



## **Request for Proposals**

*To provide*

### **Virtual Medical Office Simulation Lab**

**Due Date – Proposal Submissions**

**Tuesday, August 18, 2015 @ 4:00 p.m.**

***RFP-16015***

*Solicited by:*

Laramie County Community College  
Department of Administration and Finance  
Division of Contracting and Procurement  
1400 East College Drive  
Cheyenne, WY 82007

**July 20, 2015**

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# **I. Proposal Overview**

## **A. Solicitation Intent**

Laramie County Community College (LCCC) is seeking proposals for a medical office simulation lab to provide students with “real-world” health information management skills in an online environment.

## **B. LCCC Background**

The Health Information Technology and Management (HITM) program at LCCC strives to offer its students the best opportunities for learning “real-world” health information management skills in an online environment. The HITM program has been developed in a longitudinal fashion that exposes the students to foundational skills in the beginning and builds upon those skills each semester, exposing them to multiple tiers in the administrative health care realm. We have developed a fully online program that has incorporated the following:

### Entry-level skills:

- patient registration
- scheduling
- HIPAA and release of information
- Understanding legal and ethical issues in healthcare operations.
- customer service
- professionalism
- computer fundamentals customized for medical offices

### Intermediate skills:

- reimbursement methods,
- billing
- CPT and ICD9/10 coding
- Chart abstracting
- Chart auditing
- basic health information management
- Electronic Health Record functionality

### Management-level skills:

- Data management
- Data analysis and reporting
- health care quality and performance improvement
- leadership
- advanced health information management duties

The program has incorporated a proprietary electronic health record subscription with a practice management module and report writing module that allows the students to experience how these three systems function in a healthcare setting.

The Health Information Technology and Management program provides a stacked, educational pathway for careers on the administrative side of healthcare. The program consists of the following tiered certificates and degree:

- **Medical Office Essentials—Credit Diploma**

The Medical Office Essentials credit diploma provides the necessary skills to perform successfully in entry-level administrative positions in the healthcare field. These support skills cover managing day to day medical office operations. Once students have completed

the Medical Office Essentials credit diploma they may take additional specialized courses in coding and health information technology and management.

- **Medical Claims Coding Associate--Credit Certificate**

The Medical Claims Coding Associate credit certificate builds on the Medical Office Essentials credit diploma and addresses specialized skills in medical coding and reimbursement. The coding courses prepare students for a national coding exam through the American Health Information Management Association (AHIMA) or the American Association of Professional Coders (AAPC). The courses for the Medical Office Essentials credit diploma is embedded in the Medical Claims Coding Associate credit certificate.

- **Health Information Technology and Management--Associate of Applied Science**

The Health Information Technology and Management Associate of Applied Science degree combines coding in health care with health information management. The A.A.S. degree program of study contains courses from both the Medical Office Essentials credit diploma and the Medical Claims Coding Associate credit certificate with the addition of health information technology and leadership courses that students need to advance their careers on the administrative side of the medical field

LCCC would like to create a Health Information Management Simulation Series that will build upon the existing online curriculum with the electronic health record exercises that have been incorporated. The goal of this simulation series would be to simulate experiences that occur in a variety of healthcare settings so the students are prepared for a variety of real-life situations when they enter the workforce.

### C. Scope of Services

1. LCCC's desire is to create a Health Information Management Simulation Series. This series would include animated, multi-step, interactive simulated scenarios from each of the levels of education described in the Background and Purpose. These simulations would start with the entry level skills learned in the Medical Office Essentials credit diploma.

- a. Simulation topics to include:

- i. Law and ethics:

1. How would you respond case studies:
2. An ethical situation is presented and the student must respond based on the curriculum content studied.
3. A case is presented as a potential malpractice claim. The students must identify the issues involved in the case that present a malpractice risk, and how they could have been avoided. If they aren't avoided, what are the next steps in handling a malpractice case?

