



RFP 17853

Real time eligibility software

Issue Date: 7/14/2022

Questions Deadline: 7/22/2022 03:00 PM (CT)

Response Deadline: 8/18/2022 03:00 PM (CT)

Contact Information

Contact: Doris Vaske

Address: Purchasing

PCO

202

202 PCO

Iowa City, IA 52242-2500

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Email: doris-vaske@uiowa.edu

Event Information

Number: RFP 17853
Title: Real time eligibility software
Type: Request for Proposal - Sealed
Issue Date: 7/14/2022
Question Deadline: 7/22/2022 03:00 PM (CT)
Response Deadline: 8/18/2022 03:00 PM (CT)
Notes: The University of Iowa (hereafter, The University/University) located in Iowa City, Iowa, desires to obtain written proposals from qualified Suppliers to provide a real time eligibility software product that is currently on the market.

Please be aware that this is an extensive bid. All Suppliers are cautioned to allow ample time for the submittal of RFP responses well before the due date time requirement. Bids must be submitted via the eBid system. Questions regarding the bid may be submitted by registered Suppliers via the Questions tab within eBid prior to the question cutoff date.

All Supplier questions and the University answers to those questions will be published sometime after the Questions close deadline for all interested Suppliers to review.

Billing Information

Contact: University of Iowa
Address: Accounts Payable
PCO
202
202 PCO
Iowa City, IA 52242-2500
Phone: (319) 335-0115
Fax: (319) 335-2443
Email: acntpay@uiowa.edu

Bid Attachments

UI_Standard_Terms_and_Conditions.pdf

University of Iowa standard terms and conditions

[Download](#)

UIHC HCIS IT Assessment 20220511.docx

UIHC HCIS IT Assessment document rev-5-11-22

[Download](#)

Requested Attachments

Standard reports example

(Attachment required)

It is required that Suppliers upload sample copies of standard report(s)

Ad Hoc Reports

Suppliers should upload sample copies of ad hoc reports, if available.

Itemized quote

(Attachment required)

It is required that Suppliers upload as an attachment an itemized quote for all products and services necessary to provide integration for all proposed equipment, software and services to install and implement product requested for this RFP.

Proposed project plan with timeline

(Attachment required)

It is required that proposing Suppliers attach a detailed project plan with timeline for the services defined herein which describe your company's approach / methodology for achieving successful implementation for a real time eligibility product.

Terms of Use and/or License Terms agreement

(Attachment required)

It is required that proposing suppliers must upload Terms of Use and/or License Terms sample document as an attachment.

UIHC HCIS IT Assessment

(Attachment required)

Supplier is required to complete the UIHC HCIS IT Assessment found in Attachments and upload as an attachment.

Connectivity and workflow diagram(s)

(Attachment required)

Suppliers are required to upload relevant connectivity and any available workflow diagram(s) as an attachment.

Accessibility VPAT

It is preferred that proposing Suppliers upload a copy of their VPAT document which evaluates how accessible a particular product is according to the Section 508 Standards as an attachment.

Payer list

(Attachment required)

It is required that Supplier must provide their payer list as an additional document that Supplier will upload as an attachment.

Bid Attributes

1	<p>SUPPLIER INSTRUCTIONS</p> <p>This Request for Proposal (RFP) may contain multiple pages. You can move from page to page by clicking on the right side of the gray bar that appears at the top of the Attributes and Line Item sections. Bids MUST be submitted electronically through the eBid system. Bids submitted by any other means will not be accepted.</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <p>(Optional: Maximum 4000 characters allowed)</p>
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2 Introduction

The University of Iowa (hereafter, The University/University) located in Iowa City, Iowa, desires to obtain written proposals from qualified Suppliers to provide software that provides electronic validation of patient insurance and benefits (real time eligibility system) that is currently on the market.

Please be aware that this is an extensive bid. All Suppliers are cautioned to allow ample time for the submittal of RFP responses well before the due date time requirement. Bids must be submitted via the eBid system.

Questions regarding the bid may be submitted by registered Suppliers via the Questions tab within eBid prior to the question cutoff date.

3 Definitions

THE UNIVERSITY/UNIVERSITY: Indicates The University of Iowa, Iowa City, Iowa (all terms synonymous). MAY: Indicates something that is not mandatory but permissible/desirable.

POINT OF CONTACT: The Supplier's representative available for all questions pertaining to the response for this Request for Proposal.

RFP: Request for Proposal.

SHALL/MUST: Indicates mandatory requirement. Failure to meet these mandatory requirements may result in rejection of your proposal as non-responsive.

