

Request for Information No. I
RFP No. 25/26-01 IT Student Health Records and Services Platform
November 14, 2025

Response to Proposers' Questions

- 1.1 Question: Please describe what "Transaction Pricing" means.

Answer: Transaction Pricing, as referenced in the RFP, is meant to reflect pricing based on factors other than a per-license pricing model. This would typically include a cost per claim submitted, or a percentage of reimbursements received. IUSD's goal in offering that vendors submit per-license or transaction pricing is to allow vendors to propose existing pricing models.

- 1.2 Question: Can IUSD confirm the specific data formats or APIs currently available from Paradigm Healthcare Services for integration (e.g., HL7, FHIR, flat-file, or proprietary)?

Answer: IUSD is not requesting any integration with Paradigm Healthcare Services at this time. Paradigm currently handles Medi-Cal billing for IUSD for services linked to an IEP. Their services do not include the CYBHI program.

- 1.3 Question: Which Student Information System (SIS) does IUSD currently use, and is API-level integration expected for student demographic and enrollment synchronization?

Answer: Irvine USD using Aeries as the Student Information System. Vendors should specify their level of integration available, such as direct integrations, API, etc.

- 1.4 Question: Will the District require integration with an existing Identity Provider (IdP) such as Microsoft Entra ID (Azure AD), Google Workspace, or another SSO framework?

Answer: Yes, as requested in Section 2: Technology Requirements, Vendors should specify identity management solutions they integrate with. IUSD traditionally uses Okta or Google SSO for authentication.

- 1.5 Question: Does IUSD have a preference between single-tenant and multi-tenant cloud deployments, assuming both meet security and compliance requirements?

Answer: IUSD does not have a preference for single-tenant or multi-tenant cloud deployments.

- 1.6 Question: How many years of historical student health or behavioral data must be migrated into the new system, and in what format is it currently stored?

Answer: Irvine USD does not have historical behavioral health data that would need to migrate.

- 1.7 Question: Is real-time claim status tracking required, or will nightly batch submission and reconciliation be acceptable for CYBHI/Medi-Cal workflows?

Answer: Nightly batch submission and reconciliation is acceptable.

- 1.8 Question: Should the platform support internal appointment scheduling and session documentation, or only post-session record entry and claims logging?

Answer: Post-session record entry is necessary to be considered for award. Vendors should describe the full capabilities of proposed Solutions, including internal appointment scheduling, session documentation, and any additional features.

- 1.9 Question: Does IUSD anticipate role differentiation between clinicians, nurses, counselors, and administrative staff beyond standard read/write privileges?

Answer: Irvine USD does anticipate role differentiation between various staff. This will help differentiate them for billing purposes.

- 1.10 Question: Are there predefined reporting templates that must be replicated (e.g., CYBHI quarterly reports), or should vendors propose their own analytics framework?

Answer: Providers must be able to produce data as required by the CYBHI program, consistent with the data requirements available on the website: <https://www.dhcs.ca.gov/dataandstats>.

- 1.11 Question: Is any form of parent or guardian portal required for health record visibility, consent, or appointment management?

Answer: No parent/guardian visibility is required at this time. Vendors should describe the full capabilities of proposed Solutions, including features to support parent/guardian visibility and collection of consent.

- 1.12 Question: Beyond the three-year retention noted in the RFP, are there longer retention requirements for behavioral-health records under California Education Code or District policy?

Answer: Irvine USD requires seven years of record retention post a student's 18th birthday. Vendors must also provide support retaining records as required by law.

- 1.13 Question: Does IUSD maintain an existing Incident Response Plan that vendors must align to, or should the vendor propose a standalone security incident framework?

Answer: Vendors should provide information about their security incident framework. Security protocols must be minimally compliant with the CA-NDPA (as provided in Exhibit A of the RFP).

- 1.14 Question: Are there District-defined audit log retention periods or log-review requirements (e.g., annual FERPA audits) that vendors should incorporate?

Answer: Irvine USD does not have defined audit log retention periods or log-review requirements.

Pursuant to the Student Data Privacy Agreement: Vendors must “comply with all laws and regulations applicable to [Vendor]’s protection of Student Data privacy and security, and at the direction of [Irvine USD] shall cooperate with any state or federal government initiated audit of [Irvine USD]’s use of the Services.

The [Vendor] certifies that any AI technologies used in facilitating the Services are regularly audited for biases and fairness and, if necessary, [Vendor] shall implement strategies to identify and mitigate any discriminatory effects or biases in AI decision-making. Upon request by [Irvine USD], the [Vendor] shall provide [Irvine USD] an abstract or summary of findings of that portion of the audit pertaining to algorithmic bias.

[Vendor] will conduct a security audit or assessment no less than once per year, and upon a Data Breach. Upon 10 days’ notice and execution of confidentiality agreement, [Vendor] will provide [Irvine USD] with a copy of the audit report, subject to reasonable and appropriate redaction.

[Vendor] certifies that AI technologies used in facilitating the Services are regularly audited for biases and fairness and, if necessary, [Vendor] shall implement strategies to identify and mitigate any discriminatory effects or biases in AI decision-making. Furthermore, Student Data, as defined elsewhere in the DPA, shall not be used for training purposes or to develop synthetic and/or inferred data. All other provisions of the DPA shall remain in effect.”

Vendors should respond to criteria addressing support for audits as requested in the RFP.

- 1.15 Question: Does IUSD require pre-approval of all cloud sub-processors (e.g., for SMS, email, or document storage services) prior to contract execution?

