



C o u n t y o f S a n L u i s O b i s p o

# General Services Agency

Janette D. Pell, General Services Agency Director

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**REQUEST FOR PROPOSAL PS- #1021  
CASE MANAGEMENT INFORMATION AND PAYROLLONG SYSTEM (CMIPS) II  
COUNTY OF SAN LUIS OBISPO DEPARTMENT OF SOCIAL SERVICES  
PROJECT CONSULTANT  
FISCAL YEAR 2009-2010 and 2010-2011**

April 13, 2009

The County of San Luis Obispo, Department of Social Services is currently soliciting proposals for professional services for a Case Management Information and Payrolling System (CMIPS) II Project Consultant for Fiscal Year 2009-2010 and 2010-2011.

Each proposal shall specify each and every item as set forth in the attached specifications. Any and all exceptions must be clearly stated in the proposal. Failure to set forth any item in the specifications without taking exception may be grounds for rejection. The County of San Luis Obispo reserves the right to reject all proposals and to waive any informalities.

If your firm is interested and qualified, please submit five (5) copies of your proposal by 3:00 p.m. on May 15, 2009 to:

County of San Luis Obispo  
Phill Haley, GSA - Purchasing  
1087 Santa Rosa Street  
San Luis Obispo, CA 93408

If you have any questions about the proposal process, please contact me. For technical questions and information contact Trish Avery Caldwell at (805) 781-1831.

PHILL HALEY  
Buyer – GSA - Purchasing  
[phaley@co.slo.ca.us](mailto:phaley@co.slo.ca.us)

CASE MANAGEMENT INFORMATION AND PAYROLLING SYSTEM (CMIPS) II PROJECT CONSULTANT

TO: ALL PROSPECTIVE PROPOSERS
SUBJECT: LOCAL PROPOSERS PREFERENCE

The County of San Luis Obispo has established a local vendor preference. All informal and formal Request for Proposals for contracts will be evaluated with a 5% preference for local vendors. Note the following exceptions:

- 1. Those contracts which State Law or, other law or regulation precludes this local preference.
2. Public works construction projects.

A "local" vendor will be approved as such when, 1) It conducts business in an office with a physical location within the County of San Luis Obispo; 2) It holds a valid business license issued by the County or a city within the County; and 3) Business has been conducted in such a manner for not less than six (6) months prior to being able to receive the preference.

As of March 3, 1994 individual County Buyers evaluate RFP's (Request For Proposals) considering the local vendor preference described above. The burden of proof will lie with proposers relative to verification of "local" vendor preference. Should any questions arise, please contact a buyer at (805) 781-5200. All prospective proposers are encouraged to quote the lowest prices at which you can furnish the items or services listed in County proposals.

Table with 3 columns: Question, YES, NO. Rows include: Do you claim local vendor preference?, Do you conduct business in an office with a physical location within the County of San Luis Obispo?, Business Address: \_\_\_\_\_, Years at this Address: \_\_\_\_\_, Does your business hold a valid business license issued by the County or a City within the County?, Name of Local Agency which issued license: \_\_\_\_\_

Business Name: \_\_\_\_\_

Authorized Individual: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Dated: \_\_\_\_\_

**CASE MANAGEMENT INFORMATION AND PAYROLLING  
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**PROPOSAL SUBMITTAL AND SELECTION**

1. All proposals, consisting of five (5) copies must be received by mail, recognized carrier, or hand delivered no later than 3:00 p.m. on May 15, 2009. **Late proposals will not be considered.**
2. All correspondence should be directed to:

