Loretta Brunson

From:	Barry Goldman
Sent:	Thursday, May 29, 2014 11:31 AM
To:	OST Purchasing
Cc:	Christine Coutu; Linda Miles; Tim Lampe
Subject:	34519 DMS - SHI/Concentrix PO
Attachments:	DDS, Phase 0, Signed SOW for CoCENTRIX.PDF

Importance: High

DHS/DMS is requesting a purchase order for the attached Scope of Work (SOW) with SHI/Concentrix. The SOW is for work being done on the Universal Assessment System project. The expected cost for Phase 0 is $301,920.00. It is my understanding through Tim Lampe that this work has begun! Cocentrix is an approved vendor on the SHI vendor's list (OSP approved them on 5/1/14). The contact for SHI is David Rounds and the OSP contact was Ms. Julie Lombard.

Please let us know if you need any additional information.

Regards,
Barry Goldman
Procurement Manager
Arkansas Department of Human Services
Division of Medical Services
PO Box 1437 Slot S416
Little Rock, AR 72203
501-537-2446
barry.goldman@dhs.arkansas.gov – New email Address

AR Department of Human Services

Account Executive

Loretta Brunson
700 Main Street
Slot N101
Little Rock
AR
72203-1437
Phone: (501) 320-3986
Fax: (501) 682-1376
Email: Loretta.brunson@dhs.arkansas.gov

David Rounds
1301 South Mo-Pac Expressway
Suite 375
Austin, TX 78746
Phone: 800-509-2295
Fax: 888.394.5322
Email: david_rounds@shi.com

All Prices are in US Dollar (USD)

	Product	Qty	Your Price	Total
1	CoCENTRIXccp User License CoCentrix - Part#:	30	$1,020.00	$30,600.00
2	Hosting Services CoCentrix - Part#:	30	$204.00	$6,120.00
3	ccp Installation CoCentrix - Part#:	1	$25,000.00	$25,000.00
4	Implementation Services CoCentrix - Part#:	1	$56,250.00	$56,250.00
5	Conversion CoCentrix - Part#:	1	$26,000.00	$26,000.00
6	Project Management CoCentrix - Part#:	1	$31,250.00	$31,250.00
7	UA Development CoCentrix - Part#:	1	$78,125.00	$78,125.00
8	UA Imp/Training CoCentrix - Part#:	1	$36,459.00	$36,459.00
9	Report Dev CoCentrix - Part#:	1	$12,500.00	$12,500.00

Total $302,304.00

Additional Comments

Introduction

This document is meant to provide a scope of work (SOW) to the State of Arkansas Department of Human Services (DHS) for the creation, management and tracking of activities related to Universal Assessment/Patient Management/Payment Improvement Initiative System. The primary purpose of this document is to provide a supporting structure for the implementation, configuration and services around the deployment of CoCENTRIXccp for the purpose of managing and tracking the various activities within an electronic enterprise computer system. The CoCENTRIXccp solution is based on the Microsoft Dynamics 2013 platform and is further enhanced by CoCENTRIX for utilization by State Government in Health & Human Service related case management activities. Our team recognizes and understands the complexity of information gathering and management within the DHS business process.

The DHS has outlined the vision and transformation of current technology and business practices in a number of documents and discovery sessions with the CoCENTRIX team. CoCENTRIX was further engaged with the Arkansas DHS in a pilot project utilizing CoCENTRIXccp to support the Division of Behavioral Health by allowing the electronic collection and reporting of client assessment data via InterRAI assessment instruments. CoCENTRIXccp allows pilot users to assign, manage and collect assessment data online and offline (no internet connectivity) and further process and transmit required data to InterRAI/University of Michigan. This statement of work outlines the specific requirements of the Universal Assessment/Patient Management/Payment Improvement Initiative System as it relates to requirements defined by the State of Arkansas Division of Disability Services (DDS) with focus on functionality for reviewing, referring, assignment and collection of client assessment data. CoCENTRIXccp is designed for today and tomorrow giving users the ability to view, manage and create with intuitive features including built in report wizards, workflows, auditing and field level security. The final solution will meet DDS business requirements outlined in this SOW and support additional transformations within the DHS enterprise.