- ii. Telephone techniques

1. The student must demonstrate how to answer the telephone in a professional manner and responding to a request for action. This should include the following steps:

- a. answering the phone following the guidelines presented
- b. identifying yourself and the clinic
- c. verify the identity of the caller
- d. provide the caller with the requested information if possible
- e. take an accurate message for further action

- i. obtain the following information:

1. name of person the call is directed to
2. name of the person calling
3. the caller's phone number
4. the reason for the call

5. the action being taken
6. the date and time of the call
7. the initials of the person taking the call
8. verifying the information on the message pad
- f. terminate the call professionally
2. Other scenarios include:
  - a. Handling a call for a prescription refill or person requesting a prescription
  - b. Placing a caller on hold
  - c. Handling a call for an emergency appointment or complication
- iii. Scheduling and Managing Appointments. The students must manage appointments as they are scheduled, rescheduled, cancelled or missed as “no shows” throughout the day to optimize production.
  1. Scheduling a new patient
    - a. Follow the procedures for scheduling a new patient and gather the appropriate information to schedule the appointment.
  2. Scheduling an established patient
    - a. Follow the procedures for scheduling an established patient and gather the appropriate information to schedule the appointment.
  3. Rescheduling a patient
    - a. Follow the procedures for how to reschedule a patient by gathering the appropriate information to reschedule the appointment.
  4. Scheduling outpatient admissions and procedures
    - a. Follow the procedures for scheduling outpatient services.  
Communicate with the outpatient facility and patient appropriately to avoid miscommunication.
- iv. Preparing for the next day. Review of the schedule and patient confirmation.
  1. Review the list of appointments for the day for all providers.
  2. Identify each patient by name and medical record number.
  3. Review the medical record to make certain that all previously ordered tests, correspondence and documentation are present.
  4. Annotate the schedule with any special concerns (clinical and financial).
  5. Arrange the medical record in order that the patients are being seen.
  6. Confirm the patient’s appointment (using script) and record the confirmation on the schedule.
  7. Place the records in the designated place for easy retrieval when a patient arrives
- v. Registering a patient
  1. Determine whether the patient is new or established. If new, ask the patient to complete the patient information form.
  2. Enter the information from the form into the computer (Data Entry).
  3. Copy/scan insurance card.
  4. Verify insurance coverage.
  5. Construct the medical record (paper or digital).
  6. Add an encounter form to the chart for use during the exam.

As the students continue with their educational pathway, they enter the Medical Claims Coding Associate certificate. The simulations in this certificate would cover release of information, gathering data from the visit, storage and retrieval of the data, records processing and completion and clinical coding.

1. Simulation topics to include –
  - a. Establishing a medical record (paper and electronic):
    - i. Determine that the patient is new to the office.

- ii. Obtain and record the required data (personal information).
    - iii. Enter the information into the practice management system and electronic medical record.
    - iv. Place forms in patient folder (paper only).
    - v. Label the patient folder with name and year labels (paper only).
  - b. Adding Supplementary Items to established medical records
    - i. Paper based:
      - 1. Verify patient name and ID
      - 2. Remove staples and clips
      - 3. Attach small items to regular sized paper
      - 4. Place your initials in the upper left corner
      - 5. Code the document by underlining or writing the patients name in the upper right hand corner
      - 6. File the documents under the correct tab in chronological order
    - ii. Electronic Medical record:
      - 1. If adding a form on paper, prepare same as paper based above.
      - 2. Scan item into electronic medical record
      - 3. Save using the naming conventions procedure. (Last name, first name, MRN, form name)
- 2. Release of information
  - a. Obtain records from another provider to be added to patient's medical record
  - b. Release records to a patient for their personal record and use
- 3. Abstracting for information
  - a. Abstracting information from a medical record to determine the procedures and diagnosis in order to code a claim
  - b. Abstracting information for an audit
    - i. Following the procedure for the type of audit locate:
      - 1. Patient demographics
      - 2. Provider documentation supporting any procedure and diagnosis
      - 3. Insurance payment accuracy
      - 4. Patient payments

Once the students complete the coding certificate, they advance their career by entering the last semester of data analysis and management. The simulations in this certificate would cover reporting using the data gathered in the Medical Claims Coding Associate certificate and management functions and procedures. This will help the students apply the content learned from each certificate and see how it is used by administrators in healthcare.

