



Notice of Request for Proposals (RFP)

Health Plan Compliance Artificial Intelligence (AI) Tool

Tuesday, February 18, 2025

Alameda Alliance for Health
1240 South Loop Road
Alameda, California 94502
VendorMgmt@alamedaalliance.org

Timeline

ITEM	DUE DATE
RFP Issued	Tuesday, February 18, 2025
RFP Responses Due (<i>no exceptions</i>)	Tuesday, March 18, 2025
Finalist Selection	Tuesday, April 1, 2025
Finalist Interviews and Presentations	Monday, April 28, 2025 – Friday, May 9, 2025

I. About Alameda Alliance for Health

Alameda Alliance for Health (“Alliance”, “Plan”) is a local, public, not-for-profit managed care health plan committed to making high-quality health care services accessible and affordable to Alameda County residents. Established in 1996, the Alliance was created by and for Alameda County residents. The Alliance Board of Governors, leadership, staff, and provider network reflect the county’s cultural and linguistic diversity. The Alliance provides health care coverage to more than 400,000 children and adults with limited resources through a National Committee on Quality Assurance (“NCQA”) accredited Medi-Cal and Alliance Group Care program (an employer-sponsored plan that provides affordable comprehensive health care coverage to In-Home Supportive Services (“IHSS”) workers in Alameda County).

The Alliance will open a new line of business for Medicare Advantage (MA) Dual Eligible Special Needs (D-SNP) members on Thursday, January 1, 2026.

Programs

Medi-Cal

Medi-Cal is a state-sponsored health insurance program administered through the Alliance. Medi-Cal provides comprehensive health care coverage for those who meet income guidelines, including:

- Adults who meet income requirements
- Families and children
- People with disabilities
- Seniors

Alliance Group Care

Alliance Group Care provides low-cost health care coverage to IHSS workers in Alameda County. Benefits include routine care from a primary care physician, specialty care, hospital care, and other services.

IHSS home care workers may qualify for Alliance Group Care through the Alameda County Public Authority for IHSS.

Medicare

On Thursday, January 1, 2026, the Alliance will expand to offer a Medicare D-SNP to Alameda County residents who are dually eligible. The addition of the Medicare line of business will offer care coordination and wrap-around services.

II. Project Description

Compliance Division Artificial Intelligence (AI) System

The Alliance Compliance Division operates in a complex regulatory environment that requires constant vigilance to ensure alignment with Centers for Medicare and Medicaid Services (CMS), Health Plan Management System (HPMS) Memos, California's Department of Health Care Services (DHCS), and Department of Managed Health Care (DMHC) All Plan Letters (APLs), and federal and state laws. Keeping up with the volume and frequency of regulatory updates is a daunting task, often requiring extensive manual effort to interpret, track, and implement requirements across the organization.

Regulatory Tracking: The Alliance Compliance Division seeks an AI-powered compliance tool to streamline this process by automatically monitoring, categorizing, and analyzing new regulatory communications, providing actionable insights in real-time. The tool will assist the team to prioritize critical updates and avoid costly delays or missed deadlines.

Audit Tracking: In addition to regulatory updates, the Alliance Compliance Division needs a robust solution for managing audit tracking and responding efficiently to inquiries. AI can centralize audit data, flag potential risks, and predict gaps based on historical trends, enabling a proactive approach to compliance. By integrating with existing systems, the tool can improve operational efficiency, reduce human error, and provide a scalable solution to meet increasing regulatory demands.

Questions About This RFP

Vendors may submit written questions regarding this RFP by email to **VendorMgmt@alamedaalliance.org**. The Alliance will reply as appropriate.

Amendment of RFP

The Alliance retains the right to amend the RFP by a written amendment posted on the Alliance website.

The Alliance's Option to Reject Proposals

The Alliance may, at its sole discretion, reject any or all proposals submitted in response to this RFP at any time, with or without cause. The Alliance shall not be liable for any costs incurred by the Bidder in connection with the preparation and submission of any proposal. The Alliance reserves the right to waive immaterial deviations in a submitted proposal.