The natural security and integration features within CoCENTRIXccp will allow secure access from multiple users and roles within the business process.

Ultimately CoCENTRIXccp will help reduce and eliminate many manual tasks including dual data entry by allowing electronic population of information and real time verifications and workflows. These features will generate letters, emails, and alerts and allow graphical, chart and report representation of data in a secure manageable environment.

The overall solution will utilize current technologies based on CoCENTRIXccp and the Microsoft Dynamics platform and allow multiple integration points including secure access, secure portals, data exchanges, and departmental access with critical DHS stakeholders.

Project Objectives and Scope

1.1   Functional Objective

The Universal Assessment/Patient Management/Payment Improvement Initiative System is deemed an essential component in supporting numerous Arkansas DHS business requirements. The CoCENTRIX team will utilize an agile approach to delivery of the solution. This approach will utilize our expertise in the design and delivery of the COCENTRIXccp and involve our team of project leads, business analysts, developers and trainers to configure the platform to meet the specific requirements of DHS and specifically DDS outlined below.

Core foundation of the over solution application will be based on previously collected and compiled information from DHS and DDS business processes and assessments. The solution will include the following:

- A Single User Interface to:
  - Create, manage and access referral, assessments, appeals and general case management;
  - Automate business processes and workflows;
  - Automate validations and approval routing;
  - Secure access by DDS staff and partner/provider agencies engaged in overall assessment processes; and
  - Automate alerts and messaging.

The purpose of the System is to provide an integrated application that can support assessment processes for DDS and collect data for initial service planning documentation. Ultimately this solution will serve as the cornerstone for the implementation of the Universal Assessment/Patient Management/Payment Improvement Initiative System.

The overall goal is to provide DDS with an electronic assessment solution that is flexible and can support current and future business requirements. In summary this deliverable will:

- Provide the ability to collect and manage appropriate DDS client data;
- Create client referrals to the assessment agency for clients requiring assessments;
- Provide the assessor or case load management;
- Assign clients to an assessor for assessment;
- Allow the attachment of documents to the client record;
- Schedule clients for assessment via an online calendar;
- Create an input client assessment data via online and offline mode;
- Run assessment validations for form completeness (Validations must be run while connected to the network due to various error-checking and validation work-flows);
- Run various interRAI algorithms (CAPS/SCALES) (online mode only);
- Allow an upload of completed data to the interRAI/University of Michigan system;
- Provide automated workflows to process data (such as generating alerts, sign-off/approval, and create next assessment due date);
- Secure roles based access to data based on DDS business policy (allow access by Assessment Agency);
- Provide standardized and ad-hoc query and reporting;

1.2 Areas Within Scope

The scope of the implementation must be very tightly adhered to in order to satisfy the objectives for the May 2014 delivery. Attachment A details the functionality and assumptions for in-Scope items.

1.2.1 Software Products and Technologies

The application software in Table 1 is in-Scope for the solution and will require the State of Arkansas to provide appropriate licenses to conduct the project.

1.2.2 Training

The CoCENTRIX team will conduct on site user sessions with the State of Arkansas assessment users including the State, State contractors and the provider team for an overall knowledge transfer of the end user capabilities of the electronic assessment solution. It is expected that two (2) training sessions for non-technical users will consume approximately 16 hours and will be focused on system navigation, interface and overall functionality.

DDS will be responsible for scheduling attendees, supplying training center facilities and associated equipment including computers, projection and screens for all training activities. The following is the recommended training for the engagement:

Component	Location	Number of Times Offered	Training Hours	Responsible	Type	Description
Core End-User Training	Little Rock	12-15	2	3.5 each	CoCENTRIX	Classroom
DDS Key Technical and Administrator State Training	Little Rock	4-6	1	6 hours	CoCENTRIX	Classroom	Technical Personnel

1.2.3 Requirements and Configuration

With the exception of custom configurations, integration and interfaces, it is assumed that most of the functionality needed by DDS can be provided with configured out-of-the-box features of CoCENTRIXccp.

