

NAPA COUNTY OFFICE OF EDUCATION

REQUEST FOR PROPOSAL
CYBHI FEE SCHEDULE BILLING PROGRAM VENDOR
SERVICES

NCOE 2025-RFP-001

DUE: JUNE 18, 2025



NAPA COUNTY OFFICE
OF
EDUCATION

NOTICE OF REQUEST FOR PROPOSAL

NAPA COUNTY OFFICE OF EDUCATION

CYBHI FEE SCHEDULE BILLING PROGRAM VENDOR SERVICES

NCOE 2025-RFP-001

Notice is hereby given that the **Napa County Office of Education (NCOE)** acting as the CYBHI Fee Schedule consortium lead for NCOE and participating local educational agencies (LEAs) throughout Napa County, is seeking proposals from qualified vendors for its CYBHI Fee Schedule Billing Program.

The Request for Proposal (RFP) documents may be downloaded from the NCOE's web-site <https://napacoe.org/>. To request the RFP documents other than by website download, please contact **Jill Barnes** at jbarnes@napacoe.org. Questions regarding the RFP should be sent via e-mail and NCOE will provide answers to any questions or requests for clarifying information about the RFP in accordance with the timeline provided.

Respondents must submit (1) copy in digital format (PDF file format), attached to an email addressed to the following:

Keasha Cohen, Fiscal Operations Coordinator, Mental Health and Professional Learning
Napa County Office of Education
E-mail: kcohen@napacoe.org

NCOE will accept all proposals received on or before 5:00 p.m. on June 18, 2025. The NCOE will not accept proposals that are received after the deadline.

NCOE reserves the right to reject any or all proposals, and to waive any errors or corrections in a proposal or in the proposal process. NCOE will award the contract based on a review and analysis of the proposals that determines which proposal best meets the needs of LEAs within the consortium. Respondents should not construe from this legal notice that NCOE intends to enter into a contract with the Respondent unless, in the opinion of NCOE, it is in the best interest of NCOE to do so. NCOE reserves the right to negotiate final contractual terms with the successful Respondent.

Table of Contents

1.0 Overview of Request for Proposals	3
1.1 Publication of Request for Proposals.....	3
1.2 Timeline and Key Dates.....	3
2.0 Background Information	3
3.0 Scope of Work	5
4.0 Proposal Format, Content, and Submission	6
4.1 Proposal Format.....	6
4.2 Proposal Content	6
4.3 Proposal Submission.....	8
5.0 NCOE’s Evaluation / Selection Process	8
5.1 Overall Evaluation Process	8
5.2 Evaluation Criteria.....	9
5.3 Reference Checks	9
6.0 Contract Award	9
7.0 Terms for Receipt of Proposals	9
7.1 Errors and Omissions in RFP	9
7.2 Questions and Objections Regarding the RFP	10
7.3 Change Notices	10
7.4 Term of Proposal.....	10
7.5 Revision of Proposal	10
7.6 Errors and Omissions in Proposal.....	11
7.7 Financial Responsibility.....	11
7.8 Reservation of Rights by NCOE	11
7.9 No Waiver	11

REQUEST FOR PROPOSALS (RFP)

CYBHI Fee Schedule Billing Program Vendor Services

NCOE 2025-RFP-001

1.0 Overview of Request for Proposals

1.1 Publication of Request for Proposals

The Napa County Office of Education (“NCOE”) is issuing this RFP to solicit proposals from service providers to provide CYBHI Fee Schedule Billing Program Services as described in section 3.0 “Scope of Work”

As used in this RFP, the following words have the meanings assigned to them herein.

“Proposer.” The Proposer refers to any entity submitting a response to this RFP. Also referred to as Respondent.

“Submittal.” The Submittal refers to a response package submitted in response to this RFP. Also referred to as Statement of Proposals or Proposal.

