



Request for Proposal
Credentialing/Scheduling Software Interface
(Due Date: 04/26/2024)

450 West Paseo Redondo
Tucson, Az 85701
Website: <https://www.elrio.org>
RFP's: <https://www.elrio.org/about-elrio/rfps/>
Email: ramonad@elrio.org

El Rio Health is requesting proposals for our Quality/Credentialing Department for Credentialing Software.

Proposals must be received by 4:00 pm (Az MST) on **April 26, 2024** at the ramonad@elrio.org email address.

Questions may be directed to the attention of Ramona Durrer, Chief Compliance Officer at ramonad@elrio.org.



1. INTRODUCTION TO EL RIO HEALTH

Mission Statement

El Rio Health's mission is to improve the health of our community through comprehensive, accessible, affordable, quality and compassionate care. El Rio's Health Home mission is to provide our patients with integrated comprehensive quality care with the ongoing vision to optimize their overall health and quality of life.

About El Rio Health

El Rio Health is dedicated to providing health care for all people. Since El Rio began in 1970, we have grown from 10,000 patients to over 125,000 patients served. We are proud to be one of the most innovative, highly regarded, non-profit health centers in the United States. We focus on positive outcomes and treating the whole person. Our health care is delivered by compassionate, professionally trained, integrated health teams who give from their hearts to provide world class care. "Your Health is Our Passion".

We serve 1 in 10 community members for primary medical and dental care.

Today, more than 125,000 people in Tucson trust us with their care. El Rio Health receives funding from many health insurers, patient co-pays from our sliding fee scale, government grants and private donations to the El Rio Health Center Foundation.

El Rio Health is a 501(c)(3) Non-Profit organization, as well as a Federal Tort Claims Act Deemed Facility. This health center receives HHS funding and has Federal Public Health Service (PHS) deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals.

2. PROFILE OF CREDENTIALING/SCHEDULING SOFTWARE INTERFACE

The purpose of this document is to provide interested vendors with information to enable them to prepare and submit proposals to collaborate with El Rio Health for a credentialing and scheduling software program/interface.

El Rio Health intends to give one award to the responsible vendor whose proposal represents the best value for the organization. El Rio Health is seeking software that credentials providers and non-providers for our organization. This software will automate and streamline the process of collecting, verifying, and managing credentials. The intent is to significantly reduce manual efforts and the time required for credential verification. El Rio Health expects that with the



introduction of credentialing software, human errors associated with manual verification will be significantly reduced. This is crucial for ensuring that individuals possess the necessary qualifications, licenses, or certifications.

El Rio Health’s expectation is that the software will assist the organization in remaining compliant with the regulations by maintaining accurate and up-to-date records. El Rio Health would like to have robust security features to protect sensitive information. This is particularly important when dealing with confidential credentials and personal data.

3. DATES AND TIME FRAMES

The following timeline is based on El Rio Health’s requirements and represents some of the activities planned as part of the due diligence process of making an award. El Rio Health provides this timeline merely as a guideline.

Note: El Rio Health reserves the right to change or alter the times and activities as appropriate for the project.

RFP Dates and Timeframes	
Issuance of RFP:	April 12, 2024
Deadline to Submit Questions related to the RFP:	April 22, 2024 at 4:00 PM (MST)
Submit all Questions to:	ramonad@elrio.org
Answers to Submitted Questions: Will be emailed to all Vendors & Posted on the El Rio website.	April 26, 2024 at 4:00 PM (MST)
Pre-Proposal Conference: Selected participants will be invited to attend a conference call.	TBD
Deadline to Submit Proposal:	April 26, 2024 at 4:00 PM (MST)
Submit Proposal via email to: Or USPS mail at: (5 Sealed Hard Copies)	ramonad@elrio.org 450 W. Paseo Redondo Attn: Ramona Durrer Tucson, AZ 85701
Opening of Proposals: At the exact time/date proposals are due	April 26, 2024 4:00 PM-5:00 PM (MST)
Date(s) of Demonstrations: If selected, demonstrations will be scheduled	TBD
Issuance of Award: approximately 30 days after opening of proposals	May 27, 2024 at 4:00 PM (MST)



