



Health Care

January 27, 2025

REQUEST FOR INFORMATION, RFI 31190

Surgery Services

Procurement and Payment Bill-Only

for

**The Curators of the University of Missouri
on behalf of University of Missouri Health Care**

(Hereafter referred to as **MUHC**)

CONTACT & SUBMITTALS

Rick Hess

Strategic Sourcing Specialist

Office: 573.882.1643

RJH2c4@Health.Missouri.edu

MUHC Quarterdeck Building
2401 LeMone Industrial Blvd, Ste 171
Columbia, MO 65201

Deadline for Questions/Explanations/Interpretations

Wednesday, February 5, 2025 @ 5:00 PM Central Time

Sealed or Emailed Responses Accepted Until

February 19, 2025 @ 3:00 PM Central Time

**REQUEST FOR INFORMATION – ANNOUNCEMENT
Procurement and Payment Bill-Only, RFI 31190**

**Sealed or Emailed Responses Accepted Until
Wednesday, February 19, 2025 @ 3:00 PM Central Time**

RESPONSES RECEIVED AFTER THIS DATE AND TIME WILL NOT BE CONSIDERED

The Curators of the University of Missouri on behalf of University of Missouri Health Care (hereafter referred to as **MUHC**) requests information for all services required for the implementation, support, and maintenance of the “Procurement and Payment Bill-Only.”

If you wish to receive an electronic copy of the entire RFI in PDF or any section of the RFI in its original electronic format, please contact Rick Hess via email at RJH2c4@Health.Missouri.edu referencing “RFI 31190 Procure and Payment BO” and specify the desire.

To ensure inclusion of all RFI correspondences, Register as Participant by submitting a very brief “Letter of Intent” (LOI) via email to Rick Hess at RJH2c4@Health.Missouri.edu, referencing “RFI 31190 Procure and Payment BO” in the subject and on the LOI email:

- An interest in submitting information and receiving all RFI updates and modifications,
- The name, title, contact information, and role in the RFI process for the person who you wish to receive RFI updates and modifications (amendment),
- Stating the last date and time to submit questions (Wed, February 5, 2025, by 5:00 PM CST), and
- the due date and time for submitting responses (Wed, February 19, 2025, by 3:00 PM CST).

SCHEDULE OF EVENTS, TENTATIVE:

Solicitation:	Monday, January 27
<u>DEADLINE FOR RFI QUESTIONS:</u>	<u>Wednesday, February 5 by 5:00 PM CST</u>
Release of Final Addendum/Amendment:	Friday, February 7, End of Day
<u>DEADLINE FOR SUBMITTING RESPONSES:</u>	<u>Wednesday, February 19 by 3:00 PM CST</u>
Response Reviews:	Completed by Friday, February 28, End of Day

Attachments

- Attachment A: “Instructions to Respondents Specific to this RFI”
 - Informative – Submission not required.

RFI Submittals – Must Submit

- Attachment B: “Statement of Work with Required Responses”
- Attachment RA: “Response Agreement”

ATTACHMENT A
INSTRUCTIONS TO RESPONDENTS, SPECIFIC TO THIS RFI

RFI 31190, Procurement and Payment Bill-Only

1.1 Introduction / Background / Insight:

UNIVERSITY OF MISSOURI AND UNIVERSITY OF MISSOURI HEALTH CARE BACKGROUND

THE UNIVERSITY OF MISSOURI has provided teaching, research, and service to Missouri since 1839. It was the first publicly supported institution of higher education established in the Louisiana Purchase territory. Today, the University of Missouri is one of the nation's largest higher education institutions with more than 73,000 students, 28,000 faculty and staff on four campuses with extension program activities in every county of the state including comprehensive distance learning services and an extensive health care network.

UNIVERSITY OF MISSOURI HEALTH CARE (MUHC): As part of the state's premier academic health system, MUHC offers a full spectrum of care, ranging from primary care to highly specialized, multidisciplinary treatment for patients with the most severe illnesses and injuries. Patients from each of Missouri's 114 counties are served by approximately 640 faculty physicians, and an additional 200 healthcare providers. The full complement of MUHC clinical and supportive staff includes over 8,500 physicians, nurses and health care professionals. With initiatives such as the Culture of Yes and healthy lifestyle challenges, MUHC is a premier destination not only for patients, but also for job seekers.

