the right to add, delete, and/or change any elements of the coverage and participation at any time, without prior notification, and without any liability or obligation of any kind or amount. The Request for Proposal process is designed to be a competitive selection process, where cost is not required to be the sole determining factor.

2. PROJECT GOALS

The Respondent's proposed Solution shall allow for the accomplishment of the following goals, as identified by Region 6 Behavioral Healthcare and the Partner Agencies.

The Solution shall allow Partners to easily and accurately:

- Create an effective system that reduces reliance on costly emergency, criminal justice, and hospital resources by connecting identified organizations within our community, including:
 - Douglas County Community Mental Health Center
 - Douglas County Jail
 - Douglas County Sheriff
 - Omaha Fire Department
 - Omaha Police Department
 - Sarpy County Jail
 - Sarpy County Sheriff
- Coordinate care and prevent duplication of work by identifying all agencies currently serving individuals.
- Share (provide and access) critical case-specific information, including:
 - demographics,
 - diagnosis,
 - medications,
 - provider history,
 - physical health history,
 - interaction with project Partners,
 - emergency contact information,
 - discharge plans,
 - safety plans, and
 - system involvement.
- Provide information necessary to identify frequent system utilizers to make data-driven decisions about interventions, supports, referrals, and utilization.
- Manage security, permissions, and privacy.
- Store documentation as identified by Partners, such as authorizations for consent and advance mental healthcare directives.
- Provide accurate data and reporting capabilities.

3. INTRODUCTION TO REGION 6 BEHAVIORAL HEALTHCARE AND PARTNERS

A. REGION 6 BEHAVIORAL HEALTHCARE

Region 6 Behavioral Healthcare is one of six quasi-governmental regions created to coordinate and oversee publicly funded behavioral health services in Nebraska. Region 6 Behavioral Healthcare has the statutory responsibility of developing, funding, monitoring, and evaluating comprehensive behavioral health services in the eastern Nebraska service area of Cass, Dodge, Douglas, Sarpy, and Washington counties.

For the purposes of this proposal, the population served will be adults (age 19+) with both criminal justice involvement and behavioral health needs.

More information available at: <https://www.regionsix.com>

B. STEPPING UP INITIATIVE

Stepping Up is a national initiative to reduce the number of people with mental illnesses in jails and is the result of a collaboration between the National Association of Counties, The Council of State Governments Justice Center, and the American Psychiatric Association Foundation. Launched in 2015, the Stepping Up framework provides counties with tools and resources to assist with developing and implementing a systems-level, data-driven plan that can lead to measurable reductions in the number of people with serious mental illnesses in local jails. Region 6 Behavioral Healthcare leads the Stepping Up efforts in Cass, Douglas, Sarpy, and Washington counties in Nebraska.

More information available at: <https://www.regionsix.com/>

C. DOUGLAS COUNTY SHERIFF'S OFFICE

The Douglas County Sheriff's Office (DCSO) is the largest Sheriff's Office in Nebraska, employing 213 personnel, 134 sworn officers, and 97 civilian employees. The DCSO serves the community by providing law enforcement patrol, criminal investigations, court security, warrant service, crime scene investigations and lab testing, civil process, and community outreach services.

More information available at: <https://www.omahasheriff.org/>

D. DOUGLAS COUNTY DEPARTMENT OF CORRECTIONS

The Douglas County Department of Corrections (DCDC) promotes public safety by effectively managing individuals in their custody. The Douglas County Correctional Center, located in Omaha, Nebraska, provides Re-Entry Assistance, Work Release, House Arrest, and houses incarcerated men and women. The jail has a total capacity of 1,449.

More information available at: <https://corrections.dccorr.com/>

E. OMAHA POLICE DEPARTMENT

Formed in 1857, the Omaha Police Department (OPD) proudly serves Omaha, the largest city in Nebraska, encompassing 130 square miles with an estimated 2013 population of over 434,000. The OPD's Behavioral Health and Wellness Unit (BHWU) was established to plan, coordinate, and manage the behavioral health and wellness response, and to support functions for OPD, including processes involving community and outside agencies. Within the BHWU is the Collaborative Outreach Response Engagement (CORE) Squad, who respond on scene with law enforcement to calls with behavioral health identified as a possible contributing factor.

More information available at: <https://police.cityofomaha.org/>

F. OMAHA FIRE DEPARTMENT

The Omaha Fire Department (OFD) covers a service area of 192 square miles, serving a diverse response territory that includes urban, suburban, and rural areas of Omaha, Sarpy County and Douglas County. All Omaha firefighters are trained as Emergency Medical Technicians. The department currently staffs 18 ambulances with EMT-Paramedics. In 2023, the Omaha Fire Department responded to approximately 58,000 medical emergencies. Since 2022, OFD has explored new ways to collaborate and communicate with joint stakeholders in the community to better advocate for our patients and their unmet physical, mental, emotional, and social needs. This advocacy has improved the continuum of care for the community's most vulnerable, referring them to appropriate resources for their specific needs.

More information available at: <https://www.omaha-fire.org/>

G. DOUGLAS COUNTY COMMUNITY MENTAL HEALTH CENTER

The Douglas County Community Mental Health Center (CMHC) provides a variety of in- and out-patient behavioral health services to adults 19 years and older within a five-county region (Douglas, Dodge, Cass, Washington, and Sarpy). The Douglas County Community Mental Health Center collaborates with local justice systems and provides an array of re-entry services for those preparing to transition back into the community.

