

**The Regents
of
the University of California**
REQUEST FOR PROPOSAL (RFP)

Ethics, Compliance, and Audit Services

RFP# UCOP6225

Date Issued: June 4, 2025



It is the Supplier's responsibility to read the entire document, any addendums and to comply with all requirements listed herein. Any addenda to this Request for Proposal will be directed to all participating Suppliers through the University of California's Supplier Registration System or email. It is the supplier's responsibility to watch their e-mail for any addendums, notices, or changes to the RFP or process.

Issued By: The Regents of the University of California

RFP Administrator: Judy Kogut-O'Connell, Director of Contract Management

U.C. Health - Office of the President
1111 Franklin Street
Oakland, CA 94607-5200

RFP documents will be posted to UCLA Procurement website: <http://purchasing.uclahealth.org/bidding-on-jobs> UCOP RFP Administrator is the sole point of contact regarding all procurement and contractual matters relating to the requirements described in this RFP. UCOP Procurement Sourcing is also the only office authorized to change, modify, clarify, etc., the specifications, terms, and conditions of this RFP and any Agreements(s) awarded as a result of this RFP.

The information contained in this Request for Proposal (RFP) is confidential and proprietary to the University of California and is to be used by the recipient solely for the purpose of responding to this RFP.

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REQUEST FOR PROPOSAL PURPOSE AND OBJECTIVE:

The University of California invites Qualified Suppliers to prepare and submit proposals to this Request for Proposal (RFP) for healthcare revenue cycle compliance audit services in accordance with Federal and State of California laws and the requirements of UC as further detailed in this RFP.

The overall objective of this RFP is to seek and prequalify multiple firms to provide healthcare revenue cycle compliance audit services for UC Health locations. The selected Supplier(s) will form a panel of prequalified auditors which will be available to UC Health locations on an as-needed basis to support the University's ongoing compliance, risk management, and operational improvement efforts. The RFP will result in a systemwide master services agreement enabling UC leadership to engage on an as-needed basis under individual task orders or statements of work.

The successful bidder(s) will have produced a compelling offering based on the objectives outlined in this RFP.

UC's academic medical centers are committed to maintaining the highest standards of regulatory compliance, clinical documentation integrity, revenue integrity, and operational efficiency. The primary objectives of the audit panel are to:

- Assess compliance with federal, state, and payer-specific requirements, including but not limited to the False Claims Act, Anti-Kickback Statute, Stark Law, HIPAA, and Centers for Medicare & Medicaid Services (CMS) Conditions of Participation and manuals, Coding Clinic, AMA and AHA's coding guidelines, LCDs/NCDs, and UC's coding guidelines.
- Identify and mitigate compliance risks in billing, coding, documentation, and revenue cycle operations.
- Validate the effectiveness of internal controls, policies, and corrective actions.
- Improve operational processes to enhance efficiency and reduce error rates.
- Provide specialized education and training.
- Prepare for external audits and regulatory reviews by demonstrating robust internal auditing practices.
- Support the UC's ability to respond to external investigations or audits initiated by government agencies or commercial payers, including the conduct of internal investigation-response or shadow audits.

ORGANIZATIONAL BACKGROUND AND CONTEXT

UNIVERSITY OF CALIFORNIA

Systemwide management of the University of California is assigned to the Office of the President based in Oakland, California. Its divisions oversee UC's academic mission, budget, external relations, legal matters, and business and financial activities (including UC Office of the Chief Investments Officer). The University is governed by a Board of Regents consisting of 26 members, 18 of whom are appointed by the Governor for 12-year overlapping terms.

UC PROCUREMENT SERVICES

UC Procurement Services is the centralized procurement/supply chain hub for the University of California. UC Procurement Services develops and implements UC systemwide supply chain strategies and policies that leverage UC's purchasing power to optimize UC systemwide spending.

UC Procurement Services coordinates with the entire UC system to establish UC systemwide agreements for goods and services that are commonly purchased at UC locations. UC systemwide agreements are created through a competitive RFP and award process that considers the business requirements and policies of the University, along with the quality and price of goods and services.