- 1. Simulation topics include:
  - a. Create an accounts receivable process for an office:
    - i. Determine the amount owed to the providers
    - ii. Determine who owes the amount to the provider
    - iii. Group accounts together by insurance provider
      - 1. Divide accounts into days owed (30, 60, 90, 120 days old)
    - iv. Review each account and determine who owes the money (patient/insurance)
    - v. Formulate a process to collect the amount due
  - b. Denial Management
    - i. Review the patient demographics for errors in data entry
      - 1. Determine the error if any and correct
      - 2. Resubmit the claim
    - ii. Review the insurance policy for coverage determinations
      - 1. Determine the error if any and correct

- 2. Resubmit the claim
- iii. Review the chart for documentation inconsistency
  - 1. Determine the error if any and correct
  - 2. Resubmit the claim
- iv. Review the coding of the claim for errors
  - 1. Determine the error if any and correct
  - 2. Resubmit the claim

Note - The topics included above are for demonstration purposes and may change as the project progresses.

The end product should demonstrate longitudinal learning from entry level administrative healthcare skills through administrative healthcare management. The optimal goal is to create approximately 30 multi-step simulation scenarios. The scenario topics will be provided by LCCC HITM faculty and staff. The lessons will be outlined with background information, learning objectives, content materials and grading rubrics. The vendor will storyboard and script the scenarios to be reviewed by LCCC prior to the creation of the simulation product which includes but is not limited to recording, digitizing, and editing the scenarios based on the topics presented.

**1. Ownership:**

All content and instructional materials, including images, text, graphics, video and audio developed for this product become the property of Laramie County Community College. Redistribution or commercial use without the expressed, written permission of Laramie County Community College is prohibited. Portions of the scenarios within the product must be able to be used as an open educational resource (OER) and should be original and unique. The product must meet American Disability Act compliance and accessibility standards for online education. The vendor will be included in Creative Commons attributions and be given credit for their work on the product. For information on usage rights, contact the Office of Public Affairs, 307.778.1210 or the PR Director, 307.778.1170.

**2. Technology requirements:**

- 1. The delivered product should be capable of integration into multiple, online learning management systems. LCCC currently use D2L (Brightspace).
- 2. This product should be compatible with HTML 5 and D2L or supported as an independent web based product.
- 3. The product should be Microsoft based and work on the windows platform. The preference is to run in a server environment.
- 4. If there is a database component a SQL database should be used.
- 5. The product should be mobile ready to allow students access from any device.
- 6. The vendor must confer with LCCC to help establish the best practices for repository building and storage of the delivered product.

**3. Audience:**

- 1. The primary audience is the community college students, faculty of LCCC, and associated advisory committee members.

**4. Customer Service Requirements:**

- 1. The proposal should include ongoing support for up to two years after initial product goes live. This may include technology changes, updating scenarios, troubleshooting issues that arise with use of the product. Customer service should be extended to student and faculty users of LCCC.
- 2. Customer service requested from any group or institution that has adopted the OER components for their personal or institutional use are excluded from this contract.

**5. Training Requirements:**

- 1. The vendor must provide training in the use of the product to LCCC faculty, this should include trouble shooting issues that arise with technology, programming, and integration in the learning management system for up to 24 months after product goes live. The HITM program is a 2 year program, therefore the need for training and support as each course using the simulation is taught throughout the two years.