SHOULD: Indicates something that is recommended but not mandatory. If the Supplier fails to provide recommended information The University may, at its sole option, ask the Supplier to provide the information or evaluate the proposal without the information.

Supplier/Successful Respondent: Proposer submitting a response to the Request for Proposal.

INDEPENDENT PURCHASING AUTHORITY(IPA): means the State of Iowa entities or agencies, such as the Board of Regents, Regent institutions, Department of Administrative Services, the Department of the Blind, the Iowa Lottery Authority, the Iowa Telecommunications and Technology Commission, and the Department of Transportation, that have separate and distinct purchasing authority, including the authority to contract autonomously under the Iowa Code or another provision of law.

POLITICAL SUBDIVISION: is any county, city, school district, or any combination thereof.

4 Background Information

The University of Iowa The University is a broad-based public university of international stature. As of 2020 The University has 33,000 students and is recognized for its academic achievement; leadership in research; and its teaching hospital The University of Iowa Hospitals and Clinics. As of 2021 The University has an overall budget of \$4.1 billion and employs approximately 19,000 full-time faculty and staff.

The University of Iowa Hospital and Clinics The University of Iowa Hospitals and Clinics serves as the teaching hospital and comprehensive medical center for the State of Iowa. As part of its mission, UI Hospitals and Clinics, in conjunction with UI Carver College of Medicine and other health science colleges at The University of Iowa, provides world-class family-centered health care, extensive medical research, and comprehensive teaching programs for many health care professions. The hospital employs more than 924 physicians and dentists, and more than 2,445 professional nurses. More than 10,224 additional staff members support all aspects of patient care services. The hospital provides 811 inpatient beds and more than 1 million patient visits take place in the clinics every year. UI Hospitals and Clinics is consistently ranked by U.S. News & World Report magazine as one of the nation's best hospitals, with many of its clinical specialties ranked among the top twenty-five in the country.

5 Purchasing Department Exclusivity for Formal Bid Requests

No individual, department, school, college or office at the University of Iowa has the authority to solicit or receive official proposals from suppliers, other than the Purchasing Department. All solicitation is performed under the direct supervision of the Director of Purchasing and in accordance with University, Regent, State and Federal laws, policies, procedures and guidelines.

6 University Rights/Obligations : Acceptance or Rejection of Proposal

The University of Iowa reserves the right to accept or reject any or all proposals, waive irregularities, accept any part of a proposal, to withhold the award, and to make no award as is deemed to be in the best interests of the University.

☐ Supplier Understands and Agrees

(Required: Check if applicable)

7 University Rights/Obligations: Payment for Information

The University will not pay for any information requested herein, nor is it liable for any costs incurred by the Supplier in responding to this request. All proposals submitted become the property of The University and will not be returned to the Supplier.

☐ Supplier Understands and Agrees

(Required: Check if applicable)

8 Supplier/Proposal Obligations: Requested Information Compliance

Failure to supply requested information may be cause for rejection of the proposal as non-compliant.

☐ Supplier Understands and Agrees

(Required: Check if applicable)

9 Supplier/Proposal Obligations: Determination of Compliance

Determination of compliance and responsiveness to the requirements of the RFP will be made after a thorough and careful review of the proposals. Public review of the submitted proposals will not be possible until an award has been made.

☐ Supplier Understands and Agrees

(Required: Check if applicable)

10 Supplier/Proposal Obligations: Contractual Obligations of Final Agreement

The contents and any clarification thereto of the successful Supplier's submitted proposal shall become a part of the contractual obligation incorporated by reference into the ensuing agreement (unless modified by mutual agreement).

☐ Supplier Understands and Agrees

(Required: Check if applicable)

11 Supplier/Proposal Obligations: State of Iowa Business Licensing

The successful Supplier must be licensed to do business in the State of Iowa and comply with provisions of Chapter 490 of the Iowa Code.

☐ Supplier Understands and Agrees

(Required: Check if applicable)

12 Termination – Non-appropriation of Fund

Notwithstanding any other provisions, if funds anticipated for the continued fulfillment of the resulting agreement are at any time not forthcoming or insufficient, either through the failure of the Iowa Legislature or the Federal government to provide funds or alteration of the program under which funds were provided, then the University shall have the right to terminate the agreement without penalty by giving not less than thirty (30) days written notice documenting lack of funding.

☐ Supplier Understands and Agrees

(Required: Check if applicable)

1
3**Determination of Bidding Supplier Qualifications**

- The University of Iowa may make such investigations as deemed necessary to determine the ability of the Supplier to provide and perform the specified service stated herein.
- The Supplier shall keep informed of and provide all permits and comply with all applicable laws, ordinances, rules, regulations and orders of the state and federal government, or public bodies having jurisdiction affecting this proposal and the service referenced herein.