Project Start (dependent upon fully executed agreement):	May 28, 2024
Project Completion:	September 6, 2024

****Dates are subject to change at the discretion of El Rio Health****

4. SUMMARY OF PROJECT

El Rio Health is soliciting offers from organizations that offer credentialing solutions software. Please carefully read all instructions, specifications, terms, and conditions. Failure to comply with the instructions of this request may result in your response being declared unacceptable. Address each section by item in your response.

5. SCOPE OF WORK

This proposal is to provide competitive pricing for credentialing software solutions. El Rio Health Administration is located at 450 W. Paseo Redondo, Manning I, Tucson, AZ 85701. Implementation should be expected to begin **May 28, 2024**. El Rio Health consists of approximately 1,800 staff members, many of whom are providers and staff required to be credentialed initially and recertified every two years. In addition, El Rio Health is undertaking a project to enhance the scheduling function of our providers to best serve our patient population. The solution is an integrated program that will provide the specifications required for credentialing and to allow an interface for scheduling patients within our electronic health record environment. The number of employees has grown exponentially for the past few years and is expected to exceed 1,800 throughout the term of the Agreement. This RFP will be due **April 26, 2024** and will be awarded on **May 27, 2024**.

The scope of services required is as follows:

- A. Web-based provider credentialing (required)
- B. Highly relational provider management database (required)
- C. Built-in and custom reports (required)
- D. Online verifications such as AMBS Direct Connect Select, DEA, NPDB, OIG, EPLS/GSA, State Licensure Boards NPI (required)
- E. Customizable workflow/alert module
- F. Electronic questionnaires (attestation questions) (required)
- G. Batch mail merges with Microsoft Word
- H. Meetings and committee modules
- I. Unlimited number of users
- J. Track application process/status (required)
- K. Data warehouse (required)
- L. System configuration (required)



- M. Setup templates
- N. Creation of forms
- O. Payor enrollment/managed care (required)
- P. Data migration (required)

6. OBJECTIVE AND SOLUTION REQUIREMENTS

MUST HAVE	
REQUIREMENTS	SHORT DESCRIPTION OF REQUIREMENT
A.	See Section 10
B.	See Section 10
C.	See Section 10
D.	See Section 10
E.	See Section 10
F.	See Section 10
G.	See Section 10
H.	See Section 10
I.	See Section 10
J.	See Section 10
K.	See Attachment A.

7. EVALUATION AND SELECTION

- A. Upon receipt and opening of proposals, the RFP Team will determine the responsiveness of each applicant prior to its evaluation.
- B. An award for proposal as a result of this solicitation shall be awarded to the Offeror whose quote represents the best value and is in El Rio Health Center’s best interest. In no event should El Rio Health be limited to selecting an offer based solely upon the total cost submitted. We request that all vendors take into consideration the 501 (c)(3) status of El Rio Health. Although critical, price is only one of the determining factors for the successful award.
- C. The determination and selection of the successful Offeror will be based upon evaluation by El Rio Health, considering all factors and such other criteria (subjective and otherwise) as El Rio Health may, at its sole discretion, deem relevant.

The following factors will be considered:



1. Responsiveness to RFP with a concise description that is inclusive of all requested information.
 2. Relevant experience with services offered.
 3. Each section outlined in the “Objective and Solution Requirements” section has been addressed in the Offer. If the Offeror is unable to meet the necessary requirements, they will not be awarded the selection.
 4. Total cost of services
- D. All vendors will be notified whether they have or have not been either selected to provide a demonstration or awarded the request for proposal.