If additional requirements or customization is required beyond the initial build meeting requirements outlined in the SOW, it can be handled through the Change Management process.

To fully understand and document the necessary requirements, the following analysis and validation workshops (virtual) will be held, with the expected project meetings and ad-hoc meetings with DHS/DDS project staff and SME's as needed.

Workshop Name	Business Process / Scenario Covered	Required SMEs / Participants	Location of Workshops	Number of Workshops	Duration of Workshop
Solution Analysis	Requirements/Design Review	NG/DDS SME/CoCENTRIX BA		2	4 hours each
Solutions Integration	Requirements/Design Review	NG/CoCENTRIX		3	2 hours each
Security	Requirements/Design Review	NG/CoCENTRIX		3	2 hours each

Each requirements analysis workshop will result in a gap analysis where CoCENTRIX and DHS/DDS will compare the core assumptions of the project with the results of the workshop. If assumptions are proven to be incorrect, the project timeline may need to be adjusted.

1.2.4   Customization/Configurations

The custom items listed in Attachment A table will be developed to meet select gaps identified between requirements and the functionality provided in the application software. Assumptions must be thoroughly adhered to prevent change orders and a change in scope.

1.2.5   Testing

During this project, the types of testing described in the following table are In-Scope. The primary responsibility for each type of testing is indicated in the **Responsible** column. The party providing guidance and support is not responsible for planning or executing the testing, but for providing assistance to correct defects, answer questions, and review outputs.

Test Type	Description	Responsible	Guidance & Support
Unit Testing	Performed by the individual developers during code build.	CoCENTRIX	
Process Testing	Performed by the functional team using the business scenarios and validating that all requirements are met.	CoCENTRIX	NG
Integration Testing	Performed by the project team using the process and integration test scripts to validate that all requirements are met using end-to-end process scenarios.	CoCENTRIX/NG	Both
User Acceptance Testing (UAT)	Performed by DHS/DDS with the business users using the end-to-end business scenarios to validate that all business requirements are met.	DDS	CoCENTRIX/NG

⫷CoCENTRIX

1.2.6 Integration and Interfaces

Integration and Interfaces will be developed based on final joint design with DHS/NG and CoCENTRIX. Without final interface requirements, CoCENTRIX has allocated 120 hours within this SOW for the configuration and conversion of data to populate client assessment and demographic information into CoCENTRIXccp. CoCENTRIX assumes data will be cleansed and in a format agreed upon by both DHS/NG and CoCENTRIX.

1.3 Service Areas Out of Scope

Any activity that is not listed within Attachment A as In-Scope is out of scope for this engagement. The activities that are out of scope for this engagement include, but are not limited to, the following:

- Data Cleansing of the data migrated to CoCENTRIXccp will be performed by the DHS/NG.
- Installation of the internal hardware or software on user devices (i.e. BitLocker)
- Legacy Systems/Third-Party Software/Hardware: DHS is responsible for managing all legacy systems and the interaction with those systems, in addition to any third-party software not included as In-Scope in section 1.2.
- Installation and management of Document Repository/Document management Software/Hardware such as SharePoint or Onbase type systems (if necessary).
- Electronic Signatures

Pricing

Arkansas DDS Universal Assessment Project

Item	One Time Fee	Monthly (ongoing)	Description
CoCENTRIXccp Licenses	$ 30,600	600/month	30 users
Hosting	$ 6,120	600/month	30 users
Ccp Installation	$ 24,960		
Implementation/Training (CCP)	$ 56,160		
Conversion	$ 26,000		
Project Management	$ 31,200		
Assessment Development (InterRAI)	$ 78,000		
Assessment Implementation/Training (InterRAI)	$ 36,400		
Report Development	$ 12,480		100 hours or 8 reports
Total	$301,920		

⟨⟨CoCENTRIX

The CoCENTRIX team will be utilizing an agile approach for the delivery of the Universal Assessment System. This approach will utilize expertise in the delivery of the CoCENTRIXccp for the Arkansas Department of Human Services and involve project leads, business analyst, developers and trainers to configure the platform to meet the specific requirements of DHS.