More information available at: <https://cmhc.douglascounty-ne.gov/>

H. SARPY COUNTY SHERIFF'S OFFICE

The Sarpy County Sheriff's Office (SCSO) is located in Papillion, Nebraska and includes the cities of Bellevue, Papillion, La Vista, Gretna, and Springfield, as well as Offutt Air Force Base. While Sarpy is the smallest county by area in the State of Nebraska (241 square miles), it has the third-largest population with the 2013 census population estimate at 169,331.

More information available at: <https://www.sarpy.gov/602/Sheriffs-Office>

I. SARPY COUNTY DEPARTMENT OF CORRECTIONS

The Sarpy County Jail, located in Papillion, Nebraska, is a medium-security facility serving men and women in the county's cities and municipalities. The Sarpy County Jail has recently constructed a 368-bed facility. The jail now has a dedicated behavioral health unit, a secure courtroom and video room, and space for educational and rehabilitative programs.

More information available at: <https://www.sarpy.gov/779/Mission-Statement>

II. SCOPE OF SERVICE EXPECTATIONS AND REQUIREMENTS**1. GENERAL REQUIREMENTS**

Region 6 Behavioral Healthcare is seeking a multi-disciplinary data warehouse solution to bridge the gap between multiple Partners and potential service Providers and their respective existing data systems. The Respondent is expected to define a business and technical architecture to support the strategy to warehouse and integrate these disparate data sources. This architecture should provide a framework for organizing the data, information management, and technology components that will be used to build the business and data architecture. Region 6 Behavioral Healthcare anticipates approximately 500 users and is subject to change depending on licensing structure.

The data warehouse solution must:

- adhere to state and federal privacy laws,
- be scalable to include new stakeholders as identified,
- track consumers through the criminal justice system,
- be able to capture only specified consumers based on pre-identified criteria, and
- be compatible and/or functional with each respective Stakeholders' existing data system(s).

Region 6 Behavioral Healthcare seeks a Respondent that will work as a partner who:

- facilitates discussions throughout the entire working relationship,
- responds to any and all requests throughout the development process,
- provides ongoing support,
- collaborates with Region 6 Behavioral Healthcare's Quality Improvement team to identify project and program deliverables, and
- grows as the project matures.

2. OVERVIEW OF CURRENT TECHNICAL ENVIRONMENT

Please review the following desired functionality per the organization's major existing data systems and address the ability to include the requests in the proposed solution:

A. COLLABORATE

Collaborate is a secure, HIPAA-compliant, easy-to-use, web-based customizable case management platform for non-profits and social services agencies. Collaborate is used to track case information, access case history, medical exams, test results, custom reports, and more.

B. CORRECTIONAL SYSTEM MEDICAL PROVIDERS

Medical and mental healthcare services are provided in jails, in-patient and residential treatment facilities, forensic treatment facilities, and civil commitment centers. Each provider utilizes web-based applications designed to manage electronic health records and other operational information at facilities.

C. INFORMATION MANAGEMENT SYSTEM

The Information Management System (IMS) is the main data source for Criminal Justice information. IMS is synchronized with Nebraska state Justice system.

D. MOTOROLA RECORDS AND EVIDENCE MANAGEMENT

Motorola Records and Evidence Management Software (RMS) provides data management across the operation. Incident and 9-1-1 data, sensor information, radio logs, images and video are centralized, intelligently organized, and can be digitally shared to eliminate complexity, achieve compliance, and improve productivity.

E. OKTA

Okta connects any person with any application on any device. It is an enterprise-grade identity management service, built for the cloud, but compatible with many on-premises applications. With Okta, IT can manage any employee's access to any application or device. Okta runs in the cloud, on a secure, reliable, extensively audited platform, which integrates deeply with on-premises applications, directories, and identity management systems.

F. PROPHOENIX

ProPhoenix public safety software is an on-premises and cloud based fully integrated system including CAD, Mobile, Law RMS, Fire Record Management System (RMS), Corrections Management, Emergency Management System (EMS), Internal Affairs, and Citizen Services.

G. TABLEAU

Tableau Software is an American interactive data visualization software company focused on business intelligence. Tableau products query relational databases, online analytical processing cubes, cloud databases, and spreadsheets to generate graph-type data visualizations. The software can also extract, store, and retrieve data from an in-memory data engine.