1.2 Timeline and Key Dates

The anticipated schedule for this solicitation event is as follows:

MILESTONE	DAY	DATE
RFP Released	Wednesday	May 28, 2025
Deadline for Questions	Wednesday	June 4, 2025, 5:00 pm
RFP Closes – All Proposals Due	Wednesday	June 18, 2025, 5:00 pm
Interviews/Presentations	Appointments will be scheduled by invitation the week of 6/23 and 6/30	
Anticipated Contract Award Date	Tuesday	July 1, 2025

2.0 Background Information

The Napa County Office of Education (NCOE) is located in Napa County, California and provides educational services and support to schools and educational communities in the area. NCOE is dedicated to improving student achievement and preparing students for success in college and career. The agency operates a variety of programs and initiatives aimed at enhancing teaching and learning, supporting student wellbeing, and promoting academic and personal growth. With a focus on innovation and collaboration, NCOE strives to be a leader in delivering educational services and solutions to our schools.

NCOE serves as the lead agency for the county’s Children and Youth Behavioral Health Initiative (CYBHI) Fee Schedule Consortium. This Consortium unites six school districts and two charter schools across two municipalities, encompassing the entire county. Participating Local Education Agencies (LEAs) include Calistoga Joint Unified School District (CJUSD), Howell Mountain Elementary School District (HMESD), Napa Valley Unified

School District, Pope Valley Union Elementary School District, St. Helena Unified School District, Mayacamas Countywide Middle Charter School, Stone Bridge Charter School, and the Napa County Office of Education.

Together, the Consortium supports a diverse student population of approximately 18,585 students, ranging from early childhood through high school. Services are delivered across traditional public schools, alternative and independent education programs, and special education settings. The largest district in our Consortium, NVUSD, serves 16,103 students with the vision of graduates as confident, compassionate, and adaptable adults who are well-prepared for life and become inspiring advocates for themselves and their community. This is achieved through focus on four themed areas, one of which is a nurturing place to learn with a specific strategy to build and promote equitable access to health and wellness for students, staff, and families. NVUSD has established Wellness Centers at all secondary school sites that champion youth voice through clinical and peer-based support, delivering services within an MTSS Framework that serve as a model for other districts implementing tiered interventions. During the annual Napa Valley Wellness Conference, attendees observed during tours of NVUSD Wellness Centers the significant impact of NVUSD's commitment to wellness. Through both dedicated district staffing and partnership with community-based partners and county agencies, the district provides responsive and comprehensive support to students and families TK-12.

CJUSD is located in the northernmost region of our county and is a collaborative, culturally rich educational community where a rigorous and innovative curriculum prepares students to be successful contributors to society. The 768 students of CJUSD receive focused support in a safe, healthy and positive school environment through deep community-based partnerships and a well-established foundation in the Community Schools Framework, elevating youth and family voice for empowerment in the district decision-making process. CJUSD excels at building strong relationships within their tightknit community, leveraging local resources and partnerships, and devoting sincere energy to meeting individual needs with care and compassion.

Just 12 miles south from CJUSD is SHUSD, a district of 1,105 students dedicated to providing a safe and supportive learning environment where students can explore their creativity, collaboratively solve problems, and fully develop as resilient, caring and responsible individuals, learners, and citizens. In this small municipality, the resources of Napa city proper are not readily accessible and the district is an important hub for the community. Following a comprehensive process of student, family, and community input, the high school has recently established a Wellness Center that serves as a focal point for services and programs at the district. Through engagement with youth, families, and community-based partners, SHUSD has co-created a space that affirms belonging and demonstrates their commitment to the district priority of supporting the physical and social-emotional well-being for all.

Even more remote from Napa city proper are our two rural districts, Howell Mountain (HMESD) and Pope Valley (PVUESD). Both are single site school districts with a Superintendent/Principal, nestled in the hills above the valley. HMESD serves 85 students in the wooded community of Angwin, while 4 miles down a windy road PVUESD supports 46 students in a total community population of just 583. Each of these communities is unique, however, both are small, and the school site is a center of activity and resources for families. HMESD and PVUESD are 40 miles from Napa city proper, and public transportation is not readily available. School-based and school-linked services are essential for these communities, and having the capacity to connect those services to county agencies and community-based partners supports continuity of care for families and youth.