Based on estimates and information currently collected, the delivery of core (identified above) components can be completed within the early June timeframe.

The configuration of CoCENTRIXccp for this SOW work will be completed off-site within the CoCENTRIX facilities by CoCENTRIX personnel. The CoCENTRIX project team and business analyst will be onsite as required. The project cost is presented in phases, however these should be considered estimates with regard to finalization of requirements.

ATTACHMENT A

Requirement	Assumption
Create the AR State Child Developmental Disability (DD) InterRAI assessment instrument tool InterRAI ChYMH – Developmental Disability Arkansas and the AR State Adult Developmental Disability (DD) assessment instrument tool InterRAI Developmental/Intellectual Disability (DD/ID) – Arkansas assessment as defined by DDS	Assessment available online and offline
Provide Scales and CAPs calculations for Adult and Child Assessments	
Downloading/uploading a record for assessment purposes may be done for a single record, or for multiple records at the same time.	Algorithm and data validation, as well as all other administrative functions to be done in the connected mode only. Offline functionality will require BitLocker on all computers for offline access. Users must be valid CoCENTRIXccp licensed users.
Users will only be able to upload records from their local application when they re-connect to the customer's network	Syncing will occur once computer has been reconnected. Log in functionality will be available in disconnect mode also to maintain data security
Uploading/downloading member records is accomplished by accessing the local (disconnect mode) application and clinking "synchronize". The Synchronize hot link will be located in the application title bar and will only be enabled if the User is connected to the customer's network.	Location of "Hot Link" to be mutually determined. Final solution will incorporate intent of requirement and mutually agreed
Clicking Synchronize will cause all Member data that was edited or added while in disconnect mode to be uploaded to the master database. Added or edited Assessments and added Case Notes will then be available to all authorized Users in the master database.	
Spell check functionality will be provided throughout the system where text can be manually keyed in	Spell Check and auto correct will be standard on computers running Internet Explorer 10 and higher.
System must maintain security roles to ensure appropriate level of access for various groups of users (see separate document)	Will need to define multiple user roles for State and Provider Business Units. Estimate 2 user rolls for State and 2 user Roles for Contractor (Pine Bluff) DHS/DDS will need to define fine requirements for the various user roles.

CoCENTRIX

ATTACHMENT A

Requirement	Assumption
Each user must be authenticated by either log-in information, or other process (such as using DHS active directory to authenticate users).	Active Directory will be the authentication store of choice for state employees. The Authentication method for contractors has not been decided at this point. The Authentication options for outside contractors will be Active Directory, Forms Authentication and Federated Services. Of these options, Active Directory and Forms Authentication will be the most realistic approaches as Federated Services will require each provider to run their own Active Directory infrastructure. If CoCentrix can do split-level authentication, Forms Authentication is suggested as contractors can use the system without a state network username/password. This would allow DDS staff to add/edit/lock contractor users without submitting requests for DHS network accounts. If CoCentrix is unable to implement split-level authentication then all users, state and contractor will authenticate via state network logins
Each input field will have a specific level of validation required. Any fields marked as required will prevent the assessment from being marked "Completed" if they are left empty. Any validation errors must be presented to the end user in a clear and visible format, displayed prominently on the screen.	Will get the field requirements from the state. Need to determine best functionality for progress tracking on assessments. Assessments will need to support multiple status such as "In-progress", "Completed" and "past-due".
Each instrument must be age-limited as designated by InterRAI or DDS (Adult – 18+ and Children ages 4 – 17)	CCP will only allow assessment to be completed based on age. Initial solution should look at client age and prevent creation of a NEW assessments based on age limit.
Each InterRAI instrument must have accurate i-code structure as required and approved by InterRAI and DDS.	
Any changes to the instruments must be tracked for historical purposes, but must not interfere with reporting of data.	New assessments will need to be versioned as changes are made to the instrument.
Assessment instrument must be easy to navigate and complete with minimal scrolling, etc. so that assessment process can be seamless and assessor can complete instrument throughout assessment and interview process.	