8. SPECIFICATIONS

- A. The Offeror will provide pricing for a credentialing/scheduling software interface as listed in the Detailed Objective and Solution Requirements section of this RFP.
- B. If there are fees other than specified in the RFP, please list them SEPARATELY on the quote.
- C. Note that El Rio Health is a tax-exempt organization. Materials are tax-exempt, but tax is paid on labor. Tax-exempt letters for El Rio Health are available upon request.
- D. El Rio Health reserves the right to the following:
 1. To award proposals received.
 2. To reject any or all proposals, or any part thereof.
 3. To accept the proposal that is in the best interest of the Health Center.
- E. The credentialing/scheduling software interface may be awarded a specific time frame as defined by both parties in written agreement upon completion of the award.

9. GENERAL INFORMATION

- A. **Questions/Proposal Submittal Procedure:**
 1. Any questions must be submitted by **April 23, 2024**, allowing sufficient time for a reply to reach all Offerors prior to the submission of their proposals. El Rio Health will post answers to all questions to our website at <https://elrio.org/about/rfps/> under the title of this RFP.
 2. Answers to any questions submitted prior to the Deadline to Submit any questions will be provided to all Offerors to maintain fair and open competition. No response will be given to any questions submitted after **April 23, 2024**.



3. General marketing and promotional material are neither required nor desired. The responding firms should concisely and completely describe the services they feel are appropriate for El Rio Health.
4. All questions about the meaning or intent of this request for proposal shall be submitted in writing via email to the Chief Compliance and Risk Officer, Ramona Durrer, at ramonad@elrio.org, who will engage other subject matter experts as needed. A prompt e-mail response may be expected with copies of the question and answer forwarded to all Offerors responding to this RFP. Questions received less than five (5) business days prior to the date for opening of proposals may not be answered.
5. Offerors shall submit a Proposal to: ramonad@elrio.org
6. Late submissions will not be considered unless it is determined that the delay was caused by El Rio Health mishandling the submission. All other late submissions will be unopened.
7. Alternate Proposals are NOT authorized and will not be considered.
8. All proposals must be received by El Rio Health not later than **April 26, 2024** by 4:00 PM (AZ MST).

B. Proposal Submittal Requirements

1. The Offeror agrees to provide their best and final price in the submitted proposal. El Rio Health will only accept the first and final offer; no secondary proposal/pricing will be presented.
2. The Offeror agrees that if they are awarded the request for proposal, that they will deliver the goods/services at the price(s) set forth in the submitted proposal.
3. The Offeror must submit to background and exclusion checks and provide information to the Project Director, if requested, prior to any person being allowed on El Rio Health property.
4. If requested, the Offeror shall provide three (3) client and three (3) trade references. Reference clients shall be of a similar scope of work as defined herein.
5. Trade references may be banks, equipment suppliers, consumables vendors, staffing agencies, repair, and maintenance vendors, etc. and shall contain names and phone numbers. References will be checked.
6. The successful contractor will have attested to the following Equal Opportunity Employment Practices: performing background checks on employees, having proof of right of work status employees, providing employees training on moving and heavy lifting practices, and having appropriate business licenses and insurance policies. All documents will be shared with the El Rio Health Project Director and the Compliance and Risk Department.
7. The Offeror, and any subcontractors employed by the Offeror, shall have all certifications, licenses, insurance and/or registrations required under the laws of the State



of Arizona. The selected Offeror will procure and maintain, during the life of the contract, liability insurance in an amount not less than \$1,000,000.00 for each occurrence. The selected firm will furnish copies of Certificates of Insurance to El Rio Health showing the coverage, limits of liability, covered operations, effective dates, and dates of expiration, naming El Rio Health, its agents, and employees as additional insureds.

8. Offerors must represent that the Proposal, including all work, materials, equipment, and network services complies with governmental and telecommunications regulatory law, ordinances, and regulations within their respective jurisdictions.

C. Opening and Awarding of Contract Proposal

1. Proposals will be opened promptly after the deadline to submit proposals. This will not be a public opening and vendors are not invited to attend. Proposals received on time will be opened in the presence of one or more witnesses and the name and address of the Offeror will be recorded.
2. All information, except that marked as “Confidential”, may become public information at the time of the award. Offerors may request in writing non-disclosure of confidential data. Such data should accompany the proposal, be readily separable from the proposal to facilitate possible public inspection. Please mark each sheet in red letters, “Confidential”. A request that states that the entire quote be kept confidential will not be accepted.
3. Proposals not received on time will not be opened.