**6. Resources Available for Companies Submitting a Proposal:**

- 1. Bellevue College Simulation Series:
  - <http://hiteducation.org/hew-member-college-resources/emr-simulations>
  - i. OpenEMR Simulations:
    - a. Scheduling
    - b. Basic EMR Administration
- 2. SimLEARN
  - i. VA Simulation training
- 3. Health IT HIPAA Game
  - <http://www.healthit.gov/providers-professionals/privacy-security-training-games>
- 4. **DOL TAACCCT grant information.** This product will be funded by a grant awarded by the U.S. Department of Labor’s Employment and Training Administration. This product is being created by the grantee and does not necessarily reflect the official position of the US Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information on linked sites and including, but not limited to accuracy of the information or its completeness, timeliness, usefulness, adequacy continued availability, or ownership.
- 5. A vertical slice is a portion of a game or product which acts as a proof of concept for stakeholders before they agree to fund the rest. It is not the same thing as a prototype in that it is expected to look of final quality and play like the final product.

**II. RFP Schedule of Events**

Event	Date and Time
Issue Request for Proposal (RFP)	July 20, 2015
Question Period Ends	July 30, 2015 @ 3:00 p.m. MST
Response to Questions	July 31, 2015
Proposal submittals due	August 18, 2015 @ 4:00 p.m. MST
Proposal evaluation Period	August 18, 2015 – September 4, 2015
Award to successful firm (estimate)	September 8, 2015

**NOTE:** The above dates and times are subject to change at the discretion of LCCC.

### III. Selection Criteria

An LCCC “Medical Office Simulation Lab Committee” shall be designated to evaluate all received proposal submittals, therefore the award of this RFP will be made to the firm whose proposal best meets the specifications of this RFP, is in the best interests of, and most advantageous to LCCC. The weight to be given to each of the evaluation factors is set forth below. The inclusion of cost as a factor is not intended to require LCCC to select the lowest cost proposal; therefore cost **will not** be the sole basis for selection.

- 20%: General expertise, experience, and ability to create an educational simulation to be used in higher education.
- 25%: Specific experience in developing simulations used by institutions of higher learning or related healthcare facilities
- 20%: Technical support capabilities of created simulations
- 20% Vertical slice presentation and relevance to the entire project as proposed
- 15%: Cost of services

**LCCC reserves the right to reject any or all proposals, including without limitation, if they are, in its’ sole discretion judged unacceptable, non-responsive, non-conforming, conditional, to waive any technical or formal defect therein, to accept or reject any part of any proposal.**

### IV. Proposal Content

All participating firms shall provide the following information in their Proposals, sorted and organized in either “Tabs” or “Headings” as defined below. Proposals shall address each item specified below per the respective Tabs or Headings.

- A. Cover Letter:** Provide a cover letter indicating the name of the firm making the submission (*or firms in the case of a joint venture*) indicating your interest in being selected for this opportunity. Include a brief description of why your firm is well suited for, and can meet the needs of this opportunity. The letter shall be signed by the individual(s) authorized to bind the respondent or group to any statements or representations made therein and to represent the information presented as authentic.
- B. Tab/Heading #1 –Firm Profile:**
- Provide firm’s name, business address, telephone, fax and e-mail address.
  - Describe the number of years in business, experience with higher education clients; experience with fair labor standards compliance; and other applicable and relevant experience.
  - Provide a detailed description of firm’s business partners, capabilities and resources.
  - 3 references from current clients (Company name, point-of-contact, phone number and email address)
- C. Tab/Heading #2 – Proposed Product and System:**
- Describe in detail your proposed product and system and its’ capabilities to accomplish the scope of services described above.
  - Describe available annual support options and updates.
  - Describe any suggested alternatives or enhancements you recommend for this proposal.
- D. Tab/Heading #3 – Simulation Creation Experience:**
- Describe your firm’s experience with creating real life educational simulations.

- In the event you have no experience with creating real life educational simulations, describe how you will provide a product that could meet the simulation capabilities in the activities described in the Scope of Services.

**E. Tab/Heading #4 – Project Calendar**

- Describe your proposed project calendar for this opportunity, specifically addressing at a minimum the following milestones: design and creation of the product pieces, delivery of the final product and training of LCCC faculty

**F. Tab/Heading #5 – System Cost and Support Services:**

- Provide a detailed cost for the product you are proposing, ensuring that this cost is itemized.
- Identify any assumptions the above costs are based upon.
- Identify any exceptions or exclusions your firm will apply to the services.