CoCENTRIX

ATTACHMENT A

Requirement	Assumption
Allow for periodic saving of completed information in the assessment so in case of unforeseen situation the loss of information would be minimized.	CRM Auto save feature will be enabled in on-line mode but will require that user verifies all form saves by clicking save button in off-line mode. Auto-save is not available in off-line mode – user will need to click "Save" button.
Assessors must have ability to include case notes to include information about the assessment and assessment process.	Requirement will utilize standard Notes section on the Entity (Assessment). This will not be structured with data fields. This will be a free form text box entry field that is part of the Assessment. Structured notes will be defined outside of this deliverable. (This will be unstructured notes).
Assessors must have ability to scan in or upload documentation pertinent to the assessment	Scanning is available only while attached to network. User may take a picture with a mobile device on-location and upload once connected. SharePoint should be turned on to manage attachments for Assessments (not included in proposal). If large volumes of documents will be attached to assessments it is CoCENTRIX recommendation that SharePoint or other document management Solution be utilized to store attachments outside of the CoCENTRIXccp. These attachments can be viewed via CoCENTRIXccp. Integration with SharePoint or other Document Management solution is NOT within scope of this deliverable.
Ability to view, print, report and export assessments of any status to pdf or excel	

CoCENTRIX

ATTACHMENT A

Requirement	Assumption
Security roles designate level of assessment process management for DDS and independent 3rd party assessment entity. Assessment entity has two levels: Assessment manager and Assessors. Please refer to Security Roles Configuration document.	Assessment Manager at 3rd Party Provider (Contrator) will assign client to Assessor to complete assessment. Assessor will only have access to clients whom they have been assigned. Will create views for Assessors and Assessment Managers.
Calendar, appointments, workload, task/assignment tracking.	Standard scheduling functionality will be used to allow Assessor to create appointments for their assessments. State/Contractor management can manage work-load via dashboards, work-lists and calendar functionality. Tasking/alerting is also available.
DDS must have ability to refer existing and new members for assessment or regular reassessment or if significant change occurs, must have ability to track completion of reassessments within required 30 days timeline.	User will create a Task and Alert to Assignment Manager in order to refer to Contractor. Referral data elements will be defined in detailed specifications and mutually agreed upon. Reports/Dashboard will be utilized to monitor 30 Day timeline.
Alert DDS staff and assessment manager when new members are added to the system and/or referred for assessment. Alert manager when members are referred for regular reassessments or assessments due to significant change in condition. Track assessment completion timelines as defined by DDS:	DHS/DDS needs to define detailed requirement for this alert. Standard workflow and tasking features will be used to create alert. DDS Admin may be able to override the required timeframes in case of circumstances beyond control (client is out of state, etc.) to prevent assessment from showing as past due. New Member – Eligible – Assessment within 30 days Significant change – re-assessment referral 30 days Regular reassessment: adults every 3 years, children every year
System allows rules to be configured to automatically create tasks, appointments, notifications, etc.,	Calculate next assessment date based on client (Child or Adult) and update client record. This will be displayed in summary for client record "Next Assessment Date: xx/xx/xxxx".
Ability for users to configure other alerts and notifications as needed.	Built-in workflow feature.
The answers to the computerized assessment will be used to generate the InterRAI Scales and CAPs associated with the InterRAI Intellectual Disabilities assessment.	Need final specifications from DHS/DDS by 4/1/2014 It was agreed to use what is currently available for Phase 0 and will modify for Phase 1