3. DEFINITIONS

42 Code of Federal Regulations Part 2	Federal regulation that requires substance abuse disorder treatment Providers to observe privacy and confidentiality restrictions with respect to patient records.
Appeal <i>(see Request to Appeal)</i>	The process in which Respondents may challenge the determination of the proposal review and evaluation process if their proposal was not selected for recommendation to the Regional Governing Board.
Consumers	Individuals served by Region 6 Behavioral Healthcare or Partner Agencies
Disaster Recovery Plan	Organization’s detailed plan of response to and recovery from natural disasters, power outages, cyber-attacks, and any other disruptive events.
Evaluation Committee	Team of Stakeholders responsible for conducting reviews and scoring of submitted proposals.
First Responders	Police officer or other professional immediately responding to emergency situations.
Partners/Partner Agencies	Douglas County Community Mental Health Center, Douglas and Sarpy County Departments of Corrections, Douglas and Sarpy County Sheriff’s Offices, Omaha Fire Department, Omaha Police Department, collectively.
Project	The development, implementation, and maintenance of the proposed solution.
Provider	An agency or organization that provides mental health and/or other community services to individuals within the community.
Request to Appeal	The written grounds for the Appeal submitted by a Respondent to initiate the Appeal Process.
Respondent	Any agency, organization, or individual submitting a proposal in response to this RFP.
Solution	A Data Warehouse or similar option that meets the need described within this RFP.
Stakeholders	Any agency or organization that may benefit from the implementation of the requested solution.
Title 78 Nebraska Commission on Law Enforcement and Criminal Justice	Criminal Justice Information System Rules and Regulations

4. ACRONYMS

BHAC	Behavioral Health Advisory Committee
BHWU	Behavioral Health and Wellness Unit
CFR	Code of Federal Regulations
CJIS	Criminal Justice Information System
CMHC	Douglas County Community Mental Health Center
CST	Central Standard Time
DBH	Division of Behavioral Health
DCDC	Douglas County Department of Corrections
DCSO	Douglas County Sheriff's Office
EMS	Emergency Management System
HIPAA	Health Insurance Portability and Accountability Act
IMS	Information Management System
LEA	Law Enforcement Agency
MPI	Master Patient Index
NRS	Nebraska Revised Statute
OFD	Omaha Fire Department
OPD	Omaha Police Department
RGB	Regional Governing Board
RMS	Records Management System
ROI	Release of Information
SCDC	Sarpy County Department of Corrections
SCSO	Sarpy County Sheriff's Office
UI	User Interface

III. COMMUNICATION AND RESPONSE

All instructions, conditions, and requirements included in this document are considered mandatory unless otherwise stated in writing by Region 6 Behavioral Healthcare. Proposals that do not conform to the specifications outlined in this document will not be eligible for consideration.

All Respondents must adhere to the following guidelines for submission of proposals.

- Proposals must be received by Region 6 Behavioral Healthcare by **4:00 p.m. (CST) on Wednesday, July 10, 2024**. Proposals received after 4:00pm (CST) on the due date will not be accepted. Proposals may be hand-delivered or sent by mail (USPS, FedEx, UPS, etc.) to:

**Region 6 Behavioral Healthcare
4715 South 132nd Street
Omaha, NE 68137
Attention: Angela Raya**

- Respondents will not be allowed to alter or amend their proposals once submitted.
- Faxed or e-mailed copies of proposals will not be accepted.
- No requests for extensions of the due date will be approved.
- The Regional Governing Board accepts no responsibility for mislabeled or missent mail.
- Proposals received after 4:00 p.m. (CST) on July 10th will be sent back to Respondent.

1. COMMUNICATION RESTRICTIONS

After the release of the RFP, no verbal statements made by individual members of the Regional Governing Board, Region 6 Behavioral Healthcare personnel, or members of the Evaluation Committee shall be binding by the Regional Governing Board.

During the proposal evaluation period and until a determination is formally announced regarding the selection of a contractor, prospective Respondents are prohibited from contacting Region 6 Behavioral Healthcare personnel, Stakeholders, Partners, and Regional Governing Board members regarding this RFP (with the exception of written communication, as outlined below).

Prior to the proposal due date, any changes or communication from Region 6 Behavioral Healthcare to Respondents will be emailed to the contact provided in the Notification of Intent to Respond and posted on the Region 6 Behavioral Healthcare website (www.regionsix.com).

2. NOTIFICATION OF INTENT TO RESPOND

Respondents must provide Notification of Intent to Respond (Attachment A.). Failure to submit a Notification of Intent to Respond will result in automatic rejection of the Respondent's proposal.

Notification of Intent to Respond must include contact details of the individual responsible for coordinating the RFP response, including email and phone number. Region 6 Behavioral Healthcare will utilize this contact information to communicate with the Respondent through the entirety of the RFP process.

Notification of Intent to Respond may be sent via email, USPS mail, or hand-delivered, and must be received by Region 6 Behavioral Healthcare by **4:00 p.m. (CST) on Wednesday, June 12th, 2024**.

Email Notification of Intent to Respond to:
RFP Coordinator, Angela Raya araya@regionsix.com

Mailed and Hand-Delivered Notification of Intent to Respond:

Region 6 Behavioral Healthcare
4715 South 132nd Street
Omaha, NE 68137
Attention: Angela Raya

3. CLARIFICATION QUESTIONS

Clarification Questions and Recommendations for Enhancement must be submitted on the Region 6 Behavioral Healthcare Clarification Questions and Recommendations for Enhancement form (Attachment B.) via email to the RFP Coordinator, Angela Raya, at araya@regionsix.com. Clarification Questions and Recommendations for Enhancement must be received by Region 6 Behavioral Healthcare by **4:00 p.m. (CST) on Friday, June 21, 2024**. Any questions submitted after 4:00 p.m. (CST) or not submitted on the approved form via email will not be accepted.

All Clarification Questions and Recommendations for Enhancement meeting the requirements for response will be answered by Region 6 Behavioral Healthcare via email. All Respondents who submitted a Notification of Intent to Respond will receive responses to all Clarification Questions and Recommendations for Enhancement received.