San Luis Obispo County  
General Services Agency  
1087 Santa Rosa Street  
San Luis Obispo, CA 93408  
ATTENTION: Phill Haley  
Telephone: (805) 781-5904
3. Costs of preparation of proposals will be borne by the proposer.
4. It is preferred that all proposals be submitted on recycled paper, printed on two sides.
5. Selection of qualified proposers will be by an approved County procedure for awarding professional contracts.
6. This request does not constitute an offer of employment or to contract for services.
7. The County reserves the option to reject any or all proposals, wholly or in part, received by reason of this request.
8. The County reserves the option to retain all proposals, whether selected or rejected.
9. All proposals shall remain firm for sixty, (60) days following closing date for receipt of proposals.
10. The County reserves the right to award the contract to the firm who presents the proposal which in the judgment of the County, best accomplishes the desired results, and shall include, but not be limited to a consideration of the professional service fee.
11. Selection will be made on the basis of the proposals as submitted. The Selection Committee may deem it necessary to interview applicants. The County retains the right to interview applicants as part of the selection process.
12. The proceedings of the Selection Committee are confidential. Members of the Selection Committee are not to be contacted by the proposers.

**PROPOSAL FORMAT**

A qualifying proposal must address all of the following points:

1. Project Title
2. Applicant or Firm Name
3. Firm Qualifications
  - a. Type of organization, size, professional registration and affiliations.
  - b. Names and qualifications of personnel to be assigned to this project.
  - c. Outline of recent projects completed that are directly related to this project. Consultant is required to demonstrate specific design and project expertise relating to the requirements of the Project Scope.
  - d. Qualifications of consultants, subcontractors, or joint venture firm, if appropriate.
  - e. Client references from recent related projects, including name, address and phone number of individual to contact for referral.
4. Understanding of and Approach to the Project
  - a. Summary of approach to be taken.
  - b. Description of the organization and staffing to be used for the project.
  - c. Indication of information and participation the proposer will require from County staff.
  - d. Indication of time frame necessary to complete the plan review once a Notice to Proceed is issued.
5. Fees and Insurance
  - a. Propose total fixed fees to complete project as described under Project Scope.
  - b. The selected Consultant will be required to provide insurance coverage in the amount of \$1,000,000.00 General Liability Insurance and \$1,000,000.00 of Professional Liability Insurance. This amount of insurance coverage shall be reflected in your estimated professional fee.
  - c. The Consultant shall provide within five (5) days after the Notice of Award is issued a certificate of liability insurance naming the County of San Luis Obispo and its employees and officers as additionally named insured. This shall be maintained in full force and effect for the duration of the contract and must be in an amount and format satisfactory to the County.

**CASE MANAGEMENT INFORMATION AND PAYROLLING  
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## d. Indemnification

Consultant shall defend, indemnify and hold harmless the County, its officers and employees from all claims, demands, damages, costs, expenses, judgments, attorney fees, liabilities or other losses that may be asserted by any person or entity, and that arise out of or are made in connection with the acts or omissions relating to the performance of any duty, obligation, or work hereunder. The obligation to indemnify shall be effective and shall extend to all such claims and losses, in their entirety, even when such claims or losses arise from the comparative negligence of the County, its officers and employees. However, this indemnity will not extend to any claims or losses arising out of the sole negligence or willful misconduct of the County, its officers and employees.

The preceding paragraph applies to any theory of recovery relating to said act or omission, by the Consultant, or its agents, employees, or other independent contractors directly responsible to Consultant including, but not limited to the following:

1. Violation of statute, ordinance, or regulation.
2. Professional malpractice.
3. Willful, intentional or other wrongful acts, or failures to act.
4. Negligence or recklessness.
5. Furnishing of defective or dangerous products.
6. Premises liability.
7. Strict Liability.
8. Violation of civil rights.
9. Violation of any federal or state statute, regulation, or ruling resulting in a determination by the Internal Revenue Service, California Franchise Tax Board or any other California public entity responsible for collecting payroll taxes, when the Consultant is not an independent contractor.

It is the intent of the parties to provide the County the fullest indemnification, defense, and "hold harmless" rights allowed under the law. If any word(s) contained herein are deemed by a court to be in contravention of applicable law, said word(s) shall be severed from this contract and the remaining language shall be given full force and effect.