In addition to the traditional public schools are two charter schools, Stone Bridge School (SBS) and Mayacamas Countywide Charter (MCMS). SBS serves 278 K-8 students in a Waldorf-inspired educational model. As a public school with a teaching method that embraces the developmental model of the growing child, SBS aims for their youth to emerge as young adults with the self-confidence to impart direction and purpose to their lives and leadership to their community. In downtown Napa, MCMS supports 127 students in grades 6-8 where the vision is for students to thrive in a community of trust, responsibility, and respect for self and others. Students' healthy development and mental health are a core tenet of the MCMS program and given priority at the start of the day during an Advisory period. Both SBS and MCMS are dedicated to meeting the individualized needs of their

students within their charter school model while building and sustaining a robust system of foundational support for social-emotional and mental health.

As Consortium Lead, NCOE provides technical assistance to all Consortium LEAs for implementation of the Fee Schedule. As a LEA, NCOE also provides direct support to three participating schools, including a juvenile court school, a juvenile hall school, and an early childhood education school. Camille Creek Community School is dedicated to empowering our county's most disenfranchised youth toward a productive future through restorative relationships, targeted instruction, and inspiring opportunities for growth. Through an alternative school experience, 73 students receive an exceptionally individualized, nurturing experience in response to their needs and trauma. Through pathway programming, on site substance use disorder (SUD) education and intervention treatment, tiered behavioral health services, and wrap around supports for families via the Family Service Team, Camille Creek staff extend themselves to meet the wide range of needs for the grades 6-12 students' population and their families. Co-located county agency and community-based partners support the system and coordinate services for youth and families, which is also developing for the Early Learning Center serving our youngest population ages 0-5. The NCOE Early Learning Services houses the Napa Infant Program, Napa Preschool Program, and Early Childhood Special Education with programs across the county. The CYBHI Fee Schedule will be accessible to sustain services for programs and services that serve this population and the Camille Creek Community School at NCOE.

An essential element of the Consortium's success is the collaboration with our school-linked service partners. These affiliated providers—spanning county agencies, community-based organizations, Medi-Cal Managed Care Plans, and commercial health care entities—are deeply invested in building an integrated system of care across Napa County. As key members of the Consortium, these partners will also utilize the selected electronic health record (EHR) and billing system to ensure seamless care coordination, improve data sharing, and streamline access to services. Their engagement strengthens our shared commitment to relieving the burden on children and families seeking care, and to delivering equitable, responsive behavioral health support throughout the county.

In addition to leading the billing consortium and providing technical assistance for implementation of the CYBHI Multi-Payer Fee Schedule, NCOE is the lead agency for our LEA BOP billing Consortium serving CJUSD, HMESD, PVUESD, and its own school sites. NCOE leads a County Mental Health Collaborative to support local implementation of statewide initiatives, including the CYBHI Fee Schedule. This Collaborative includes all LEAs, County Health and Human Services, County Probation, eight community-based agencies, Medical Managed Care Partner, and Kaiser Permanente. Partners are invested in an integrated system of care for Napa County where children and families can readily access available services and partner agencies can ensure clear coordination and appropriate services.

NCOE also offers a wide range of services to participating districts and charter schools, including business operations, information technology, personnel services, administrative support, curricular resources, and programmatic partnerships. Cross-departmental collaboration within NCOE has been critical to building a shared understanding of the Fee Schedule and scaling operational readiness across the Consortium.

Through these coordinated efforts, NCOE remains steadfast in its commitment to supporting the academic, behavioral, and mental health needs of all students, and to ensuring sustainable, integrated access to school-based services across the county.