Clarification Questions and Recommendations for Enhancement along with Region 6 Behavioral Healthcare responses will also be posted on the Region 6 Behavioral Healthcare website (www.regionsix.com) by 4:00 p.m. (CST) on Friday, June 28, 2024.

Respondents are responsible for reviewing emails or the Region 6 Behavioral Healthcare website to obtain the questions and answers.

4. NOTICE TO WITHDRAW

The Respondent may withdraw their proposal at any time during the RFP process. The Notice to Withdraw must be typewritten and include an original signature by an authorized officer. The Notice to Withdraw may be hand-delivered or sent via certified mail to the Region 6 Behavioral Healthcare office. Region 6 Behavioral Healthcare will not accept Notice to Withdraw through any other form of communication, including verbal, e-mail, or fax. The Notice to Withdraw must be delivered to:

Region 6 Behavioral Healthcare
4715 South 132nd Street
Omaha, NE 68137
Attention: Angela Raya

IV. RFP AMENDMENTS AND TERMINATION

1. RFP ERRORS, OMISSIONS, AND ENHANCEMENTS

Respondents shall bring to Region 6 Behavioral Healthcare any discrepancies, errors, or omissions that may exist within this RFP. Respondents may recommend to Region 6 Behavioral Healthcare any enhancements to this RFP that might be in the best interests of Region 6 Behavioral Healthcare and its Partners. These recommendations must be received by Region 6 Behavioral Healthcare **by 4:00 p.m. (CST) on Friday, June 21, 2024**. Any recommendations submitted after 4:00 p.m. (CST) will not be accepted.

2. RFP TERMINATION

If anticipated funds for the product described in this RFP are not available or are not approved by Region 6 Behavioral Healthcare's Partners or the Regional Governing Board, Region 6 Behavioral Healthcare may add to, limit, reduce, or withdraw any and all part(s) of this RFP.

V. LIABILITY

1. COST LIABILITY

Region 6 Behavioral Healthcare assumes no responsibility or liability for costs incurred by any Respondent prior to the execution of a contractual agreement between Region 6 Behavioral Healthcare and the Respondent.

2. **DISCLAIMER**

All the information contained within this RFP and its attachments reflect the best and most accurate information available to Region 6 Behavioral Healthcare at the time of the RFP preparation. No inaccuracies in such information shall constitute a basis for legal recovery of damages, either real or punitive. If it becomes necessary to revise any part of this RFP, a supplement will be issued via email to the Respondents who submitted a Notification of Intent to Respond.

The Regional Governing Board retains the right to seek additional proposals if proposals submitted do not adequately meet the requirements set forth in this document.

Region 6 Behavioral Healthcare will email any additional information to the contact identified in the Notification of Intent to Respond. Additional information will also be posted on the Region 6 Behavioral Healthcare website (www.regionsix.com). It is the responsibility of the Respondent to routinely review emails and the Region 6 Behavioral Healthcare website to obtain additional information. Additional information may be added to the RFP by Region 6 Behavioral Healthcare up to the proposal submission due date.

3. **INDEMNIFICATION**

The Respondent shall assume all risk of loss in the performance of the contract and shall indemnify and hold harmless Region 6 Behavioral Healthcare, its Regional Governing Board, , and employees from all liabilities, demands, claims, suits, losses, damages, causes of action, fines or judgments and all expenses incident thereto, for injuries to persons and for loss of, damage to, or destruction of property caused by the negligent or intentional acts or omissions of the Respondent, its officers, employees or agents; for any losses caused by failure of the Respondent to comply with the terms and conditions of the contract; and for any losses caused by other parties which have entered into agreements with the Respondent in connection with the performance of the contract.

VI. CONFIDENTIALITY

All correspondence, documentation, and information of any kind provided to any Respondent in connection with or arising out of this RFP or the acceptance of any response:

- Remains the property of Region 6 Behavioral Healthcare,
- Must be treated as confidential,
- Must not be used for any purpose other than replying to this RFP and fulfillment or any related subsequent process or agreement,
- Must be returned upon request.

1. **NO PUBLICITY OR PROMOTION**

Respondents shall not make any public announcement or distribute any literature regarding this RFP or otherwise promote itself in connection with this RFP without the prior written approval from Region 6 Behavioral Healthcare.

VII. PROPOSAL RESPONSE REQUIREMENTS

For the purposes of understanding more about your company and your ability to successfully fulfill the requirements of this RFP, please include the information below as part of your response, clearly referencing each specific requirement.

1. **ORGANIZATION OVERVIEW**

Provide a brief overview of your organization's capabilities and capacities related to the development, production, and administration of the data warehouse. Include the following:

- Describe your experience with:
 - Protected Health Information (PHI)
 - collaborating with criminal justice and behavioral health organizations
- Provide the length of time your organization has been in this business.