1
4**Responses**

Your proposal must contain information relative to each of the items listed below to be considered responsive. Answers should be detailed and complete. It is the responsibility of the Supplier to clearly mark and identify any and all trade secret, proprietary, or confidential information.

1
5**Evaluation of Proposal: Method of Award**

Evaluation of proposals will be based on, but not limited to, the following criteria: response to specifications, demonstrated expertise and service record, system technical maintainability and usability, financial responsibility/stability of the Supplier, references of the Supplier, new functionalities, pricing schedule, supplier experience, commitment, and demonstrated understanding. The University reserves the right to further subdivide these categories.

☐ Supplier Understands and Agrees

(Required: Check if applicable)

1
6**Evaluation Committee**

A committee designated by The University of Iowa will evaluate proposals to discern and recommend award to Supplier(s) proposal deemed most valuable to The University. Supplier's submission of a proposal constitutes Supplier acceptance of the evaluation technique and Supplier recognition and acceptance that subjective judgments will be used by The University of Iowa during the assignment of points.

1
7**Supplier Information: Core Competencies**

Provide a brief description of Suppliers core competencies including the name(s) of its owner(s) and/or principal officer(s), the date of origin and/or incorporation and the length of time your company has been providing similar products/services.

(Required: Maximum 4000 characters allowed)

1
8**Student Records: FERPA**

In the event that any Services in this bid involve access to student education records and/or information from education records, Supplier agrees to execute an agreement that satisfies the requirements of the Family Educational Rights and Privacy Act (FERPA), 20 U.S.C. 1232g, et seq., and the regulations promulgated thereunder.

☐ Supplier Understands and Agrees

(Required: Check if applicable)

1
9**Supplier References**

The successful Supplier must satisfy to the University that it has adequate experience. Please submit **three (3)** references for which the Supplier has provided these services. Of particular interest would be your firm's previous work with comparable institutions using products/services outlined in this Request for Proposal. References should represent major accounts of the Supplier. Include the business or institution's name and address, as well as the contact's name, telephone number, and e-mail address.

2
0**Reference 1**

Include the business or institution's name and address, as well as the contact's name with a telephone number and e-mail address.

(Required: Maximum 4000 characters allowed)

2
1**Reference 2**

Include the business or institution's name and address, as well as the contact's name with a telephone number and e-mail address.

(Required: Maximum 4000 characters allowed)

2
2**Reference 3**

Include the business or institution's name and address, as well as the contact's name with a telephone number and e-mail address.

(Required: Maximum 4000 characters allowed)

2
3**Contractual Contact Information**

It is required that a contractual contact be submitted with bid response. Please include: Name, mailing address, e-mail address, and phone number.

(Required: Maximum 4000 characters allowed)

2
4**Managerial Contact Information**

It is required that managerial contact information be submitted with bid response. Please include: Name, mailing address, e-mail address, and phone number.

(Required: Maximum 4000 characters allowed)

2
5**Sales Representative Contact Information**

It is required that sales representative contact information be submitted with bid response. Please include: Name, mailing address, e-mail address, and phone number.

(Required: Maximum 4000 characters allowed)

2
6**Presentations**

Suppliers may be asked to provide a presentation on our campus. If needed, these events will be scheduled on a mutually agreed upon date and time. The University is not responsible for any cost incurred for this.

☐ Supplier Understands and Agrees

(Required: Check if applicable)

2
7**Customer Service**

The University of Iowa consider excellent customer service to be of great importance. Per the University of Iowa's customer service guidelines: "Our goal is to exceed our customer's needs and expectations while treating them with respect and a positive attitude. Positive, respectful, and courteous behavior conveys that you are a professional." Please describe in detail your customer service capabilities addressing, at a minimum, the following:

1. Hours of availability (either by phone, website and/or email)
2. Average wait time
3. Customer satisfaction
4. Escalation process
5. Availability for holidays and off hours

(Required: Maximum 4000 characters allowed)

2
8

Sustainability Efforts

The University of Iowa is committed to comprehensive sustainability efforts including, but not limited to: achieving net-negative energy growth, pursuing renewable energy sources, decreasing waste production, reducing the carbon impact of transportation, increasing student opportunities to learn and practice principles of sustainability, support interdisciplinary research in sustainability-focused areas, and develop partnerships to advance collaborative initiatives. As a Supplier please detail how your company contributes to environmentally sustainable practices.