Proposal Timetable

The timetable for this RFP is as follows:

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General Vendor Information

Provide the following information about your organization:

Vendor Primary Contact	
Address	
City, State Zip	
Contact information	
Alternate phone number	
Fax	
E-mail	
Vendor internet home page	

Vendor Locations (City and State)

Department/Entity	City	State
Corporate headquarters		
Support personnel		
Client education personnel		
In what state(s) is the vendor incorporated?		

Vendor Employee Details

Indicate the number of employees in your organization (by category)

Department/Entity	Number of Employees
Total employees	
Client education personnel	
Installation	
Ongoing survey support	
Technical support and hours available	

Vendor Background and Customer Base

Criteria	Answer
How long has your company been in business?	
Describe your ownership/legal structure.	
Provide the names and bios of leadership within your organization.	
Has your company received notice of violation of, or been convicted of a violation of any Federal, state or local law? If yes, please explain. Provide additional attachments if necessary.	
Has your company been listed as an excluded vendor by any federal or state agency or convicted of a criminal offense related to healthcare? If yes, please explain. Provide additional attachments if necessary.	
Has your company been cited for or does your company have business activities that contribute to the violation of human rights? If yes, please explain. Provide additional attachments if necessary.	
Does your organization offshore any obligation of this Survey which requires access, use or disclosure of protected health information (“PHI”), as such term is defined by HIPAA, to any subcontractor that is not located in the United States, or is not subject to the jurisdiction of a court in the United States. If chosen, vendor shall not fulfill any obligation of this Agreement through such means.	

RFP Submission Responses

	Topic	Explain your responses for each question outlined below:
1.	Executive Summary/Capabilities	Bidders shall provide a high-level description of how their proposal will meet the project requirements.
2.	User Interface (“UI”) and User Experience (“UX”)	<p>The Compliance team seeks a tool with an intuitive, accessible, and user-friendly interface. Describe how your tool operates and the user’s experience with the tool.</p> <p>Describe how different users, types of users, and the available options for customization.</p>
3.	Integrations	<p>The Alliance has several existing platforms that the tool will need to operate within. These tools, include:</p> <ol style="list-style-type: none"> 1. Policies: NAVEX’s PolicyTech 2. Fraud Waste and Abuse: Healthcare Fraud Shield’s CaseShield <p>How does the tool integrate with systems over time?</p>

	Topic	Explain your responses for each question outlined below:
4.	AI Model	<p>What type of AI model does your tool utilize (e.g., supervised, unsupervised, transformer-based, etc.)?</p> <p>What was the Justification for its selection and relevance to compliance applications?</p> <p>How does the model addresses bias, transparency, and accountability?</p>
5.	Marketplace	Please Showcase organizational expertise by providing examples of real-world clients and successful active use cases.
6.	Compliance and Security	<p>Describe your organization’s experience in AI compliance.</p> <p>Please complete the attached Third Party Security, Background Check, and Training Questionnaire.</p>
7.	Pricing	<p>How is your product licensed – enterprise or per user? Please provide a comprehensive breakdown of pricing, including:</p> <ul style="list-style-type: none"> a. Licensing fees b. Implementation costs c. Ongoing maintenance and support fees
8	Production Expansion	Product roadmap, other AI offering and domain modules and use cases

Requested attachments

Review the table below for required and optional supplemental attachments and include the names of all additional documents returned with your response to this RFP. Any additional attachments you would like to include can be added into additional rows in the table. As a reminder, attachments are not to be used in lieu of answering the questions included in this RFP document.

Attachment Requested	Required (Y/N)	Name of File Submitted
Three (3) to four (4) client references	Y	
Implementation plan and timelines	Y	
Executive leadership bios	Y	
Sample hearing services reporting to Medicare Advantage organizations	Y	
Alameda County network analysis	Y	
Sample member engagement collateral specific to Medicare Advantage D-SNPs	Y	

Attachment Requested	Required (Y/N)	Name of File Submitted
Sample marketing collateral, specific to Medicare Advantage D-SNPs	Y	

Instructions for response

Submit RFP responses electronically to **VendorMgmt@alamedaalliance.org**.

Please include the following in the Subject Line: Compliance AI Tool

Electronic submissions must be received by 4 pm Pacific Time on Tuesday, March 18, 2025, to be considered.

If you have any questions regarding this Request for Proposal, email your questions to **VendorMgmt@alamedaalliance.org**.