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**CASE MANAGEMENT INFORMATION AND PAYROLLING  
SYSTEM (CMIPS) II PROJECT CONSULTANT**

## 1. INTRODUCTION

### 1.1 Definitions

- 1.1.1 Case Management, Information and Payrolling System (CMIPS) – A twenty-five (25) -year-old computer system used in California to track case information and process provider payroll for the In-home Supportive Services (IHSS) program.
- 1.1.2 Case Management Information and Payrolling System (CMIPS) II – A new computer system to replace the twenty-five (25) – year-old legacy CMIPS computer system. The new application will have improved technology for tracking case management activities and payroll processing.
- 1.1.3 In-home Supportive Services (IHSS) – Provides assistance to those eligible aged (65 or older), disabled and blind individuals who are unable to remain safely in their own home without this assistance. IHSS is an alternative to out-of-home care.
- 1.1.4 Public Authority – The Public Authority operates a Centralized Registry to help elderly, disabled and blind consumers find quality providers of In-Home Supportive Services (IHSS). The Public Authority does not employ providers and is not a County agency.

### 1.2 Statement of Purpose

The County of San Luis Obispo (SLO) Department of Social Services (County) is requesting proposals from qualified vendors to provide on-site support for the implementation of Case Management Information and Payrolling System (CMIPS) II to augment current County Automation and Staff Development Teams and ensure an efficient conversion.

The vendor will provide project management support and coordination services to the county CMIPS II Project Manager. Vendor will perform activities directed by the county Project Manager during the CMIPS II Project through the stages of Pre-Engagement; Engagement and Implementation; and Post-Implementation (approximately 3 months after the CMIPS II “Go-Live” date). The Contractor’s tasks and responsibilities will be developed with the State-approved work plan, activities, and timeframes.

**CASE MANAGEMENT INFORMATION AND PAYROLLING  
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The In-home Supportive Services (IHSS) program is administered at the county level by county social services departments and at the State level by the Adult Programs Division within California Department of Social Services (CDSS). Under the IHSS program qualified aged (65 years or older), disabled and blind individuals hire providers to come to their homes and help with personal care, housekeeping, shopping, self-care procedures, meal preparation, and other daily activities. The IHSS recipient or his/her conservator is the employer of the provider and manages their activities.

County social service offices throughout California are responsible for determining recipients IHSS eligibility and service needs, and managing each case. A county social worker initially assesses an individual in their home to determine level of support required. If requested, the county's Public Authority (PA) can help the recipient find a provider, but in many cases, family members provide the support services. Once a provider is identified, the information about the provider is entered into CMIPS for subsequent payroll processing. IHSS eligibility and need for service must be re-assessed annually.

The State provides payroll services to pay the IHSS providers' wages. Twice monthly, the IHSS provider mails a time sheet to their county social services office where the hours worked are input into CMIPS, a statewide computer application and database. CMIPS calculates pay and taxes and sends the information to the State Controller's Office, which prints and mails the paychecks to the providers.

The primary focus of CMIPS II is to replace the existing legacy CMIPS system with a core system that continues to provide the same functionality but is enhanced to meet the requirements of new legislation and policy. In addition, CMIPS II will be interfaced with the California Medicaid Management Information System (CA-MMIS).

A total of thirteen (13) months will be used to design, code, and test the CMIPS II application, with assistance from counties. Following this CMIPS II will be implemented in a few pilot counties – Merced, San Diego and Yolo. The remaining counties will be rolled out in six (6) overlapping groups, each with seven (7) months of activities, from formal engagement to full county operations. The CMIPS II application will be implemented in SLO County over a three year period with an estimated start date of January 2010.

**1.4 Contract term and award**

1.4.1 The County intends to enter into a contract with an effective period of September 1, 2009 to August 31, 2010. Note: This time period may change based on State implementation dates.