(Required: Maximum 4000 characters allowed)

2
9

Offer Validity

The response constitutes an offer by the Supplier which shall remain open and irrevocable for a period of one hundred twenty (120) calendar days from the bid due date.

☐ Supplier Understands and Agrees

(Required: Check if applicable)

3
0

Formation of Agreement

At its option, the University may take either of the following actions to form an agreement between the University and the selected Supplier:

- Accept a proposal as submitted by issuing a written notice to the selected Supplier which refers to this Request for Proposal and accepts the proposal received, or,
- Enter into negotiations with one or more Supplier(s) in an effort to reach a mutually satisfactory written agreement that will be based on this Request for Proposal, the proposal submitted by the Supplier, and the associated negotiations.

The terms and conditions contained in this RFP as well as the Supplier's response will be considered part of any resulting agreement.

☐ Supplier Understands and Agrees

(Required: Check if applicable)

3
1

Term of Agreement

The intended term of any award contract that results from this bid, shall be for a period of one (1) year. Thereafter, the Agreement may be extended four (4) additional one-year periods each based upon written mutual agreement. Any price changes will be mutually agreed to in writing with each extension option exercised.

The University reserves the right to issue multiple awards at its sole discretion.

☐ Supplier Understands and Agrees

(Required: Check if applicable)

3
2**Agreement Documentation**

If the bid results in an award contract, the University documents will be used.

- **Professional Services Agreement:** If the Supplier has employees or representatives that will visit and work on campus, a Professional Services Agreement (PSA) will need to be completed and signed. This form may be viewed at website: <https://ap-purchasing.fo.uiowa.edu/purchasing/professional-services-agreements>
- **Memorandum of Agreement:** If a standard contract is needed, the University will generate a Memorandum of Agreement (MOA) and send to the supplier.

3
3**Agreement Extensibility**

All other agencies of the State of Iowa, Independent Purchasing Authorities, and all Political Subdivisions of the State of Iowa may make purchases pursuant to the University award agreement and/or ancillary agreements. A Buyer may include additional contractual requirements and the Supplier agrees to be bound by the additional requirements if it accepts the Purchase Instrument.

☐ Supplier Understands and Agrees

(Required: Check if applicable)

3
4**Trade Secret or Proprietary Information**

As a public entity, the University is subject to Iowa's open records laws, which require procurement records to be made public. At the conclusion of the selection process, the contents of RFQ Proposals, RFP Proposals, final contract documents, and related materials from all participants will be subject to disclosure and inspection by interested parties. Certain types of records are considered confidential and exempt from disclosure, including records containing trade secrets or proprietary information that are recognized as such and protected by Iowa law. To the extent the University concurs, information marked "Proprietary Information" in your RFQ Proposal will not be considered public information. The University is the final authority as to the extent of material that is considered confidential.

☐ Supplier Understands and Agrees

(Required: Check if applicable)

3
5**Public Records Disclosure**

Supplier expressly acknowledges and agrees that University, as a public entity, is subject to Iowa Code, Chapter 22, Public records Law. In the event that proposals or any information contained therein are the subject of a request for public records under Iowa Code Chapter 22, Suppliers will be notified of such request in order to allow them to seek a court order limiting production.

☐ Supplier Understands and Agrees

(Required: Check if applicable)

3
6**Iowa Preference Law**

Preference shall be given to purchasing products produced within the State of Iowa when they are of a quality reasonably suited to the purpose intended and can be secured without additional cost over foreign products or products of other states, according to Iowa Code §§73.1.

Preference shall be given to purchasing from Iowa based businesses if the offers submitted are comparable in price to those submitted by other suppliers and meet the required specifications, according to Iowa Code §§73.1.

3
7**Electronic Payments via Automated Clearing House (ACH)**

The University currently has the ability to deposit payments for invoices directly into a Supplier's bank account via Automated Clearing House (ACH). Please confirm that ACH payments can be accepted.

(Required: Maximum 500 characters allowed)

3
8

Visa Credit Card Payment

Please check if payments by Visa credit card will be accepted.

(Required: Maximum 500 characters allowed)

3
9

Payment Terms: Net 30 Days

Bid response should be submitted with minimum of Net 30 days. If a prompt payment discount is offered, please state it here.

(Required: Maximum 1000 characters allowed)

4
0

Freight: F.O.B. Destination

All shipments shall be F.O.B. Destination University of Iowa. All costs associated to shipping are expected to be borne by the awarded supplier(s).

Indicate your agreement to this requirement.

(Required: Maximum 1000 characters allowed)

4
1

Exceptions to Terms and Conditions

Any purchase resulting from this bid process will reference the University of Iowa Standard Terms and Conditions (found under the 'Attachments' tab).