MUHC is currently comprised of six hospitals: Ellis Fischel Cancer Center, the Missouri Orthopaedic Institute, the Missouri Psychiatric Center, University Hospital, the new Children's Hospital, and the addition of Capital Region Medical Center as of January 1, 2024, plus over 60 outpatient clinics. The inpatient hospitals have a combined 595 beds. Affiliates of MUHC include Columbia Family Medical Group, Columbia Surgical Associates, Health Network of Missouri, MPact Health and Rusk Rehabilitation Center. MUHC also partners with the Oracle Corporation, a Missouri based supplier of health information technology solutions, services, devices, and hardware through the Tiger Institute for Health Innovation. The Tiger Institute serves MUHC's IT functions along with working alongside MUHC clinicians and staff to develop innovative improvements to Cerner technology products. The health system is consistently ranked as a top performer in information technology advances. MU Health Care's Ellis Fischel Cancer Center is an affiliate of MD Anderson Cancer Network® MU Health Care is one of only two tier-one safety net health systems in Missouri (the other being Truman Medical Center in Kansas City).

SOLUTION BACKGROUND AND INSIGHT

A baseline assessment data analysis was completed that assessed University of Missouri Health Care's (MUHC) existing process and Electronic Health Records (EHR) and Enterprise Resource Planning (ERP) documentation accuracy. Most of the procedural spend data provided was missing crucial data elements needed for analysis. The spend data that was capable of analysis (\$17M/\$30+M) identified massive opportunities for:

Improving Item Master Integrity – (31% of spend associated with non-built items)

- EHR & ERP Documentation Accuracy – (69% of PO's missing surgical date, 31% of PO spend items were description only, >8% EHR Misdocumentation rate)

- Process Improvement – (18-day process variability from procedure to PO)

Since the data needed for an analysis was so incomplete, an estimated assessment of opportunity was provided using aggregated vendor provided customer data & MUHC's estimated bill-only spend volumes.

So...

We are seeking information in search of a solution that aligns clinical and financial data to ensure revenue data EHR always matches expense data ERP, giving greater line-of-sight visibility into procedural spending. MUHC wishes to accomplish the following through the implementation of a desired solution:

- **Productivity:** Reduce manual intervention and touchpoints by **80%** (for OR teams, Supply Chain, and billing), and remove of all labor associated with automation of Purchase Order submissions (~50% of customer's bill-onlys).
 - 99% EHR documentation and bill price accuracy, 0 FTE touchpoints.
- **Cost Avoidance:** Target between 10-30% for Non-Contract Savings plus reduction of overspend and vendor fees
- **Predictability & Profitability:** ~10% of bill-only spend is mis-documented in patient record.

Misdocumentation = missed charges = missed revenue = understated costs = acting on erroneous information. (Impacts revenue, margins, analytics, etc.)

1.2 Register as Participant with a “Letter of Intent”

To ensure RFI correspondences Register as Participant by submitting a very brief “Letter of Intent” (LOI) to Rick Hess at RJH2c4@Health.Missouri.edu, referencing “RFI 31190 Procurement and Payment Bill-Only” in the subject and on the LOI email:

- An interest in submitting a Response and receiving all RFI updates and modifications,
- The name, title, contact information, and role in the RFI process for the person who you wish to receive RFI updates and modifications (addendum/amendment),
- Stating the last date and time to submit questions (Wed, February 5, 2025, by 5:00 PM CST), and
- the due date and time for submitting Responses (Wed, February 19, 2025, by 3:00 PM CST).

1.3 Preparation of Responses

The respondent is expected to examine the Statement of Work and all instructions. The respondent shall furnish the information required by this Solicitation. Erasures or other changes must be initialized by the person authorized to sign the Response.

1.4 Questions/Explanations/Interpretations

Any prospective respondent desiring an explanation or interpretation of the Solicitation, statement of work, etc., must request it via email to:

- **Rick Hess** at RJH2c4@Health.Missouri.edu, referencing “RFI 31190 Procurement and Payment Bill-Only” in the subject.

NOTE: The deadline for submitting questions is **Wednesday, February 5, 2025, by 5:00 PM CST.**

Oral explanations or instructions given before the award of the contract will not be binding. Any information given to a prospective respondent concerning this Solicitation will be furnished promptly to all prospective respondents as an amendment if the information is necessary in submitting Responses or if the lack of it would be prejudicial to any other prospective respondents. The respondent ***MUST BE REGISTERED TO RECEIVE AMENDMENT***

1.5 Amendments to Solicitation

- If the Solicitation is amended, all terms and conditions which are not modified remain unchanged.
- Respondents shall acknowledge receipt of any amendment to this Solicitation by:
 - Identifying the amendment number and date in the space provided for this purpose on the “Response Agreement” form.

1.6 Response Submission

OPTION 1 (Electronic via Email)

An email with two attachments (either in Microsoft 365 or PDF format) must be submitted and received by **Wednesday, February 19, 2025, by 3:00 PM CST** in the following format:

- **To (Rick Hess):** RJH2c4@Health.Missouri.edu
- **Subject (must be):** RFI 31190 Procure and Payment BO, Due: 02/19/25 by 3:00 PM CST
- **Include attachments:**
 - ATTACH B - Statement of Work w-Required Responses, and
 - ATTACH RA - Response Agreement
- **Body:** Please do not include any of your "Response" in the body of the email. Clearly include the name, email address and phone number of the person you wish to receive confirmation of receipt, and who Rick Hess may call with any questions or issues with the Response (such as an attachment will not open properly).