3.0 Scope of Work

The Napa County Office of Education (NCOE), acting as the CYBHI Fee Schedule Consortium Lead entity for NCOE and participating local educational agencies (LEAs) throughout Napa County, is seeking proposals from qualified vendors for its CYBHI Fee Schedule Billing Program. For the purpose of this Request for Proposal (RFP),

references to NCOE include all the referenced LEAs in the Consortium, and the terms are used interchangeably. The goal of this Request for Proposal (RFP) is to contract with one or more firms that will assist NCOE and partnering LEAs in maximizing CYBHI Fee Schedule revenue opportunities consistent with applicable law and best practices and facilitating these programs effectively and efficiently. Specifically, NCOE is seeking a partner(s) that will work with the Consortium to implement the CYBHI Fee Schedule, as opportunities become available to LEAs. The selected vendor will be expected to train Consortium staff on an ongoing basis, prepare and submit claims, support NCOE staff in coordinating and managing the billing programs, ensure audit preparedness and support through the audit process, and any other related mandated reporting.

NCOE is seeking a partner to push its team to pursue the most effective and beneficial strategies for its students. The selected vendor will play a crucial role in ensuring that NCOE and partnering LEAs are able to fully maximize the CYBHI Fee Schedule revenue permitted by law, and best practice which is a key aspect of providing the best possible educational services to its students and communities.

4.0 Proposal Format, Content, and Submission

4.1 Proposal Format

Proposers shall abide by these format, content, and submission requirements and procedures. The Consortium reserves the right to reject any Proposals that fail to meet these requirements and procedures.

4.2 Proposal Content

1. Provide an overview of the services you provide as an Electronic Health Record (EHR) and billing and claiming system related to:
 - a. CYBHI Multi-Payer Fee Schedule Program
 - b. Medi-Cal Local Education Agency Billing Option Program (LEA-BOP)
2. Describe how you meet the requirements outlined in the [Tri-Party Data Use Agreement](#) for CYBHI Fee Schedule Third-Party Administrator, Caredon Behavioral Health, maintaining confidential data and documentation processes per HIPAA and FERPA for LEAs during the billing and claiming process.
3. Provide a complete description of the cost of your services. Please provide an itemized list of fees for each billing program, identifying additional fees for integrations, add-on services, extension of initial services, and other costs. Include an estimate of the annual cost of services.
4. Describe the features of your system:
 - a. User interface for all types (administrators, practitioners, billing staff, etc.)
 - b. Documentation steps for practitioners – including electronic signature capabilities for claims
 - c. Integration capabilities - School Information Systems (AERIES, PowerSchool, Alma)
 - d. Data - Dashboard, reporting features, export features
 - e. Claims Management - procedures, permissions
 - f. Ability to customize features based on LEA needs
5. Describe the implementation process, timeline, and necessary staffing for the participating LEA. Include flexible options for how the consortium lead (NCOE) could support districts of varied size.

6. Describe your training program. How do you ensure that LEA staff have the necessary skills and knowledge to use your Electronic Health Record and billing solution effectively? Please detail the training timeline, model for onboarding and training current and future LEA staff, synchronous and asynchronous training offered, templates provided for program use, and differentiated training resources for those with limited experience.
7. Describe the interoperability of your system. Specifically, our county is interested in developing a stronger closed loop referral system and track interventions across partner agencies (LEAs, Health and Human Services, Probation, Kaiser, Medi-Cal Managed Care Plan, community-based providers). If your system can support the development and realization of this goal, please describe how.
8. Describe ongoing support provided during each contract year in the following areas of need:
 - a. Fiscal support to ensure the LEA is maximizing reimbursement claims.
 - b. Quality control support to develop and maintain audit-ready files.
 - c. Training support for system updates, policy updates to billing and claiming requirements, updates to templates or procedures for documentation.
 - d. Technology supports for users to troubleshoot issues with the application.
9. Your firm's standard terms and conditions for NCOE's consideration and legal review.
10. Names and biographical profiles of the key team members who would be assigned to this work.
11. Provide three (3) comparable LEA references, including LEA name, contact person, phone number and email address. The contact person should be able to speak directly about your service(s).