Any exceptions to these terms and conditions must be provided with the proposal submission.

If no exceptions are provided, the bidding supplier certifies compliance with all terms and conditions stated herein.

(Required: Maximum 4000 characters allowed)

4
2

Value Added Opportunities

Describe in detail any other value added opportunities (i.e.; rebates, education, representative presence, customer service, free overnight shipping, etc.) that may not be requested herein, that would be available to the University if Supplier is selected.

(Required: Maximum 4000 characters allowed)

4
3

Supplier Background

If applicable, Supplier shall ensure that background checks are obtained and documented with respect to all assigned Supplier and subcontractor personnel with all such background checks being current within the last 12 months as of the time when each individual is first assigned to the performance of the Services and including investigation and identification of all state or federal misdemeanor or felony convictions of such individual. At the request of the University, Supplier shall deliver a written certification to the University that a background check has been performed, and the subject individual has passed such verification procedures as set forth in this Section.

☐ Supplier Understands and Agrees

(Required: Check if applicable)

4
4

RFP Contact

It is required that any and all communication is directed through the eBid system or to the Purchasing office only during the duration of the Request for Proposal Process. Any emails to Purchasing must include the BID number **RFP 17853** in the SUBJECT line of the email.

The contact for this Request for Proposal is **doris-vaske@uiowa.edu** Please confirm understanding and acceptance of this requirement.

☐ Yes, I agree to terms

(Required: Check if applicable)

4.5 Current state - need number of users - including Admin type

The University Hospitals and Clinics (UIHC) currently contracts services with an existing vendor and manages interfaces and real time eligibility (RTE) responses within Epic. Coverages eligibility queries are submitted through Epic for staff review and coverage adds. Validation requests are submitted manually in Epic and from batches based on internally established verification durations. Eligibility responses that come back into Epic that require additional information trigger the population of work drivers for staff. Staff may need to access the portal for response clarification, payors that are not built into Epic or in the event for RTE lag in response. Depending upon how licenses are sold, Suppliers should include pricing to allow for 10 Administrative type users and 500 regular user licenses for the required Itemized Quote that they will upload.

- Multiple service areas - currently less than 15
- 99 payors with RTE turned on
 - ◊ 99% of all Epic payors
 - ◊ If a requested RTE payor is not available through the RTE vendor, vendor establishes a connection utilizing the payor's online website.

Batches and real-time queries by month in Epic

Average/month = 288,000

*Note, January and July verification statuses reset in Epic resulting in a higher quantity of queries ~385,000

Batch (Coverage Level) vs Real Time (Patient Level) 3/1/22-3/16/22:

<u>QUERY TYPE</u>	<u>TOTAL</u>
Coverage-Level	133,529
Patient-Level	43,195
Total	176,724

- ◊ 1:1 plan mapping
 - 99% 1:1 mapped
- Insurance benefits (Coinsurance, Copays, Deductibles, etc) write back directly into Epic
- ◊ Alerts returning identifying additional plan information (Medicare Replacement, Medicaid Managed Care, Coordination of Benefits, etc)
 - Ability to create custom alerts as needed

Website/online portal for manual insurance verification

Test connection and test website/portal to allow testing of changes prior to implementation

4.6 Real time eligibility

Real time eligibility and batch coverage verification

The following are required components for the chosen vendor:

- Direct integration with Epic
- Provide RTE payer availability
- Batch payer availability
- Business rule customization allowing for work driver follow-up including but not limited payer specific plan identification and patient liability identification (co-pay, co-insurance, deductible) for direct integration into Epic
- Portal payer availability
- Test portal for UIHC access to test changes prior to initial implementation as well as changes thereafter
- Ability to see 271 responses from the payer for plan mapping, response troubleshooting and customization efforts
- Ability to separate UIHC Epic-affiliated community connect/service areas for invoicing but follow UIHC setup

4
7**RTE payer availability**

The University has a broad number of payers who currently provide real time eligibility as needed for our patient population. Describe the Supplier's proposed software's ability to provide RTE payer availability. Suppliers must provide their payer list as an additional document that Supplier will upload as an attachment.

(Required: Maximum 4000 characters allowed)

4
8**Direct integration with Epic required**

Please detail how Supplier's proposed product is currently capable of direct integration with Epic and provide an estimate of the length of time it takes to implement this integration.

Please provide information that includes client business name and approximate length of time Supplier has been providing direct integration with Epic for these clients.