- List which U.S. cities you maintain offices and where your primary office is located.
- Indicate the number of employees in your organization and how many of those employed:
 - are dedicated to account management and/or technical support
 - will be dedicated to this Project if any
 - are full-time vs. contracted
- If any components of the proposed solution will be subcontracted to third party organizations, describe the components to be subcontracted and provide details of any agreement in place with the subcontracted firm/individuals, as well as a summary of past work that your organization has successfully completed together. Indicate if any of the proposed scope of work or services will utilize offshore resources.
- Explain what differentiates your organization from your competitors in the marketplace and how this will be relevant to this Project and the success of this partnership.
- Describe your organization's experience (years, industry expertise, etc.) in providing data warehouse services for your customers, focusing on planning, sizing, implementation, management, and ongoing support.
- Provide specific examples of previous experience your organization has with creating a technological solution to manage data across an organization with data sharing limitations, with respect to many separate, disparate, existing data systems.
 - indicate the critical success factors in this transformation.
 - describe how that experience has impacted your service initiation process.
- Provide details of three current customer accounts that are similar in size, scope, and requirements to those of this Project. For each customer account, indicate the specific services you provide, the start and end date of the contract, and number of employees. Provide contact information for each of the three customers. Region 6 Behavioral Healthcare reserves the right to contact these customers.

2. ACCOUNT MANAGEMENT

The selection process for data warehouse services will not only consider the pricing and technical specifications offered by the Respondent, but also the Respondent's customer engagement practices. In order to gain an insight into the Respondent-customer relationships and ensure business practices align with those of Region 6 Behavioral Healthcare, please clarify the scope of the customer engagement practices outlined below:

- Indicate if there will be a dedicated technical account manager and who will be the point of contact during development, implementation, and post-implementation.
- Describe who and by what means Region 6 Behavioral Healthcare will contact for training and support post-implementation, on an ongoing basis.
- If possible, provide profiles of key staff and outline functional responsibilities of each role.
- Indicate who will provide Region 6 Behavioral Healthcare with updates, the frequency of updates, and how delays, timeline adjustments, or other complications will be communicated.
- Describe your contract renewal process and periods.

3. PROPOSED WORK PLAN

Provide a proposed work plan for implementing your data warehouse services solution.

- Include the following information:
 - Key activities
 - Timeframes

- Information/resource requirements from Region 6 Behavioral Healthcare and/or Partners
- Deliverables
- Key milestones, checkpoints, and other decision points
- Processes for addressing delays
- Describe the Project planning and implementation approach: will it be completed in phases or all at once? Describe what support will be provided during the process.
- Provide the recommended approach for evaluating data sharing capabilities of stakeholder entities, planning, designing, programming, and testing data activities.
- Identify who is responsible for the following: requirements gathering, planning, designing, programming, and testing data load activities and must distinguish between agency and Respondent responsibilities.
- If Region 6 Behavioral Healthcare elects to move forward with your organization, indicate what Region 6 Behavioral Healthcare and/or Partners' resources you would require (e.g., information, data, staff resources, communication) during implementation and on an ongoing basis.
- Describe the process, mechanisms, and tools that will be used to execute historical data migration.
- Describe the approach to working with Region 6 Behavioral Healthcare and Partner Agencies to determine the criteria for inclusion of an individual's data within the warehouse.

4. SERVICE DELIVERY AND IMPLEMENTATION

Provide a description of the recommended implementation process, including Respondent, Region 6 Behavioral Healthcare and its Partner roles, responsibilities, and training.

- Identify the team that will be assigned to the Project's implementation and describe how you plan to interact with Region 6 Behavioral Healthcare and any Partners/third party Providers that may also provide services to Region 6 Behavioral Healthcare, during development, customization, and implementation.
- Describe all resources you will provide, such as:
 - Testing
 - Training
 - Manuals/guides
 - Data dictionary
- Describe your experience in successfully supporting users who may possess limited technical skills and that may be involved in the trouble-shooting process of the proposed solution.
- Identify the data components of the solution's architecture. This should include the internal and external sources of structured and unstructured data that users will need to access and analyze to meet their business requirements.
- Provide the information management components of the architecture, which should include data integration, data cleansing, data dimensions, and business rules that conform to the architectural guidelines and Data Governance best practices.
 - The architecture should describe the conceptual and logical technology components to be used to present information to business users and enable them to analyze the data. This includes the tools to be used within an organization as well as the supporting IT infrastructure – i.e., hardware, database software and networking devices.

- The architecture should support data analytics, while leveraging Data Visualization technologies. Describe how you will accomplish this.
- Describe the process of deliverable verification, including user acceptance testing, defect reporting, defect resolution, and documentation of deliverable completion.
- Describe your process of establishing, testing, and implementing user privileges and security access.
- Describe your approach to developing a customized plan for professional development and support that includes timelines and recommendations for training staff of Region 6 Behavioral Healthcare and Partners in the following:
 - Technical onboarding assistance
 - Online job-embedded resources
 - Easy online access to chat with support professionals.

5. SOLUTION SUPPORT

Describe your plan to provide post-implementation support for the solution, including:

- Training
- Post-implementation problem analysis and fixes
- Technical support for general warehouse administration and maintenance
- Frequency of system updates
- Customer service
- Downtime/Maintenance
- Enhancements

6. SECURITY AND SECURITY ADMINISTRATION

Provide an overview of the security controls provided within the solution, describe how your solution manages role-based security, and how this will be integrated into the proposed single sign-on solution of the agency, including permissions levels.