4.3 Proposal Submission

In order to facilitate the analysis of responses to this RFP, vendors are required to prepare their proposals in accordance with the instructions outlined in this part and elsewhere in this RFP. Each vendor is required to submit one (1) proposal in electronic format to the NCOE contact as listed below.

The Proposal must be submitted as Portable Document Format (PDF) attachments to an email. The Cost Proposal must be submitted as a separate attachment. Thus, each proposal response must have a minimum of two attachments, a technical proposal, and a cost proposal. The email must be a direct email to the address; it cannot be a “reply” or part of a thread. The subject line of the email must include “**NCOE 2025-RFP-001 - CYBHI Fee Schedule Billing Program Vendor Services**” followed by the Respondent’s company name.

Vendors may view and download this RFP document, as well as any addenda or Q&A, on the NCOE website at:

Submit proposals to the following email:

Keasha Cohen, Fiscal Operations Coordinator, Mental Health and Professional Learning
Napa County Office of Education
E-mail: kcohen@napacoe.org

Failure to submit any required data item may be cause for rejection. Vendors may submit such other data, as they deem appropriate and called for in this proposal; however, voluminous or overly elaborate proposals are discouraged. Proposals may be submitted any time **before** the Submittal Deadline. Any proposals received **after** the due date and time will **not** be considered.

5.0 NCOE’s Evaluation / Selection Process

5.1 Overall Evaluation Process

Award of this RFP shall be made to the qualified proposer(s) whose proposal meets the evaluation standards and will be the most advantageous to NCOE with price and all other factors considered and will not be based solely on price. Each submittal will be scored by an RFP evaluation committee consisting of Consortium LEA members. Interviews and/or demonstrations may be conducted, if necessary, with the information to be used for purposes of evaluation. Interview panel members will consist of Consortium LEA members who served in the RFP evaluation process. The resulting contract will be for an initial term of two (2) years with service to commence July 1, 2025. No minimum amount of work is guaranteed.

5.2 Evaluation Criteria

Criteria	Weighting
Quality of Service and Customer Service	35%
Ease of Use - Data System	30%
Proposal Price and Fee Schedule - Total Annual Cost	25%
Proposal (Organization/Completeness of Proposal)	5%
References and Qualifications/Experience	5%
TOTAL	100%

5.3 Reference Checks

NCOE staff will review and check the references for the highest ranked proposal. The references will be asked to verify the Proposer's experience in providing the requested services, the quality of services and staffing provided to prior clients, adherence to compliance requirements, as well as adherence to schedules/budgets and Proposer's problem-solving, project management, communication abilities, performance on deliverables and outcomes, effectiveness in meeting or exceeding project objectives. NCOE reserves the right to inquire and follow up on additional queries of interest based on information shared during the interview process.

6.0 Contract Award

Based on the evaluation process outlined, NCOE will select the top ranked responsive and responsible Proposer with whom to commence contract negotiations.

The selection of any proposal shall not imply acceptance by NCOE of all terms of the proposal, which may be subject to further negotiations and approvals before NCOE may be legally bound thereby. If a satisfactory contract cannot be negotiated in a reasonable time the NCOE, in its sole discretion, may terminate negotiations with the highest ranked proposer and begin contract negotiations with the next highest ranked proposer. Failure to timely execute the contract, or to furnish any and all insurance certificates and policy endorsement, surety bonds or other materials required in the contract, shall be deemed an abandonment of a contract offer. NCOE, in its sole discretion, may select another firm and may proceed against the original selectee for damages.

A contract made pursuant to this RFP shall have an initial term of two (2) years. In addition, the proposal should include options to provide contract extensions to be exercised at NCOE's sole discretion.