**G. Tab/Heading #6 – Slice Presentation**

- Provide us a vertical slice presentation showing a portion of the developed project or similar project that meets all the technical requirements and scope of services.
- Vertical slice may be presented by providing a link to access your product via a cloud, web hosted service or remote access as is appropriate for providing digital content.

**V. Submission of Proposals**

1. Participating firms shall submit one (1) proposal either in electronic format via e-mail, **or** hard-copy via courier service to the address below. **All submittals must be received no later than 4:00 p.m. (MST) on Tuesday, August 18, 2015.** Proposals shall be sent to:

Jamie Spezzano  
 Director, Contracting and Procurement  
 Laramie County Community College  
 1400 East College Drive  
 Cheyenne, WY 82007  
 Office: (307) 778-1280 / E-mail: [jspezzano@lccc.wy.edu](mailto:jspezzano@lccc.wy.edu)

2. Proposal submissions may be e-mailed, hand delivered, mailed, or sent via courier. Each respondent is solely responsible for the timely delivery of its proposal by the deadline prescribed above. LCCC will not be responsible for lack of timely delivery regardless of the reason. Failure to meet the submission deadline will result in removal from consideration.
3. Minority business enterprises will be afforded full opportunity to submit a proposal and will not be subject to discrimination on the grounds of race, creed, national origin, sex, or handicap in consideration for an award.
4. **Proposals shall be limited to a maximum of fifteen (15) printed pages of content, excluding the cover letter and Tabs/Headings.**

**VI. General Requirements**

**A. Acceptance of Submissions**

The College reserves the right to accept or reject any or all submissions received as a result of this solicitation if they are judged to be unacceptable, non-responsive, non-conforming, or conditional; to waive minor irregularities; or to negotiate with any respondent, in any manner necessary, to serve the best interests of the College.

**B. Certificate of Insurance**

Awarded firm will be expected to meet the minimum insurance coverage requirements of the College per Appendix "A". No work will begin until the College is in receipt of an approved Certificate of Liability Insurance form.

**C. Conflict of Interest**

The undersigned firm certifies, under penalty of perjury, that to the best of their knowledge and belief, no member of the firm has a direct or indirect interest, financial or otherwise, in the award of this Proposal or in the services to which the Proposal relates.

**D. Firm Representation**

Firms, by the act of submitting their proposal, represent that: They have read and understand the RFP document and their submittal is made in accordance therewith; They have familiarized themselves with the local conditions under which the work will be done to their satisfaction; and their submittal is based upon the requirements described in the RFP without exception.

**E. Form of Contract**

The College uses a standard contract for these services and award is contingent upon available funding and approval of this RFP. LCCC reserves the right to negotiate with the firm or entity who proposal best meets the needs of the College.

**F. Incurred Expenses**

Any costs incurred by the respondent in preparing and submitting a response to this solicitation will be the sole responsibility of the respondent and will not be reimbursed by the College.

**G. Non-Collusion**

The undersigned firm hereby certifies that is, its officers, partners, representatives, agents, or employees has not in any way colluded, conspired, or agreed, directly or indirectly, with any other firm, potential firm or person, in connection with this RFP, to submit a collusive proposal, or to secure through any unlawful act an advantage over other firms or the College.

**H. Property of the College**

Submitted Proposals and any other information submitted by respondents in response to this RFP shall become the property of the College. Such proposals, as property of the College, are subject to public disclosure as prescribed by Wyoming Statutes. Proprietary information must be clearly identified in writing and will be protected to the extent allowable by Wyoming Law and College Policy.

**I. Public Information**

All information, except that classified as confidential and/or proprietary, will become public information at the time that the Proposal is awarded in accordance with applicable sections of the federal "Freedom of Information Act (FOIA) and Wyoming State Statutes §16-4-201.