- Describe the data warehouse storage location, i.e., on-premises or cloud based and the location of the cloud-based servers.
- Describe how the solution is compliant with federal, state, county, and city regulations/ordinances including, but not limited to:
 - HIPAA
 - 42 Code of Federal Regulations (CFR) Part 2
 - Nebraska Revised Statute (NRS) 38-2136
 - Criminal Justice Information Services (CJIS) Security Policy
 - Title 78 Nebraska Commission on Law Enforcement and Criminal Justice
- Describe the process for accessing the system remotely without compromising security.
- Explain your process for installing the latest security patches.
- Provide the roles and responsibilities of Respondent staff responsible for ensuring data security.
- Describe the solution's audit capabilities, recording of user logs, and access history.
- Describe processes for notifying Region 6 Behavioral Healthcare of a data breach and subsequent steps taken to address data breach, including a zero-date event notification, if applicable.

7. DATABASE ADMINISTRATION

- Describe the process for assisting with the initial and ongoing security set up and support.

- Include analysis and recommendations for the installation of all interim and final configurations of the solution.
- Describe what technical documentation will be provided to support database administration (such as a data dictionary).

8. TECHNICAL ENVIRONMENT

- Provide a picture of and describe the architectural framework of the network and hardware configuration.
 - Include a diagram representing the major components and relationships of the solution, network capacity, considerations, and support of the proposed software components.
 - System functionality and capabilities
 - System scalability
- Indicate how the solution will be hosted (internally vs. externally).
- Describe the redundancy or other process utilized for data backups and frequency of backups.
- Describe your solution's Master Patient Index (MPI), including confidence matching and search by features (name, address, birth date, etc.).

9. USER INTERFACE

- Describe the solution's user interface (UI), including:
 - Interface structure
 - Navigation
 - Functionality
 - Help functions
 - Document signing, revocation, storage, and sharing
 - Alerts and flags
- Describe the process of UI customization at time of development and post- implementation.
- Describe how the solution ensures user accessibility including:
 - HIPAA compliance guidelines for websites and content,
 - UI colors, color contrast, background colors,
 - Typography: Font type, font size, font-weight, and the spacing between letters, words, and paragraphs.
- Describe the solution's compatibility with identified technical requirements.

10. DATA REQUIREMENTS

- Describe the solution's ability to integrate data from the current systems, third party applications, databases, and software currently utilized by Region 6 Behavioral Healthcare and its Partners (i.e., Information Management Systems, Electronic Health Records, Tableau, etc.) as well as unstructured data, loose documents (e.g., PDF uploads), etc.
- Describe your approach to reviewing and identifying existing internal and external data sets and reporting requirements, and a recommended approach to migrating this data to the solution.
- Describe how you will ensure adherence to existing data standards to increase data interoperability, portability, and comparability.
- Describe system data that will be owned by Region 6 Behavioral Healthcare, including user logs, access history, etc.
- Describe the data views to include:

- Real-time
- Search options
- Filters

11. DATA REPORTS

- Describe your approach to itemizing all standard reporting capabilities within the solution that will be available for Region 6 Behavioral Healthcare staff to access and utilize independently from the Respondent, including:
 - Data output types (XHTML, XML, PDF, CSV, etc.)
 - Reporting options including pre-defined and customizable reports; raw data; data visualization; and report descriptions
- Describe how disaggregated data will be made available to include data points at the following levels:
 - County
 - Service
 - Admission Dates
 - Discharge Dates
 - Provider
 - Consumer
- Describe the ability to generate reports by specific periods and data sets, including but not limited to:
 - Monthly
 - Multiple-Year Span
 - Individual Consumer
 - Number of Admissions
 - Number of Discharges
 - Dates of Admissions
 - Dates of Discharges
 - County
 - Service Type
 - Service Provider

12. FINANCIAL REQUIREMENTS

Provide the cost model for the solution with payment schedule to include development, implementation, and post-implementation support. Address the following:

- Describe the fee structure for all one-time, annual, and ongoing costs including:
 - Development
 - Customization
 - Implementation
 - Enhancement Requests
 - Report Generation
 - Customer Support Services
 - Solution Upgrades
 - Professional Services
- Include itemized pricing for software components and implementation related to:
 - Data Modeling Software
 - Extraction/transformation/loading (ETL) or extraction/loading/transformation (ELT) Software
 - Metadata Repository and/or Metadata Integration Software
 - Automating Job/Routine Scheduling Software

- Describe the pricing model(s) that you typically employ for a data warehouse solution. Provide the following, if applicable:
 - One-time cost to initiate service
 - Ongoing monthly fees (including any estimated hosting, usage, and licensing fees)
 - Sources of any additional one-time fees
 - If the monthly fee will increase over time, how

13. SUPPORTING DOCUMENTATION

The following documentation must be provided with submitted proposals.

A. LETTERS OF SUPPORT

Provide three (3) Letters of Support from current customers that are similar in size, scope, and requirements to those of this Project. Letters of Support may be from the customers referenced in Section VI.1 or other current customers of the Respondent. Letters of Support must include the customer's daytime name and contact information.

B. PROOF OF FINANCIAL SOLVENCY

Provide proof of the Respondent's financial solvency; include your organization's percentage of annual sales volume that is solely from data warehouse design- and build-related services.

C. PROJECTED LONGEVITY

Provide adequate proof of projected longevity for your organization.