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- 1.4.2 The total contract award available is two hundred thousand eight dollars (\$208,000).
- 1.4.3 All funding must be expended within the fiscal year for which it is granted, and no funding can be released until a contract is approved by the Board of Supervisors.
- 1.4.4 The contract may be renewed without a new bid, per Manual Policies and Procedures (MPP) Section 23-621, no more than a three year term or renegotiated under the terms in Section 23-650, Procurement by Negotiation.

**2. SCOPE OF SERVICES**

It is the vendor's responsibility to propose a complete Scope of Work that explains in detail the vendor's offering and that address at least the below components.

**2.1 Project Management Support**

Support the county to perform Project Management Support Activities. Activities may include reviewing CMIPS II Implementation documents, including, but not limited to the County Implementation Team Roles and Responsibilities; the Pre-Engagement (Pre-E) Activity Schedule and all documents provided by the State to ensure that project management activities are understood and executed, in accordance with State guidelines. Activities include but are not limited to:

- 2.1.1 Support risk and issue identification, analysis and resolution.
- 2.1.2 Participate in Project Management Briefings.
- 2.1.3 Review Pre-Engagement Guide and tailor work plan, to ensure that all project management activities are understood and executed, in accordance with State guidelines.
- 2.1.4 Provide support to monthly status meetings.
- 2.1.5 Assess and report on project progress through verbal briefings and monthly status reports.
- 2.1.6 Monitor county work plan.
- 2.1.7 Perform ad-hoc tasks as directed by project management.

**CASE MANAGEMENT INFORMATION AND PAYROLLING  
SYSTEM (CMIPS) II PROJECT CONSULTANT****2.2 Business Process Re-engineering**

Support the county to perform Business process re-engineering activities. Activities may include identifying and executing changes to business processes and office operations, processes and office operations.

**2.3 Communications and Public Outreach**

Support the county communication and public outreach activities. Activities may include identifying and executing communication strategies with County stakeholders, such as IHSS staff, Public Authority, recipients, providers, advocacy groups and others; to provide timely, factual and appropriate information about CMIPS II system implementation process utilizing various media types.

2.3.1 Assess communication needs for each stakeholder group and timing.

2.3.2 Develop and execute Pre-Engagement Communication Plan.

2.3.3 Facilitate communication activities as directed by the county.

**2.4 Data Readiness**

Support the county data readiness activities. Activities may include planning for data conversion, including assessing the quality, accuracy and completeness of the County's data within legacy CMIPS that will be migrated to CMIPS II; developing County procedures to support data conversion; Ensuring that all equipment is ordered and installed during the Engagement and Implementation phase; and Identifying external tools to legacy CMIPS that are used for the In-home Supportive Services (IHSS) program; and necessary changes to the County's external tools.

**2.5 Site Preparation**

Support the county site preparation activities to include planning the technical infrastructure (hardware, software, network/connectivity equipment, and printers) in the county needed to support CMIPS II.

2.5.1 Assess workstation Hardware/Software needs (workstations, additional printers, etc.).

2.5.2 Participate in connectivity needs assessment.

**CASE MANAGEMENT INFORMATION AND PAYROLLING  
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Support the county training activities to include planning for and participating in training on CMIPS II; and county-prepared instructions for any county-specific policies and procedures; assess the computer literacy and personal computer (PC) skills for all potential CMIPS II users, using the skills assessment samples provided by the State.

**3. RFP SCHEDULE OF EVENTS**

The County reserves the right, at its sole discretion to adjust this schedule as it deems necessary.

<b>#</b>	<b>EVENT</b>	<b>DATE</b>
1.	County issues RFP	04/13/09
2.	Deadline for Submitting Proposals	05/15/09
3.	County Completes Technical Evaluation	05/22/09
4.	County Sends Written Notice of Intent to Award	06/15/09
5.	Conclude Contract Development	07/17/09
6.	Contract to Board of Supervisors (BOS) for Approval	08/04/09
7.	Anticipated Contract Start Date	09/01/09