(Required: Maximum 4000 characters allowed)

4
9**Batch payer availability**

Please detail the capability of Supplier's proposed product to provide batch payer availability. Suppliers should provide information about the process for batch processing to include integration into Epic. Please clarify which payers are able to process availability using the batch eligibility process.

(Required: Maximum 4000 characters allowed)

50

Business rule customization

Please detail how Supplier's proposed product is currently capable of providing business rule customization allowing for work driver follow-up including, but not limited to, payer specific plan identification and patient liability identification (co-pay, co-insurance, deductible) for direct integration into Epic. Please provide some examples of business rules / alerts as attachments.

(Required: Maximum 4000 characters allowed)

51

Portal payer availability

Please detail how Supplier's proposed product is currently capable of providing portal payer availability.

(Required: Maximum 4000 characters allowed)

52

Test portal ongoing

Please provide information on Supplier's proposed product's ability to provide a test portal for UIHC access to test changes prior to initial implementation as well as changes thereafter. Include details on whether there is an ongoing charge for this here and if so, include that information in the required Itemized Quote that Supplier will upload as part of their bid response.

(Required: Maximum 4000 characters allowed)

53

271 responses from the payor

Please detail the capability of Supplier's proposed product to provide the ability to see 271 responses from the payor for plan mapping, response troubleshooting and customization efforts.

(Required: Maximum 4000 characters allowed)

5 4 Billing for UIHC Epic-affiliated Community Connect/service areas

Please provide information on Supplier's proposed product's ability to provide invoices that allow the University to separate UIHC Epic-affiliated Community Connect/service areas for billing. Invoicing reports should provide the volume of queries by service area for individual billing purposes.

(Required: Maximum 4000 characters allowed)

5 5 Ownership of University Data

University holds all right, title, and interest in and to University Data and Supplier does not hold and will not acquire by virtue of this Agreement or by virtue of providing Services to University, any right, title, or interest in or to the University Data or any portion thereof. Except as otherwise agreed to in writing by the parties, Supplier will have no right to compile and/or distribute statistical analyses and reports utilizing aggregated data derived or de-identified data from the University Data or any other health and medical data obtained from University.

Please detail Supplier's policy regarding ownership of University Data or any other health and medical data obtained while providing services for the University.

(Required: Maximum 4000 characters allowed)

5 6 University of Iowa user IDs and passwords

Describe the proposed software's ability to utilize Microsoft Active Directory University of Iowa user IDs (HawkID's) in proposed software's system. If not an option, describe how user IDs are established. Please detail if proposed software's reporting would include the user ID.

(Required: Maximum 4000 characters allowed)

57

Browsers, versions, and operating systems

Please provide a complete list of the browsers, browser version(s), and operating systems that proposed software will run on, such as, but not limited to: Mac/ Windows/ Linux, Edge, Safari, Firefox, Chrome, etc. Supplier must include information on the recommended browser for implementation and indicate any support needed for client side scripting languages or plug-ins (e.g. JavaScript, Active X Controls, Adobe Flash, etc.) Include specific details on the mobile operating systems, such as, but not limited to, iOS, Android, etc and browsers.

(Required: Maximum 4000 characters allowed)

58

Required products and / or services

Please detail what Supplier defines as required products and / or services for Supplier's proposed and explain why they are required.

(Required: Maximum 4000 characters allowed)

59

Optional Items

Please provide details on any items that would be optional or add-ons that Supplier may provide, but that are not required to achieve successful implementation and utilization of proposed software.

(Required: Maximum 4000 characters allowed)

6
0

Access to real time eligibility test system

Please provide a link to a site that would allow University staff to try out Supplier's real time eligibility software product while evaluating proposals, if available.

Include information on any limitations to the number of University staff who could access the test site. Please include information if there is a limitation to the length of time the test site would be accessible by University staff.

Provide details about whether user names and passwords would be provided by the Supplier for University staff as a "Named User", or if a generic login / password provided by the Supplier would allow multiple users to access the test site at the same time.

(Required: Maximum 4000 characters allowed)

6
1

Implementation and training

Please provide details on implementation and training that is provided with Supplier's proposed system. Include details regarding ongoing training and any tools that are provided for the University to use after software is in use.

(Required: Maximum 4000 characters allowed)

6
2

RTE customer support

Please describe in detail Supplier's customer service capabilities including, but not limited to, the following:

1. Hours and days of the year of availability (either by phone, website and/or email)
Urgent real time eligibility issues (ex. Downtime)
Login issues (ex. Accounts locked, Passwords needing reset, etc)
Tickets (ex. Plan mapping updates)
Emails
Is there a live chat feature available? Provide details
2. Average wait time
Tickets for updates (ex. Plan mapping updates)
Emails
3. Customer satisfaction
Please provide your average real time eligibility response time for your current clients
4. Escalation process
5. Availability for holidays and off hours

(Required: Maximum 4000 characters allowed)

6
3

Maintenance and technical support personnel

Please provide information on all of the types of support personnel and the hours and days of the year that support is available to assist for any University needs related to Supplier's proposed product.