D. DISASTER RECOVERY PLAN

Provide your detailed Disaster Recovery Plan.

E. COST PROPOSAL AND FEE STRUCTURE

Provide a detailed cost proposal and fee structure for implementation, ongoing, and other costs related to the development, implementation, and maintenance of the solution (supporting Cost Proposal and Fee Structure documentation may be in a table format).

F. FORM CONTRACT

Provide your form contract, if applicable.

VIII. PROPOSAL RESPONSE FORMAT AND CONTENT

The Respondent must address all sections of the RFP.

1. RESPONSE FORMAT

Respondents must submit one (1) original and twelve (12) copies of each proposal. Respondents' proposal submissions must adhere to the following format or will be immediately disqualified from consideration:

- Typed in 10-point font or larger
- Submitted on standard 8½" x 11" paper
- Maximum length of thirty (30) pages (excluding cover page, supporting documentation, and attachments)
- Numbered consecutively on the bottom right corner of each page, beginning with the cover page, and including all required and optional documents, appendices, and attachments.
- Original and each copy must be stapled or clipped at the upper left corner. Do not use covers or add unsolicited attachments to your proposal.

2. **RESPONSE CONTENT**

The Respondent's proposal must include the following, in order, to qualify for consideration:

- Region 6 Behavioral Healthcare Cover Page
- Proposal (address, in order, each of the listed requirements from RFP Section VII.1 through VII.12)
- Region 6 Behavioral Healthcare Supporting Documentation (provide, in order, each of the listed supporting documents from RFP Section VII.13)

IX. **PROPOSAL EVALUATION**

The Regional Governing Board (RGB) will conduct a fair and comprehensive evaluation of all proposals in accordance with the criteria set forth in this document.

1. **AWARD ELIGIBILITY CRITERIA**

Respondents must comply with all instructions and conditions and meet all requirements included in this document to be eligible for consideration. Proposals that do not conform to the items provided in this document will not be considered.

A. **NON-TRANSFER OF CONTRACT**

Once the recommended Respondent has been awarded the contract by Region 6 Behavioral Healthcare, the contract may not be transferred or assigned by the Respondent/contractor to any other organization or individual.

2. **SELECTION CRITERIA**

Region 6 Behavioral Healthcare will use multiple criteria to select the most appropriate proposal. Respondents are encouraged to be as aggressive and creative as possible in their proposals and pricing.

The evaluation of each response to this RFP will be based on its demonstrated competence, compliance, format, and enterprise applicability. The purpose of this RFP is to identify the respondent that has the interest, capability, and financial strength to supply Region 6 Behavioral Healthcare with a solution identified in the Scope of Service Expectations and Requirements section (II.1). The score is not the determining factor in the selection of a Respondent.

3. **SELECTION PROCESS**

All eligible proposals will be scored as part of the evaluation process. Prior to the evaluation, each proposal will be briefly reviewed to ensure it meets the basic standards for the bid, as outlined in the RFP Guidelines.

Proposals that meet all the requirements of the initial review will be forwarded to the Evaluation Committee for evaluation and scoring.

4. **EVALUATION AND SCORING**

A. **EVALUATION**

Each proposal will be independently evaluated by members of the Evaluation Committee, established by the Regional Governing Board. This committee may include, but is not limited to consumers, representatives of the Regional Governing Board, Region 6 Behavioral Healthcare staff, and other Partners involved with the project.

Evaluation Committee names and any working documents, including Respondent's proposal scores, will not become public information, nor will they be released to individual Respondents. Recommendations from the Evaluation Committee will be forwarded to the Regional Governing Board for final determination. Proposals will be evaluated for Compliance, Quality, and Cost.

B. SCORING

Members of the Evaluation Committee will independently score each proposal. Scores will be assigned to two (2) categories: compliance with the RFP’s Proposal Response Requirements section (VII) and quality of proposal response. The following table provides the total possible points for each of the two (2) sections.

RFP Proposal Response Requirements Section	Compliance Possible Points	Quality Possible Points
Organizational Overview	2	4
Account Management	2	4
Proposed Workplan	14	28
Service Delivery and Implementation	10	20
Solution Support	2	4
Security & Security Administration	6	12
Database Administration	2	4
Technical Environment	4	8
User Interface	4	8
Data Requirements	2	4
Data Reports	2	4
Financial Requirements	2	0
Letters of Support	2	4
Financial Solvency	2	4
Projected Longevity	2	4
Disaster Recovery Plan	2	4
Cost Proposal/Fee Structure	2	0
Total Possible Points:	62	116

Proposal scores are not the sole determining factor in the Evaluation Committee’s recommendation for award.

If the Evaluation Committee requires additional information from the Respondents, oral interviews may be required.

5. ORAL INTERVIEWS

Oral interviews may be required for this RFP. If the Evaluation Committee has additional questions or needs further clarification, an interview may be requested of all Respondents. If an interview is necessary, Respondents will be contacted to arrange for their organization’s interview. Interviews will involve whomever the Respondent wishes to include to represent their organization. Only representatives of the Regional Governing Board, Evaluation Committee, Region 6 Behavioral Healthcare personnel, and the Respondent or their designee will be permitted to attend the interviews.