D. Award of Contract

1. El Rio Health reserves the right to accept the proposal and award this request for proposal to an Offeror that is in the best interest and provides the best value for El Rio Health. El Rio reserves the right to reject any all proposals or any part thereof.
2. El Rio Health reserves the right to enter into contractual negotiations and if necessary; modify any terms and conditions of a final contract with the respondent whose Proposal offers the best value to El Rio Health.
3. The final Agreement (Contract) will be signed by El Rio Health and the successful Offeror and returned within an agreed upon timeframe after the date of Notice of Award. No Agreement will be effective until it has been fully executed by all of the parties thereto.
4. El Rio Health would prefer to have an ongoing relationship with the chosen Offeror. The character and operating principles of the successful Offeror are important to El Rio Health. After contractual award, it will be important to continue to work with the RFP Team throughout implementation of the services.



E. Invitation is the Entire Agreement

1. This Request for Proposal constitutes the entire agreement between the parties with respect to its subject and will not be modified, altered, or amended in any way except as provided for in this Request.

10. DETAILED OBJECTIVE AND SOLUTION REQUIREMENTS

The following section outlines the basic requirements for a credentialing solution and the Offeror's qualifications. In addition, it will also provide a summary of the history and purpose of the Offerors company. Please provide specific answers to the following questions. If additional information would be beneficial to El Rio Health, please add it to the last question in the section number.

A. Offeror's Qualifications – Provide an overview of your organization and how it expects to meet the needs of El Rio Health.

1. Firm Name:
2. Address:
3. Contact for this RFP:
 - Name:
 - Phone #:
 - Email:
4. Describe the ownership and structure of the business.
5. How many years has your firm been in business?
6. What is the total number of employees of the firm?
7. Do you use sub-contractors?
___ Yes ___ No
If yes, who and for what services?
8. Number of core clients with whom you have regular quarterly contact.
9. Number of clients added over the past 24 months.
10. Number of clients lost over the past 24 months.
11. Describe what differentiates your business from other credentialing software companies.

B. User Authentication Access and Control – Please explain how user authentication mechanisms and access controls are built and maintained to ensure that only authorized personnel can access sensitive credentialing data.

C. Automated Verification – Integration with external databases and verification services to automate the process of validating credentials and ensuring compliance with regulatory standards.

D. Audit Trail – A comprehensive audit trail that logs all actions and changes made within the system, providing accountability and transparency.



- E. **Reporting and Analytics** – Built-in reporting tools to generate custom reports and analytics on credentialing statuses, compliance rates, renewal trends, etc.
- F. **Mobile Accessibility** - Support for mobile devices, allowing users to access and manage their credentials on-the-go.
- G. **Customer Support and Training** – Responsive customer support services and comprehensive training resources to assist users in effectively utilizing the software and troubleshooting issues.
- H. **Comprehensive Database** – A central database to store and manage all credentialing information securely.
- I. **Customizable Profiles** – The ability to create customizable profiles for individuals or entities, including personal information, qualifications, certifications, licenses, training records, etc.
- J. **Notification and Alerts** – Automated notifications and alerts for upcoming credential expirations, renewals, or compliance requirements, helping users stay proactive in managing their credentials.

Respondents are to be clear regarding what capabilities are included in the proposal versus what capabilities are available for an additional cost. All internal system requirements must be fully disclosed, and any costs added. Include the requirements regarding what recourse is available to us if the system does not perform as described in the proposal. Define the training and ongoing support requirements, if any, and include any warranty requirements.

11. Future Contracts

This contract will remain in effect for three (3) months after the completion of the software roll-out. El Rio Health reserves the right to request a new proposal if the selected vendor is not fulfilling the original proposal requirements.



**Attachment A
(If Applicable)**