ETHICS, COMPLIANCE AND AUDIT SERVICES

The Systemwide Office of Ethics, Compliance and Audit Services (ECAS) is responsible for overall management, coordination, administration and development of the Compliance Program of the University. This includes the six academic medical centers – UC Riverside, UC Los Angeles, UC Irvine, UC San Diego, UC San Francisco, and UC Davis. Each location has a compliance department and Chief Healthcare Compliance and Privacy Officer, each of whom has a matrixed reporting relationship to the independent systemwide SVP and Chief Compliance & Audit Officer (CCAO) at ECAS. The CCAO has a direct reporting relationship to the Board of Regents Compliance and Audit Committee Chairperson and the University President.

RFP SCHEDULE

Event	Date
RFP Issue Date	June 4, 2025
Bidder RFP Questions Deadline to judy.kogut-o'connell@ucop.edu	June 9, 2025, by 1pm (PST)
UC Response to Bidder Questions	June 16, 2025
Affirmation Acceptance of UC Terms and Conditions, BAA and Appendix Data Security Statement	June 30, 2025, included in RFP Response
RFP Responses Due	June 30, 2025, by 1pm (PST)
Anticipated Award Date	July 25, 2025
Anticipated Start Date	August 1, 2025

**The University does not guarantee the above schedule and reserves the right to modify this schedule at its discretion.*

SUPPLIER REQUIREMENTS

The requirements shown below are essential to the UC for proposal consideration. Supplier's failure to provide or be in compliance with any one or more of the following requirements will negatively impact the evaluation of Suppliers proposal and may result in disqualification.

- A. The University of California Terms and Conditions of Purchase dated 4/1/2025, as referenced in ***Attachment A to this RFP***, will be incorporated into any Agreement that may result from this RFP.
 - Provide a statement accepting the UC Terms and Conditions of Purchase dated 4/1/25. (These Terms and Conditions have been approved by the UC Regents for use on all UC transactions).
- B. The University of California Appendix – Data Security dated 8/20/2025, as referenced in ***Attachment B to this RFP***, will be incorporated into any Agreement that may result from this RFP.
 - Provide a statement accepting the UC Appendix – Data Security dated 8/20/2021.
- C. The University of California Appendix – Business Associate Agreement dated 8/10/2021, as referenced in ***Attachment C to this RFP***, will be incorporated into any Agreement that may result from this RFP.
 - Provide a statement accepting the Appendix – Business Associate Agreement dated 8/10/2021.
- D. All proposals shall remain available for UC acceptance for a minimum of 180 days following the RFP close date.
- E. No late proposals will be accepted. Any proposals received after the specified deadline for submission shall result in automatic disqualification.

Note: Refer to the General Information Proposal Format section below for submittal instructions of Supplier Requirements.

SUPPLIER QUALIFICATION

The selected Supplier(s) must demonstrate the skills, ability, and experience to:

- Provide healthcare revenue cycle compliance audit services
- Work successfully in a highly matrixed and complex organization
- Engage effectively with all UC Locations
- Counsel and advise effectively at all levels of the organization

To demonstrate these attributes, Supplier must:

1. Provide an overview, as part of the Executive Summary, of your firm's qualifications to provide healthcare revenue cycle compliance audit services in the subject matter areas listed in **Attachment D - Scope of Services: Audit Risk Area Table**. Response to Attachment D must be submitted in the Excel format provided in the attachments.
2. Complete the Questionnaire described further below. See **Attachment E**. Response to Attachment E must be submitted in the Excel format provided in the attachments.
3. Provide 2-3 Case studies demonstrating your firm's experience in healthcare revenue cycle compliance audit services for academic medical centers.
4. Provide an organizational chart of the team that will be assigned to conduct healthcare revenue cycle compliance audit services, their functional role and office location of each individual, including:
 - a) A narrative description documenting the experience of the key personnel, including particularly the individual designated as the account manager/consultant, including detailed experience (including qualifications and certifications – e.g., CHC, CPC, RHIA, CPMA), years of experience specific to audit services and number of years with your firm.
 - b) Professional biographies of the principal individuals who will handle the University's account, including detailed experience, years of experience, office location and number of years with your firm.
5. Provide 3 client references (recent past or current) for services that are similar in scope and size to the services described in this RFP. Include the following information for each customer reference:
 - a) Customer name and address
 - b) Contact name, email address, and phone number
 - c) Time period in which services were performed
 - d) Position, title and short description of services performed.
6. Provide the name(s) and nature of services of any sub-contractor(s) you intend to use to fulfill any part of the obligations included in this RFP, the details of such arrangements, including the contract(s) between the parties.
7. If Supplier is a current or previous UC Service Provider, provide the agreement term dates, agreement number, contracting department, services provided and agreement(s) for the prior five (5) years.

RFP QUESTIONNAIRE(S)

Complete the Questionnaire section(s) of the proposal – see “**Attachment E - Questionnaire**” tab in Excel spreadsheet. Responses to Attachments E must be submitted in the ***Excel format provided in the attachments.***

There are two (2) questionnaires that need to be completed:

1. General Questions
2. Sustainability Questions

All questions in **Attachment E** must be answered when you submit your proposal. If the response (in the Excel spreadsheet references above) requires an attachment (Do not submit sales brochures), send the completed proposal via email to judy.kogut-o'connell@ucop.edu and reference the question number in the title of the document.

PRICING

Each Bidder must include definitive pricing, including any and all costs, expenses, charges, and fees, based on the information contained in this RFP. Refer to **Attachment F** – Pricing Template to provide:

1. Supplier's fixed hourly rates
2. Supplier's per encounter rates
3. Supplier's per provider rate for professional fee audits (optional)
4. Supplier's best discount off the above rates.

GENERAL INFORMATION

ISSUING OFFICE AND COMMUNICATIONS REGARDING THE RFP

This RFP, and any subsequent addenda to it, is being issued by UC Procurement Services on behalf of The University of California Office of the President. UC Procurement Services is the sole point of contact regarding all procurement and contractual matters relating to the requirements described in this RFP. UC Procurement Services is also the only office authorized to change, modify, clarify, etc., the specifications, terms, and conditions of this RFP and any Agreements(s) awarded as a result of this RFP.

Suppliers are not permitted to communicate with any UC employee regarding this solicitation during the period between the RFP issue date and the announcement of awards, unless authorized by UC Procurement Services sole point of contact named below.

1. **Any requests for clarification concerning this RFP must be submitted via e-mail to:**
judy.kogut-o'connell@ucop.edu by June 9, 2025, by 1pm (PST)
2. **The submission of RFP response, pricing proposal and attachments must be submitted via email to** judy.kogut-o'connell@ucop.edu **by the deadline for submission.**

Suppliers are advised that failure to adhere to the above communications requirements may result in disqualification.

INSTRUCTIONS FOR SUBMITTING PROPOSALS

Proposals and attachments in response to this RFP must be submitted via email to judy.kogut-o'connell@ucop.edu **no later than June 30, 2025, by 1:00 p.m., PST**

Responses to Attachments D-F must be submitted in the *Excel format provided in the attachments.*

Suppliers must provide a complete, straightforward, concise response to all prerequisites, questions and information in the RFP as detailed.

Suppliers must not provide superfluous materials such as marketing materials or website links in response to, or in lieu of, specific responses to the questions herein, and may be disqualified for providing superfluous materials.

ADDENDA TO THE REQUEST FOR PROPOSAL

Any changes, additions, or deletions to this RFP will be in the form of written Addenda issued by the University of California. The University will not be responsible for failure of any prospective Supplier to receive such Addenda. All Addenda so issued shall become part of this RFP.