OPTION 2 (Hand or Carrier Delivered)

A sealed Response packet [one (1) original, clearly identified as containing documents with original signatures and one (1) electronic copy of the entire submission on a flash drive]:

- **Enclose Response and include attachments:**
 - ATTACH B - Statement of Work w-Required Responses, and
 - ATTACH RA - Response Agreement

And must be submitted and received by **Wednesday, February 19, 2025, by 3:00 PM CST** to the following address:

Rick Hess
Strategic Sourcing Specialist
MUHC Quarterdeck Building
2401 LeMone Industrial Blvd, Rm 171
Columbia, MO 65201

To ensure the Response is routed properly and to prevent opening by unauthorized individuals, your Response must be identified on the envelope or package as follows:

RFI 31190 Procure and Payment BO
Due: 02/19/25 by 3:00 PM CST

1.7 Handling of Responses

- Responses received prior to the closing date and time will remain unopened and secured until after the established Response closing date and time.
- **A Response will not be considered if it is received after the exact date and time specified for receipt.** Acceptable evidence to establish the time of receipt is the CST date/time of the email, or an MUHC stamped CST date/time on the Response wrapper or other documentary evidence of receipt maintained by MUHC.

RFI 31190

Procurement and Payment Bill-Only

Request for Information

Required Submittals

Attachment B: “Statement of Work with Required Responses”

Attachment RA: “Response Agreement”

ATTACHMENT B
STATEMENT OF WORK WITH REQUIRED RESPONSES
RFI 31190, Procurement and Payment Bill-Only

1.1 Objective:

To obtain general information about your products, services, and capabilities as market research in preparation for upcoming contract competition, most likely in the form of a Request for Proposal (RFP).

1.2 Response Submission

See **Attachment A: Instructions to Respondents, Specific to this RFI, Section 1.7.**

1.3 Response Requirements

A Response must be submitted as prescribed by MUHC in this Request for Information (RFI).

Shall provide thorough responses to all Statement of Work items below.

- **Response Cover Letter**: Provide on your letterhead a cover letter signed by a person who is authorized to commit your firm to perform the services included in the response while identifying all materials and enclosures being forwarded in response to this RFI.
- **Qualifications**
 - **Organizational Structure and Profile of Principals and Key Staff:**
 - Provide a detailed description of the organizational structure and the history, present, and future dedication to “Procurement and Payment Bill-Only” solution.
 - Approximately what percentage of your operation focuses on this program?
 - How many clients are currently utilizing this program? How many of these are in the healthcare field with over 2,000 employees? Please support with statistics.
 - **General Experience and Expertise:**
 - Comprehensively discuss your team’s experience and expertise with “Procurement and Payment Bill-Only” solution including success stories and statistics to support achievements (if applicable).
 - Describe your customer approach as it pertains to training, program assistance, system issues, and general maintenance of the application.

- Give specific examples of how you support your clients, especially in the hospital, clinic, and practitioner arenas.
- **Previous Experience:**
 - Provide details on at least six (6) current applications of the “Procurement and Payment Bill-Only” solution that have been successfully deployed, are fully functional, and have been in service for at least two (2) full years. At least three (3) applications in healthcare with over 2,000 employees, over 300 beds, and most pertinent to the statement of work. Discuss successes as well as challenges.
- **Unique Experience and Expertise:**
 - Discuss any tools and strategies your firm has developed that you feel separate you from the competition. Include any other details that you feel further supports your firm’s experience and expertise with this application.
 - Provide examples of special knowledge or understanding of the healthcare industry, especially academic and medical centers. Please describe any special knowledge in this realm.
 - Describe what partnerships you have with resellers, implementers, or other application suppliers. Give details of any external partnerships that improve your ability to provide these services.
- **Attachments (must provide the following with the Response):**
 - Required Attachments:
 - **ATTACH B:** Statement of Work w-Required Responses (this document)
 - **ATTACH RA:** Response Agreement

1.4 SPECIFICATIONS

Criterion 1: Full Integration with EHR and ERP

Mandatory

- Ability to read surgical case schedule in Oracle Cerner to create a matching case Item.

Provided? Yes ___ No ___

Response:

- Ability to validate device documentation against GUDID. Important for upcoming compliance with UDI documentation in claims data.

Provided? Yes ___ No ___

Response:

- Ability to trigger PO dispatch in Peoplesoft. **Provided? Yes ___ No ___**

Response:

- Ability to reconcile bills against Oracle Cerner patient record data, Peoplesoft Item Master pricing data, and Peoplesoft vendor contract data.