Please outline if there are specific personnel assigned to a team for each of Supplier's clients, and provide information on the roles of Supplier's support staff.

(Required: Maximum 4000 characters allowed)

6
4

Timely issues tracking and resolution

Please provide information on proposed software's ability to track issues as they arise. Please detail how proposed software is able to categorize issues by type, including, but not limited to, scheduling, access, etc

(Required: Maximum 4000 characters allowed)

6
5**Sample Reports**

Suppliers are required to upload samples of standard reports provided by proposed software as an attachment.

☐ Yes, I agree to terms

(Required: Check if applicable)

6
6**Ad Hoc reports**

If ad hoc reports are available with proposed software, please upload samples of ad hoc reports as an attachment.

☐ Yes, I agree to terms

(Optional: Check if applicable)

6
7**Licensing types**

Please provide information for how Supplier licenses the proposed software to include details about whether licenses are concurrent or if they are sold as individual / named users, in packages, etc. Supplier's must include details about the annual costs and types of licenses in the required Itemized Quote document that Supplier will upload as an attachment.

NOTE: *The University defines an "admin user" as someone who is able to manage users if needed, or to customize / personalize in some way if this capability exists for Supplier's proposed product.

Please include information on the process to increase the number of users, and detail the increased annual cost, if any, for an increase in users.

(Required: Maximum 4000 characters allowed)

6
8**Itemized quote upload required**

It is required that proposing Suppliers upload an itemized quote for all first year costs to provide proposed real time eligibility product as an attachment. Include licensing that allows for 10 Administrator level user license and 500 regular user licenses. This must include the each price per component of the system including, but not limited to, the following:

- Implementation, integration with Epic, software subscription maintenance, support and costs that would be included that would include an ongoing test version as well. License types must be outlined to show the cost of different types of required licenses, detail if sold in packages, or individually, etc.
- For products with an annual cost, please specify the time period that is covered by the quoted cost
- Include all costs associated to the deployment such as customization, shipping, training, travel expenses, etc.

☐ Yes, I agree to terms

(Required: Check if applicable)

6
9**Proposed project plan with timeline**

It is required that proposing Suppliers attach a detailed project plan with timeline for the services defined herein which describe your company's approach / methodology for achieving successful implementation for real time eligibility products and services.

☐ Yes, I agree to terms

(Required: Check if applicable)

70	Terms of Use and License Terms agreement It is required that Suppliers upload a sample copy of your Terms of Use and License Terms agreement as an attachment. <input type="checkbox"/> Yes, I agree to terms <i>(Required: Check if applicable)</i>
71	UIHC HCIS IT Assessment Supplier is required to complete the UIHC HCIS IT Assessment found in Attachments and upload as an attachment. <input type="checkbox"/> Yes, I agree to terms <i>(Required: Check if applicable)</i>
72	Connectivity and workflow diagram(s) (Attachment required) Suppliers are required to upload relevant connectivity and any available workflow diagram(s) as an attachment. <input type="checkbox"/> Yes, I agree to terms <i>(Required: Check if applicable)</i>
73	Accessibility VPAT It is preferred that proposing Suppliers upload a copy of their VPAT document which evaluates how accessible a particular product is according to the Section 508 Standards as an attachment. <input type="checkbox"/> Yes, I agree to terms <i>(Optional: Check if applicable)</i>
74	UPDATE to University of Iowa Standard Terms and Conditions: Section 28: Software Accessibility This is in reference to "Attribute 30: Formation of Agreement that notes that the terms and conditions contained in this RFP as well as the Supplier's response will be considered part of any resulting agreement." Updates are shown below and changes are in bold font . Page 6 of the University of Iowa Standard Terms and Conditions as found in the Attachments tab has one update as follows : 28. Software Accessibility. i. It is desired, but not required, that software solutions provided to the University of Iowa shall be compliant with Federal statute Section 508 standards and W3C.org Web Content Accessibility Guidelines (WCAG 2.1 Level AA) for accessibility for persons with disabilities for the minimum level of accessibility. Please review the links provided for specifics related to these referred to standards and guidelines. WCAG guidelines www.w3.org/TR/WCAG21/ and Section 508 www.section508.gov/ The University reserves the right to request that the Supplier provide audit and/or test results that document the software's compliance and the testing methodology utilized. <input type="checkbox"/> Read and agreed <i>(Required: Check if applicable)</i>