**A. Respondent Inquiries**

To ensure uniformity and consistency, strict rules shall apply to the communication process throughout the RFP process, therefore all questions and inquiries concerning this solicitation shall be submitted in writing, either as a signed original, legible facsimile, or electronic mail transmission. Oral questions and inquiries will not be allowed nor responded to. Questions and inquiries for this RFP shall be directed to:

Jamie Spezzano  
Director, Contracting and Procurement  
Laramie County Community College  
1400 East College Drive, Cheyenne WY 82007  
E-mail: [jspezzano@lccc.wy.edu](mailto:jspezzano@lccc.wy.edu)

**K. Submission of Proposals**

It is the responsibility of the proposer to carefully examine this RFP and be familiar with all of the requirements, stipulations, provisions and conditions of the RFP project. All changes, additions, alterations, or clarifications shall be done so via a written instrument known as an Addendum. Oral or telephone interpretations shall not be binding on the College.

**L. Suspension and Debarment**

Proposer certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction nor from federal financial or non-financial assistance, nor are any of the participants involved in the execution of this agreement suspended, debarred, or voluntarily excluded by any federal department or agency in accordance with Executive Order 12549 (Debarment and Suspension) and CFR 44 Part 17, or are on the disbarred vendors list at [www.epls.gov](http://www.epls.gov). Further, Proposer agrees to notify College by certified mail should it or any of its agents become debarred, suspended, or voluntarily excluded.

# Professional Services Insurance Requirements

## Appendix "A"

### *CERTIFICATE OF LIABILITY INSURANCE*

#### A. Insurance Coverage / Limits:

Consultants and/or their sub-consultants shall at its own expense, obtain insurance as detailed below from reliable insurance companies acceptable to Laramie County Community College (LCCC) and authorized to do business in the State of Wyoming in which the Work is to be performed, with limits as specified in U.S. currency or equivalent. Such insurance shall be in force at the time the Work is commenced and shall remain in force for the duration of this Contract, unless a later date is specified below.

1. **Workers' Compensation and Employer's Liability Insurance:** Workers' Compensation insurance or its' equivalent, including Occupational Disease coverage, as required by law for all employees, agents, design engineers, design consultants, and subcontractors. Employer's Liability insurance (including Occupational Disease coverage) in the amount of **\$1,000,000.00 per accident**. Such insurance shall provide coverage in the location in which the work is performed and the location in which the Consultant is domiciled. The Consultant expressly agrees to comply with all provisions of the Workers' Compensation Laws of the state of Wyoming (*County of Laramie*) wherein said work is being performed.
2. **Professional Liability:** This Agreement requires independent rendering and/or independent implementation of specific professional services, consequently the Consultant and their sub-consultants shall provide professional liability insurance coverage with a **minimum limit of \$1,000,000.00 per claim with an aggregate limit of \$2,000,000.00**.
3. **Automobile Liability:** Liability coverage insurance on each motor vehicle used by Consultant shall be provided in the amount of \$1,000,000 each accident on a combined single limit basis for bodily injury and property damage.

#### B. Policy Requirements

1. **Certificate Proof:** Prior to the commencement of the respective Contract and/or Agreement, the Consultant shall deliver certificates of insurance evidencing such policy or policies to the LCCC Director of Contracting and Procurement. Said "Certificate" may be mailed, faxed or e-mailed to:
  - E-mail: [jspezzano@lccc.wy.edu](mailto:jspezzano@lccc.wy.edu)
  - Mail: 1400 East College Drive, Cheyenne WY, 82007. Attn: Director, Contracting & Procurement
2. **Additional Insured Clause:** LCCC shall be listed as the "Certificate Holder" on all policies, but only with respect to operations of successful firm under the Contract.
3. **Notice of Cancellation:** Each insurance policy required by the insurance provisions of this Contract shall provide the required coverage and shall not be canceled or non-renewed except after thirty (30) days prior written notice has been given to the LCCC, except when cancellation is for non-payment of premium, then ten (10) days prior notice may be given. Such notice shall be sent directly to **LCCC, Director of Contracting and Procurement**.