SUPPLIER QUESTIONS

Note: All Supplier questions will be consolidated and shared with all RFP participants without attribution. The consolidated responses will be posted on the UCLA Procurement website:
<http://purchasing.uclahealth.org/bidding-on-jobs>

PROPOSAL ACCEPTANCE

The UC reserves the right to withdraw this RFP at any time. All documents submitted to UC on behalf of this RFP will become the exclusive property of the UC system and will not be returned.

The UC reserves the right to accept or reject any or all Proposals, make more than one Award, or no Award, as the best interests of the UC may appear. Any Agreement(s) awarded pursuant to this RFP will be in writing

and incorporate the Requirements and Specifications contained in the RFP, as well the applicable contents of the Supplier's Proposal as accepted by the UC.

PROPOSAL FORMAT

Provide a cover letter for the response, which contains:

- The following text: Response to University of California REQUEST FOR PROPOSAL – **Healthcare Revenue cycle Compliance Audit Services RFP# UCOP6225**
- Company full legal name and address for primary headquarters;
- Primary Company Contact for all communications regarding this RFP and the proposal (name, title, phone, email);
- Signature of a representative of your company who is duly authorized to enter into bids for agreements. The submission of a signed response will confirm understanding and acceptance of all requirements, terms, and conditions of the Request for Proposal.

In addition, proposals should demonstrate a clear understanding of the services and contain a comprehensive discussion of how the Supplier will fulfill the requirements of the Scope of Services and successfully perform the Agreement, including Supplier attributes, highlighting any aspects that separate it from its competitors. The proposal should be submitted using the following categories:

1. Cover Letter
2. Table of Contents
3. Executive Summary: Maximum of three pages highlighting why the firm believes it is best qualified to conduct co-sourced internal audit services for the University of California.
4. Requirement Responses (A through E)
 - Responses to Attachments D and E must be submitted in the ***Excel format provided in the materials.***
5. Qualification Responses (2 through 6)

In addition to the written responses above, the Supplier will provide the following additional responses via email to judy.kogut-o'connell@ucop.edu;

6. Pricing proposals shall be submitted using the **Excel tab Attachment F - Pricing Template.**

PROPOSAL PREPARATION COSTS

Supplier will bear all costs incurred in the preparation and submission of the Proposal and related documentation, including Supplier's presentation to UC. If Supplier is an apparent awardee, Supplier will bear its own costs in negotiating and finalizing an agreement with the University.

AGREEMENT TERM

It is anticipated that the initial term of any Agreement awarded pursuant to this RFP will be for a period of three (3) years. UC has the sole option to extend or renew the Agreement for two additional one-year periods based on the same terms and conditions.

BASIS FOR SELECTION – BEST VALUE

The University intends to select the responsive and responsible Supplier(s) whose proposal(s) contain the combination of solution features, Supplier attributes, and best overall value.

A responsive Supplier is one whose offer satisfies the requirements of this RFP, including the requirements of the Terms and Conditions. A responsible Supplier is one that is considered capable of performing and is otherwise eligible and qualified to perform the proposed Requirements Scope.

The University will determine the best overall value by comparing differences in solution features and Supplier attributes offered with differences in related factors, striking the most advantageous balance between expected performance and the overall requirements of the University. Suppliers, therefore, must be persuasive in describing their solution features and Supplier attributes and their value in enhancing the likelihood of successful performance and achievement of the University's requirements.

The University's selection may be made on the basis of the initial Proposals, or the University may elect to negotiate with Suppliers who are selected as finalists. At its sole discretion, UC may choose to schedule oral presentations, or additional material information to come to a determination of award(s).

ATTACHMENTS

1. Attachment A – UC Terms and Conditions of Purchase, dated 4/1/2025
2. Attachment B – Appendix Data Security, dated 8/20/2021
3. Attachment C – Appendix Business Associate Agreement, dated 8/10/2021
4. Attachment D – Scope of Work: Audit Risk Area Table (Excel)
5. Attachment E - Questionnaire (Excel)
6. Attachment F - Pricing Template (Excel)