The intent of the interviews is to ask any clarifying questions the Evaluation Committee has during the evaluation and scoring process. Oral interviews are not scored but may impact the scoring of the proposal by providing clarification needed to assign a score to a category.

Once the review is completed, the Regional Governing Board reserves the right to make a final determination without any further discussion with the Respondent regarding the proposal received.

Any cost incidental to the interviews shall be borne entirely by the Respondent and will not be compensated by Region 6 Behavioral Healthcare or the Regional Governing Board.

6. REASONS FOR REJECTION

Prior to the evaluation of submitted proposals by the Evaluation Committee, a specific review of each proposal will be completed to determine if the submission has followed the basic standards for the bid. Reasons for rejection at this stage include:

- A Notification of Intent to Respond was not received by the deadline posted or at the location specified.
- One (1) original and twelve (12) copies of the proposal were not received by the deadline posted or at the location specified.
- The proposal was not submitted on 8 ½" x 11" paper, was smaller than 10-point font, was not numbered consecutively, exceeded the thirty (30) page limit, or was not stapled or clipped in the upper left corner.
- The proposal did not follow the specified format.
- The cover page was incomplete, or the appropriate Region 6 Behavioral Healthcare form was not used.
- Omission of any section(s) of the RFP.

The Regional Governing Board retains the right to reject any and all proposals. The Regional Governing Board reserves the right to void its intent to award and initiate a contract if the Respondent's proposal.

X. ANNOUNCEMENT OF RESPONDENT SELECTION

All Respondents will be notified of the final selection by email by 4:00pm (CST) on August 15, 2024, following the Regional Governing Board meeting held August 14, 2024. All decisions regarding the Respondent selection and subsequent contract negotiation will be made by the Regional Governing Board.

1. REQUESTS TO APPEAL

If a Respondent elects to appeal the final selection, a written Request to Appeal must be submitted via email to the RFP Coordinator, Angela Raya, **by 4:00 p.m. (CST) on August 19, 2024.**

To qualify for consideration, the Request to Appeal must:

- be sent via email to the RFP Coordinator, Angela Raya (araya@regionsix.com)
- be received by 4:00 p.m. (CST) on August 19, 2024
- detail the specific grounds for the Respondent's challenge

Region 6 Behavioral Healthcare may deny a request to appeal if the appeal does not identify the specific grounds for the appeal, is not received by Region 6 Behavioral Healthcare within the specified timeframe, or if the Respondent is seeking feedback regarding the submitted proposal.

Region 6 Behavioral Healthcare will provide receipt of submitted Requests to Appeal via email by 4:00 p.m. (CST) on August 20, 2024. The final determination regarding all Requests to Appeal will be communicated following the Regional Governing Board meeting via email by 4:00 p.m. (CST) on September 12, 2024. All Regional Governing Board Appeal decisions are final.

XI. RFP KEY DATES

All events listed in the table below are due to Region 6 Behavioral Healthcare or will be provided by Region 6 to Respondents by 4:00 p.m. Central Standard Time (CST), unless otherwise specified.

RFP Released by Region 6 Behavioral Healthcare	Wednesday, June 5, 2024
Notification of Intent to Respond due to Region 6 Behavioral Healthcare	Wednesday, June 12, 2024
Clarification Questions and Recommendations for Enhancement due to Region 6 Behavioral Healthcare	Friday, June 21, 2024
Region 6 Behavioral Healthcare Responses Provided to Respondent Clarification Questions and Recommendations for Enhancement	Friday, June 28, 2024
Proposals due to Region 6 Behavioral Healthcare	Wednesday, July 10, 2024
Proposal Evaluation and Scoring Completed by the Region 6 Behavioral Healthcare Evaluation Committee	Tuesday, July 16, 2024
Request to Schedule Oral Interviews Provided to Respondents by Region 6 Behavioral Healthcare	Thursday, July 18, 2024
Respondent Oral Interviews Conducted by Region 6 Behavioral Healthcare (if needed)	Tuesday, July 30, 2024 – Wednesday, July 31, 2024
Recommended Proposal Approved by the Region 6 Behavioral Healthcare Regional Governing Board	Wednesday, August 14, 2024
Proposal Selection Communicated to all Respondents by Region 6 Behavioral Healthcare	Thursday, August 15, 2024
Requests to Appeal due to Region 6 Behavioral Healthcare	Monday, August 19, 2024
Acknowledgment of Receipt of Respondent Requests to Appeal Provided by Region 6 Behavioral Healthcare	Tuesday, August 20, 2024
Appeals due to Region 6 Behavioral Healthcare	Thursday, August 22, 2024
Appeals Determinations Communicated to Respondents by Region 6 Behavioral Healthcare and Contract Negotiation Begins	Thursday, September 12, 2024

XII. ATTACHMENTS

- A. **REGION 6 BEHAVIORAL HEALTHCARE NOTIFICATION OF INTENT TO RESPOND**
- B. **REGION 6 BEHAVIORAL HEALTHCARE CLARIFICATION AND ENHANCEMENT REQUEST**
- C. **REGION 6 BEHAVIORAL HEALTHCARE COVER PAGE**
- D. **TITLE 78, CHAPTER 10 CJIS RULES AND REGULATIONS**
- E. **CRIMINAL JUSTICE INFORMATION SERVICES SECURITY POLICY**