



## Advanced Scheduling Software Cost Proposal

Release Date: 2/28/2020

Due Date: 3/13/2020

### 1. Introduction

The Community Mental Health Authority of Clinton, Eaton, and Ingham Counties (CMHA-CEI) recently chose Oracle HCM & ERP Cloud Services as their core HR and Financial software solution. Go-live is planned for January 2021. Due to staff scheduling limitations in this solution, we are seeking an advanced scheduling solution from a partner that has experience integrating with Oracle Cloud Services.

### 2. About CMHA-CEI

CMHA-CEI is a public governmental body, initially formed by the County Commissions of Clinton, Eaton, and Ingham Counties in 1964, has a 12 member board of directors appointed by the County Commissions of all three counties. CMHA-CEI provides mental health and substance abuse services to the residents of Clinton, Eaton, and Ingham counties. The services offered at CMHA-CEI are typically provided to Medicaid recipients.

Current Population Served (Consumers)	12,000 Annually
Approximate Number of Employees (FTE)	1000

#### Crisis Services

The Crisis Services Department provides 24 hour, seven day per week, triage for persons experiencing a psychiatric emergency. The Crisis Services Department provides evaluation and screening for in-patient psychiatric hospital admission for persons with Medicaid or who have no form of insurance.

#### Adult Mental Health Services

The Adult Mental Health Services Program (AMHS) provides a variety of services to adults recovering from various forms of mental illness. At AMHS, our vision is to promote recovery from mental illness and co-occurring disorders.

#### Families Forward

Families Forward has been providing services to children and their families for over 30 years. We offer a wide array of treatment options designed to meet the needs of families with children who struggle with emotional disturbance and behavioral concerns.

#### Community Services for the Developmentally Disabled

The mission of Community Services for the Developmentally Disabled (CSDD) is to promote and support ongoing choices and opportunities for children and adults and their families to be full and equal citizens in the community.

#### Substance Abuse Services

Substance Abuse Services (SAS) recognizes substance use disorders as chronic health conditions. Services are designed to address underlying issues as well as the presenting drug and/or alcohol related problems. This is accomplished by careful assessment and comprehensive treatment planning. A wide range of different services are available as a model in continuing care including detoxification, residential, outpatient and self-help groups.

### 3. Questions

Questions about the cost proposal is to be submitted by 4:00 pm EST on Thursday, March 5, 2020. Questions are to be emailed to Brittany Pazdan, Contract and Network Administrator [finance-contracts@ceicmh.org](mailto:finance-contracts@ceicmh.org). Questions with answers will be posted at <http://ceicmh.org/rfp> by 4:00 pm EST on Monday, March 9, 2020 for vendor review.

### 4. Submittal

Please provide the following information. Responses are due by Friday, March 13, 2020 at 4:00 pm EST. Responses are to be emailed to Brittany Pazdan, Contract and Network Administrator [finance-contracts@ceicmh.org](mailto:finance-contracts@ceicmh.org).

### 5. Demonstrations

If selected to move forward in the process. At the discretion of CMHA-CEI, future demonstrations may be required.

Request	Response	Attachment
1. Proposed solution name		
2. Provide an executive overview of functionality included in the solution		
3. Describe training and support. Are training manuals available?		
4. List options and methods for interfacing with Oracle Cloud Services (API, FTP, other)		
5. Who maintains interfaces?		
6. How many implementations with Oracle Cloud Services have you completed with the proposed solution in the last year?		
7. List browser and other customer requirements		
8. Where is data stored? Describe security and backups		
9. Describe process for ongoing updates		
10. Describe service level guarantees and remedies?		
11. Provide itemized pricing proposal including all initial, ongoing and optional costs		
12. Provide a typical agreement document		
13. Estimated time from order to implementation		

## 5. Requirements:

For each row below, please indicate if the function/requirement is provided in the proposed solution. The comment section can be used to provide detail or describe.

Response options	
Y	Requirement Met and Proposed (Standard features in the generally available product)
Y-C	Requirement Met and Proposed (Features that are not offered as a generally available product or require custom development)
N	Requirement Not Met with Proposal
I	Need More Information/Discussion

Function/Requirement	Response (see key above)	Comments
1. Use from any device		
2. Define schedule template		
3. Assign staff to schedule per template		
4. Staff can define availability template		
5. Staff can apply template to indicate weekly availability		
6. Eligible staff list for shifts, seniority identified		
7. Eligible staff list identifies regular or not in home		
8. Eligible staff list identifies degree and licensure		
9. Eligible staff list identifies regular & relief staff		
10. Eligible staff list omits or identifies staff with time off during shift		
11. Eligible staff list omits or identifies who is already scheduled for the shift		
12. Eligible staff list omits or identifies who is scheduled for meetings during shift		
13. Eligible staff list includes if staff are scheduled more than 16 hours per day		
14. Eligible staff list includes awake hours worked/scheduled		
15. Eligible staff list includes which staff will have least overtime		
16. Eligible staff list includes which staff will have least hours not resulting in overtime		
17. Eligible staff can opt out of open shift notifications		
18. Manager is notified of upcoming open shifts		
19. Manager is notified if a scheduled shift becomes open		
20. Manager can clearly see gaps in shifts		
21. Open shift contact list can be specified from eligible staff list (filter, sort, cherry pick)		

22. Contact method - text		
23. Contact method - email		
24. Contact method - phone (IVR)		
25. Contact method preference can be chosen per employee		
26. On-shift and off-shift contacts supported (contacts at work when working)		
27. All eligible staff can be contacted at the same time		
28. Eligible staff can be contacted in order with a delay between contacts as specified		
29. Contacts are recorded		
30. Responses are recorded		
31. Notifies all interested staff with open shift result (chosen or not)		
32. Manage overtime eligibility, work limits, and certifications		
33. Staff or manager can post open shifts for sign up or bidding		
34. Time exchange feature simplifies shift swaps and shift trades		
35. Fully supports Oracle week and day definition options		