Provided? Yes ___ No ___

Response:

Criterion 2: Automation Capabilities

Mandatory

- Can handle a complete surgical case from procurement to payment without human touchpoints.

Provided? Yes ___ No ___

Response:

- Automated vendor management: vendor support outreach and confirmation, vendor bill submission/receipt, PO dispatch, vendor process updates.

Provided? Yes ___ No ___

Response:

- Automated bill reconciliation process to confirm item prices and quantities with Oracle Cerner, Peoplesoft Item Master, and vendor contract data to ensure data accuracy across systems.

Provided? Yes ___ No ___

Response:

- Automated bill approval process to approve error-free bills through the bill review process.

Provided? Yes ___ No ___

Response:

- Automated PO dispatch triggered directly in Peoplesoft. **Provided? Yes ___ No ___**

Response:

- Configurable automation acceptance criteria based on case templates for procurement and vendor management; and based on cost thresholds for bill review and PO automation.

Provided? Yes ___ No ___

Response:

Desirable

- Automated GUDID data population. **Provided? Yes ___ No ___**

Response:

Criterion 3: Data Cleanliness

Mandatory

- History of achieving an EHR documentation accuracy rate of >99%. **Provided? Yes ___ No ___**

Response:

- GUDID data documentation for items used in surgery. **Provided? Yes ___ No ___**

Response:

- Reconciliation with patient record, item master, vendor contract, and bill details.

Provided? Yes ___ No ___

Response:

- Log cases and bills to serve as a back-up resource of financial and clinical data.

Provided? Yes ___ No ___

Response:

- Ability to view data and reports on-demand. **Provided? Yes ___ No ___**

Response:

- Ability to download case data including bill, item, financial, and clinical information on-demand.

Provided? Yes ___ No ___

Response:

Criterion 4: Vendor Compliance Support

- History of 97% compliance by vendor reps with perioperative protocols.

Provided? Yes ___ No ___

Response:

- 24/7 support and dedicated account management. **Provided? Yes ___ No ___**

Response:

- Vendor-facing app in the iOS and Android app stores for vendor access. **Provided? Yes ___ No ___**

Response:

Criterion 5: Reporting

Mandatory

- Ability to view data and reports on-demand. **Provided? Yes ___ No ___**

Response:

- Ability to download case data including bill, item, financial, and clinical information on-demand.

Provided? Yes ___ No ___

Response:

- Ability to view a case in its entirety, from creation to close. Including files, items and pricing, case event logs, and associated users.

Provided? Yes ___ No ___

Response:

Criterion 6: Procurement-to-Payment Case Management

Mandatory

- Ability to view a case in its entirety, from creation to close. Including files, items and pricing, case event logs, and associated users.

Provided? Yes ___ No ___

Response:

- Ability to message with vendor reps directly through the platform. **Provided? Yes ___ No ___**

Response:

- Ability for reps to scan item codes to capture UDI information for compliance.

Provided? Yes ___ No ___

Response:

- Notifications to reps regarding unread messages or support requests. **Provided? Yes ___ No ___**

Response:

- Ability for users to leave comments on cases to elaborate on unique situations.

Provided? Yes ___ No ___

Response:

ATTACHMENT PA
RESPONSE AGREEMENT

By signing below (page 2), the representatives of this firm hereby certify that:

- The responses are genuine and is not made in the interest of or on behalf of any undisclosed person, firm or corporation, and is not submitted in conformity with any agreement or rules of any group, association or corporation.
- We have not directly or indirectly induced or solicited any other firm to put in a false or sham response.
- We have not solicited or induced any person, firm, or corporation to refrain from responding.
- We have not sought by collusion or otherwise to obtain for ourselves any advantage over any other firm or over MUHC.
- We do not discriminate against any employee or applicant for employment because of race, color, national origin, ancestry, sex, religion, disability/handicap, marital status, sexual orientation, or age.

By signing below (page 2), the representatives of this firm also declare that:

- We had an opportunity to inquire about any uncertainties and have a general understanding of the requirements of this project.
- We received addendum/amendment ___ through ___ at the conclusion of this inquiry period.
- **All information submitted in this response is correct and it contains no falsified records.**

Respectfully submitted by:

Authorized Signature _____ Date _____

Printed Name _____ Title _____

Company Name:	
Mailing Address:	
City, State, Zip:	
Phone No:	Fed Employer ID No:
Fax No:	E-Mail Address:
Type of Business: Individual Partnership Corporation Other: _____	
If a corporation, incorporated under the laws of the State of:	
Licensed to do business in the State of Missouri? ___yes ___no	
Maintain a regular place of business in the State of Missouri? ___yes ___no	