Bid Lines

1	<p>All-inclusive cost, including, but not limited to, all costs associated with the proposed implementation plan, installation, training, support, equipment, software, license and any other costs necessary to affect a successful implementation and ongoing operation of the entire project for the first year. <i>(Response required)</i></p>
Price: \$ <input style="width: 150px;" type="text"/> Total: \$ <input style="width: 150px;" type="text"/>	
<p>Item Notes: Suppliers are expected to provide a detailed quote/specifications that further detail these costs as an attachment.</p> <p>Supplier Notes: _____</p> <p>_____</p>	
<div style="border: 1px solid black; background-color: #f0f0f0; padding: 5px;"> <input type="checkbox"/> No bid <input type="checkbox"/> Alternate specification <i>(Attach separate sheet)</i> <input type="checkbox"/> Additional notes <i>(Attach separate sheet)</i> </div>	

2	<p>All-inclusive cost, quoted on an annual basis, including, but not limited to, all costs associated with ongoing operation of the entire system for Year 2. <i>(Response required)</i></p>
Price: \$ <input style="width: 150px;" type="text"/> Total: \$ <input style="width: 150px;" type="text"/>	
<p>Item Notes: Suppliers are expected to provide detailed information for costs for Year 2 as part of their itemized quote attachment.</p> <p>Supplier Notes: _____</p> <p>_____</p>	
<div style="border: 1px solid black; background-color: #f0f0f0; padding: 5px;"> <input type="checkbox"/> No bid <input type="checkbox"/> Alternate specification <i>(Attach separate sheet)</i> <input type="checkbox"/> Additional notes <i>(Attach separate sheet)</i> </div>	

3	<p>All-inclusive cost, quoted on an annual basis, including, but not limited to, all costs associated with ongoing operation of the entire system for Year 3. <i>(Response required)</i></p>
Price: \$ <input style="width: 150px;" type="text"/> Total: \$ <input style="width: 150px;" type="text"/>	
<p>Item Notes: Suppliers are expected to provide detailed information for costs for Year 3 as part of their itemized quote attachment.</p> <p>Supplier Notes: _____</p> <p>_____</p>	
<div style="border: 1px solid black; background-color: #f0f0f0; padding: 5px;"> <input type="checkbox"/> No bid <input type="checkbox"/> Alternate specification <i>(Attach separate sheet)</i> <input type="checkbox"/> Additional notes <i>(Attach separate sheet)</i> </div>	

4	<p>All-inclusive annual cost for additional and/or optional 'add ons' if there are any additional costs to utilize these optional items in Year 1. <i>(Response required)</i></p>
Price: \$ <input style="width: 150px;" type="text"/> Total: \$ <input style="width: 150px;" type="text"/>	
<p>Item Notes: Suppliers must provide pricing for any optional products, priced separately as an ANNUAL cost per option as part of the Itemized Quote.</p> <p>Supplier Notes: _____</p> <p>_____</p>	
<div style="border: 1px solid black; background-color: #f0f0f0; padding: 5px;"> <input type="checkbox"/> No bid <input type="checkbox"/> Alternate specification <i>(Attach separate sheet)</i> <input type="checkbox"/> Additional notes <i>(Attach separate sheet)</i> </div>	

5 All-inclusive annual cost for additional and/or optional 'add ons' if there are any additional costs to utilize these optional items in Year 2.

(Response required)

Price: \$

Total: \$

Item Notes: Suppliers must provide pricing for any optional products, priced separately as an ANNUAL cost per option as part of the Itemized Quote.

Supplier Notes: _____

- ☐ No bid
- ☐ Alternate specification
(Attach separate sheet)
- ☐ Additional notes
(Attach separate sheet)

6 All-inclusive annual cost for additional and/or optional 'add ons' if there are any additional costs to utilize these optional items in Year 3.

(Response required)

Price: \$

Total: \$

Item Notes: Suppliers must provide pricing for any optional products, priced separately as an ANNUAL cost per option as part of the Itemized Quote.

Supplier Notes: _____

- ☐ No bid
- ☐ Alternate specification
(Attach separate sheet)
- ☐ Additional notes
(Attach separate sheet)

Supplier Information

Company Name: _____

Contact Name: _____

Address: _____

Phone: _____

Fax: _____

Email: _____

Supplier Notes

By submitting your response, you certify that you are authorized to represent and bind your company.

Print Name

Signature