University of Missouri Health Care
REQUEST FOR INFORMATION # 6040
Physician Contract Management System
Dated: February 14, 2020
Due Date: 11 March 2020 03:00 PM CST
Introduction

The Curators of the University of Missouri on behalf of the University of Missouri School of Medicine are requesting information for a Physician Contract Management System. The purpose of this RFI is to identify vendors and products capable of addressing the needs of the University Physicians Plan Administration.

The University Plan Plan Administration is looking for a contract management system specific to managing physician contracts via contract creation, workflow, electronic signature, and other features to help manage the life cycle of the contracts.

Please complete this RFI and return it by 3 p.m. Central Time on 11 March 2020. Submit responses to rogersk@umsystem.edu.

Goals and Purpose

UP Plan Administration is seeking proposals from qualified suppliers to provide, install, implement, support and maintain a proven, state of the art physician contract management system. Suppliers should provide the following:

1. Database
   a. Entire contract history lookup with detailed information regarding the lifecycle of the contract including routing, approvals with date/time, expiration of the contract, etc.
   b. Security
      i. Role-based data structure and functionality
   c. Import and export of data elements
   d. Outside Party Interface (such as an API)

2. Workflow
   a. Integration with Outlook/Exchange
   b. Contract Origination
   c. Phase and Completion tracking
   d. Compliance Tracking
   e. Electronic signature
   f. Automated Review Process
   g. On-demand, ad-hoc workflow
   h. Integrated Actions with Messages/Notification
i. Acquisition/Business development – Providers providing clinical services under PSA or MOU
j. On-boarding
   i. Updating contracts
   ii. Active alerts
   iii. Offer letters
   iv. Leadership role tracking

3. Documents
   a. Full-Text Search
   b. Automated document generation using editable templates
   c. In-app editing capabilities
   d. Version control

4. Reporting
   a. Role-based dashboards
   b. Deep dive Analysis

5. Business Model
   a. Product upgrades included in license fee
   b. Provide fee structures for licensing/use

Additional features (soft requirements):
The Contract Management software will be an independent module of a software solution fully capable of being implemented as stand-alone software. However, it would be desirable to have additional functionality or modules available to help implement the contracts and provide support for incentive calculations supporting the contracts.

1. Configurable compensation pay elements
   a. Clinical productivity
   b. Admin/Research/Teaching responsibilities

2. The value-based compensation calculation process
   a. Quality metrics
   b. Patient Satisfaction

3. Compensation Calculations and Adjudication
   a. Payroll file creation
   b. Payroll reconciliation
**Acknowledgment**

Please acknowledge receipt of this document by sending an electronic letter of receipt to Kyla Rogers, rogersk@umsystem.edu

**Questionnaire**

**Company Experience and References**

1. Provide a general overview of your company’s experience in providing a Physician Contract Management Software solution that is similar in size and scope to the University of Missouri.

2. What do you consider your market differentiator(s) for your company’s contract management solution? i.e. what features/functions set your product apart from other contract management solutions specific to physician contracts?

3. Please provide a current list of your Health Care clients that are similar in size and scope to the University of Missouri.

4. Provide a list of existing clients that are using the physician contract management solution that your company offers.

**Features and Integrations**

1. Explain how you’ve implemented workflow in your software solution and how it differentiates your product from other solutions for Physician Contract Management competitors.

2. Describe your solution’s process for notifying users of software updates.

3. Describe your solution’s customization capabilities. Provide screenshots of this process.

4. Describe how you’ve implemented Electronic signatures in your solution. Does it require separate licensing or additional cost to use and implement?

5. Describe your solution’s ability to produce reports. Provide a sample of the various reports that are available within your system.
6. Provide a list of all interfaces including mobile devices and browsers that interact with your solution.

7. Describe and provide an example of your solutions usage reporting and licensing structure.

Implementation and Training

1. Describe and provide an example implementation timeline with milestones, project plans, and estimated deliverables.

2. Provide an example list of product support and resources that are offered during implementation for the solution that is similar in size and scope as University Physicians.

3. Describe training and deployment assistance during implementation.

4. Describe the resources that are available for ongoing training of new hires and annual competency assessment.

Support

1. Describe your solution’s self-help training. Is there a “Help” module built into the application? Provide screenshots of this process.

2. Provide standard support and maintenance agreement options and example terms of each.

3. Provide your solution’s standard service level agreement.

4. Describe or include your product’s foreseeable enhancement roadmap.

Pricing

1) Please provide pricing detail for each of the following items:
   a. Total Year 1 estimated cost $________________
   Breakdown below
      i. Software Application $________________
      ii. Hardware (breakdown) $________________
      iii. Implementation $________________
      iv. Training $________________
      v. Maintenance & Support(bulk hourly rate) $________________
      vi. Travel cost if applicable $________________
      vii. Any additional cost not listed $________________
b. Maintenance & Support Year 2 $________________
c. Maintenance & Support Year 3 $________________
d. Maintenance & Support Year 4 $________________
e. Maintenance & Support Year 5 $________________

Questions and Contact Information

If you have questions about this RFI please contact Kyla Rogers, rogersk@umsystem.edu