CoCENTRIX

ATTACHMENT A

Requirement	Assumption
The information will be pre-populated in the assessment and other screens and reports where data is available from other fields within the Member record or other records, including but not limited to demographic, guardian information, allergies, medications, diagnoses, and immunizations.	
Establish list of providers in the system with Medicaid Provider ID, contact info and other required information, ability to indicate providers for each member (multiple to multiple link). Ability to track provider type. Whether it is primary or secondary provider.	This information will come from DHS/DDS with initial conversion. Ongoing functionality will be delivered in next phases. Provider List – need Medicaid ID's. Provider Type to be determined.
Establish member contacts by contact type (parent, case manager, etc.) with all required information such as name, organization, type of relationship, address, phone number, etc. Primary contact or not.	This information will come from DHS/DDS with initial conversion and needs to be defined by 4/5/2014.
Track legal information, including legal guardian information.	Legal information to be included in initial data load or entered by DDS. Fields will be available. This information will come from DHS/DDS with initial conversion and needs to be defined by 4/5/2014.
Track staff members assigned to a member, staff type/role, name, contact info, organization, etc.	This information will come from DHS/DDS with initial conversion and needs to be defined by 4/5/2014. Ongoing functionality will be delivered in next phases.
Certain security roles should be able to configure data sets and reporting formats for use by end users while maintaining the ability to define larger data sets that can be filtered for additional reporting flexibility and functionality. In addition, DDS should be able to produce charts/dashboards by identifying the variables.	
DDS will also have the ability to create new reports using preconfigured datasets in the reporting database and upload/download or export these reports.	

CoCENTRIX

ATTACHMENT A

Requirement	Assumption
System will have assessment summary screen and report as defined by DDS	This information will come from DHS/DDS and needs to be defined 4/5/2014.
Data export required by InterRAI by member and i-code.	This information will come from DHS/DDS and needs to be defined 4/5/2014.
Describe and illustrate security roles, objects and operations and security profiles, etc.	Need to add user manual to system.
All access and edits to the database will be logged indicating the use id, timestamp or access/edit, the records accessed or edited, and the updated fields.	Standard CRM Auditing on Assessment and Client Entity Data
Appeals/grievance information, process management and time tracking (date filed, date of incident, date of decision, date decision notification sent, etc.), including staff assigned or staff, decision making person, who filed, member/client, assessment, assessment type, required timeframes for documents submission and resolution, ability to upload scan-in documentation relevant to the process, notes, etc.	
System Admin Training	Review Training Section above
Super User Training	Review Training Section above
All users training	Review Training Section above
The system will support Role Based Security:	
The system will offer extensive customizable security and confidentiality features that ensure full HIPPA compliance. User accounts in the system will be assigned a User Profile, which establishes the access to data, functions, and reports for that user in the system.	

CoCENTRIX

ATTACHMENT A

Requirement	Assumption
The system will use a multi-dimensional security model, with security enforced at multiple levels of the software. Standard database security will be supported, as well as a sophisticated presentation level security module that supports user interface security profiles at the level of each object (screen, view, grid, etc.) and field. A separate authorization set will be implemented using business rules security (e.g. when a user can access data, or what client circumstances allow access by a user). An authorized system administrator will be able to create the user profiles used in the system.	
An unlimited number of security profiles can be created. Users, both internal and external, will be assigned to a security profile group. Thus, users in one department or organization can be limited in accessing data belonging to another department or organization. Individual system screens can be enabled for one department, but disabled for a different department. For example, a screen could be fully enabled for care managers, but totally denied access by others (non-care managers). Or certain care managers or supervisors could be given "Read-Only" access to a screen. Thus they would be able to read the data regarding a patient, but not change it.	
The system will allow data access to be controlled down to the field level; individual fields on a screen can be locked out as either "Read Only" of "No Access". If the access permission is set to "No Access", the field will not even be displayed on the screen.	

CoCENTRIX

ATTACHMENT A

Anna S. Lansky
DDS Assistant Director for Program Management

Anna S Lansky   4/24/2014

CoCENTRIX