7.0 Terms for Receipt of Proposals

7.1 Errors and Omissions in RFP

Proposers are responsible for reviewing all portions of this RFP. Proposers are to promptly notify NCOE in writing, if they discover any ambiguity, discrepancy, omission, or other error in the RFP. Any such notification should be sent by email to kcohen@napacoe.org promptly after discovery, but in no event later than **5:00 P.M.**

(PST) on June 4, 2025. The email must be a direct email to this address; it cannot be a “reply” or part of a thread. The subject line of the email must state: **ERRORS AND OMISSIONS FOR CYBHI FEE SCHEDULE BILLING PROGRAM VENDOR SERVICES.** Modifications and clarifications will be made by addenda as provided below.

7.2 Questions and Objections Regarding the RFP

Any questions and/or objections concerning the substance of this RFP including the Scope of Work, requirements, and evaluation criteria must be submitted, in writing, via email to kcohen@napacoe.org by **5:00 P.M. (PST) on June 4, 2025.**

Any questions concerning the RFP process shall be submitted no later than **48 hours prior to the proposal due date** to the same email address. The email must be a direct email to this address; it cannot be a “reply” or part of a thread.

The subject line of the email must state: **QUESTIONS FOR CYBHI FEE SCHEDULE BILLING PROGRAM VENDOR SERVICES.** Proposers who fail to do so will waive all further rights to protest, based on these specifications and requirements.

If necessary, a “Questions and Answers” document will be developed from all submitted questions and posted on the NCOE’s website. It is the responsibility of the Proposer to check the portal for the Questions and Answers document and any addenda.

7.3 Change Notices

NCOE may modify the RFP, prior to the proposal due date, by issuing an addendum, which will be posted on the NCOE’s website. Proposers shall be responsible for ensuring that their proposals reflect any and all RFP addenda issued by the NCOE prior to the proposal due date regardless of when their proposal is submitted. Therefore, the NCOE recommends that Proposers visit the portal frequently, particularly during the run up to the proposal due date, to determine if they have downloaded any and all addendum/addenda and documents.

7.4 Term of Proposal

Submission of a proposal signifies that the proposed services and fees/cost are valid for 120 calendar days from the proposal due date and that the quoted fees are genuine and not the result of collusion or any other anti-competitive activity.

7.5 Revision of Proposal

A proposer may revise a proposal on the proposer’s own initiative at any time before the deadline for submission of proposals. The proposer must submit the revised proposal in the same manner as the original. A revised proposal must be received on or before the proposal due date. In no case will a statement of intent to submit a revised proposal, or commencement of a revision process, extend the proposal due date for any proposer.

At any time during the proposal evaluation process, NCOE may require a proposer to provide oral or written clarification of its proposal. NCOE reserves the right to make an award without further clarifications of proposals received.

7.6 Errors and Omissions in Proposal

Failure by NCOE to object to an error, omission, or deviation in the proposal will in no way modify the RFP or excuse the proposer from full compliance with the specifications of the RFP or any contract awarded pursuant to the RFP.

7.7 Financial Responsibility

NCOE accepts no financial responsibility for any costs incurred by any proposer in responding to this RFP. Submissions of the RFP will become the property of NCOE and may be used by NCOE in any way deemed appropriate.

7.8 Reservation of Rights by NCOE

The issuance of this RFP does not constitute an agreement by NCOE that any contract will be entered into by NCOE. NCOE expressly reserves the right at any time to:

- Waive or correct any defect or informality in any response, proposal, or proposal procedure.
- Reject any or all proposals.
- Reissue a Request for Proposals.
- Prior to submission deadline for proposals, modify all or any portion of the selection procedures, including deadlines for accepting responses, the specifications or requirements for any materials, equipment, or services to be provided under this RFP, or the requirements for contents or format of the proposals.
- Procure any materials, equipment or services specified in this RFP by any other means; or
- Determine that no project will be pursued.

7.9 No Waiver

No waiver by NCOE of any provision of this RFP shall be implied from any failure by NCOE to recognize or take action on account of any failure by a proposer to observe any provision of this RFP.