Answer: Cloud sub-processors should be listed as subcontractors in criteria no. 1.2.1. Vendors must agree to bind every subcontractor by the terms and conditions of this RFP, Vendor Proposal and all resulting agreements, including licensing and experience qualifications, as far as such terms and conditions are applicable to the subcontractor(s) work. If Vendor subcontracts any part of this agreement/contract, Vendor shall be fully responsible to the District for acts and omissions of its subcontractor and of persons either directly or indirectly employed by Vendor. Nothing contained in these contract

documents shall create any contractual relation between any subcontractor and the District.

- 1.16 Question: How many user groups and approximate end-user counts should vendors plan to include for initial and ongoing training?

Answer: Irvine USD plans to implement this as a new program, and exact end-user counts have not yet been determined. IUSD expects to have between 200 and 300 service providers and administrators using the Solution.

- 1.17 Question: Will IUSD provide representative test data for User Acceptance Testing (UAT), or is the vendor expected to synthesize anonymized test datasets?

Answer: Vendors should be prepared to offer testing and training in an environment with synthesized or scrambled data to protect student privacy.

- 1.18 Question: Does IUSD prefer a phased rollout (school-by-school) or a single District-wide go-live?

Answer: Irvine USD prefers a single District-wide go live, with the option to do a phased roll-out.

- 1.19 Question: What are the expected business hours and service-level response targets for Tier 1/Tier 2 support post-implementation?

Answer: Vendors should be clear about their available hours and response timelines. Criteria 1.6.1 requests a minimum of 6am - 4pm PST Monday - Friday.

- 1.20 Question: Should the vendor include a formal administrator certification or “train-the-trainer” program in the proposal?

Answer: Vendors should be clear about all training, certifications, and training methods available.

- 1.21 Question: Will IUSD provide its own Business Associate Agreement (BAA) template, or should the vendor include a standard HIPAA BAA for District review?

Answer: Please see Appendix A for standard District agreements. Vendors may provide additional agreements for consideration if desired. In the event Vendor agreements are incorporated into the agreements, District agreements shall take precedence.

- 1.22 Question: Can IUSD clarify whether milestone-based invoicing (e.g., upon delivery phases) is acceptable versus annual lump-sum billing?

Answer: Vendors should be clear whether they prefer annual payments, or implementation milestone-based payments in criteria no. 4.9.

- 1.23 Question: Are renewals subject to performance review each year, or will extensions be exercised at IUSD's sole discretion?

Answer: Extensions of existing agreements are exercised solely at Irvine USD's discretion and board approval.

- 1.24 Question: Is cyber-liability insurance of \$1 million per occurrence sufficient, or does IUSD require aggregate coverage limits as well?

Answer: Insurance requirements are listed on the Insurance Requirements form on page 83 of the RFP. Vendors should list exceptions to insurance coverage in criteria no. 5.1. All exceptions to insurance requirements are subject to approval by Irvine USD's Director of Risk Management. Award is made contingent upon successful contract negotiations, including insurance requirements.

- 1.25 Question: The RFP scope appears to exclude virtual or tele-health services. Can IUSD confirm that tele-health documentation or integrations are not in scope for this project?

Answer: Irvine USD does not plan to provide tele-health in the near future. Vendors who offer a platform to support tele-health student health records and services may describe that feature in criteria no. 3.5.1. Irvine USD may elect to use additional functionality at such time as it has a need for it.

- 1.26 Question: We build various offerings in ServiceNow, is this something already used by Irvine USD?

Answer: Irvine USD does not currently use ServiceNow. Currently Irvine USD uses Zendesk as its help desk solution.

- 1.27 Question: Is there a budget target?

Answer: Funding for the project is coming from the Capacity grant. Each district was given an allocation to build this out or contract with a vendor. Irvine USD prefers a solution that will be the least impactful on our site-based staff, and is willing to pay a higher cost for less impact on staff. The total budget allocated for Irvine USD is 1.2 million dollars. That allocation is intended to cover IUSD internal costs as well as the cost of the program.

Vendors should be sure to include costs for maintaining and supporting proposed Solutions.

- 1.28 Question: With regard to the cohort status, many districts were not in cohort 5. Were you included in cohort 5?

Answer: Irvine USD is not in Cohort 5 and is planning to be included in Cohort 6, starting July 1, 2025.

- 1.29 Question: With regard to the provider breakdown, are you looking for a particular provider or planning a phased rollout?

Answer: At this point Irvine USD prefers a District-wide go live with all applicable providers, including counselors. If the District does a phased rollout it would be with our licensed ERMs and school nurses.

- 1.30 Question: Will the RFP be for support only, or would this be for implementation services as well?

Answer: Vendor's proposals should include both the software program and all implementation and support services.

- 1.31 Question: Are Vendors expected to provide Level 1 remote support, level 2 or level 3 support? For example, Level 1 = just help desk and remote in to help.

Answer: Vendors are expected to provide remote support. Vendors should have well-defined support procedures and describe their response-time and resolution-time commitments in their proposal.

- 1.32 Question: Will there be a preliminary scoring period following the submissions or possibly a demonstrations?

Answer: At this point Irvine USD anticipates scoring written proposals, and inviting the highest scoring providers to present demonstrations to the scoring team. Tentative dates have been held on February 9 & 10 for demonstrations. The District anticipates notifying top scoring providers at the end of January.

- 1.33 Question: Will the District allow vendors to submit a best and final offer?

Answer: Typically Irvine USD asks clarifying questions regarding pricing that was ambiguous or that we have additional questions about, but we assume that best and final pricing is included in original proposals.

- 1.34 Question: Does IUSD have any interns or associate interns that would be included?

Answer: Irvine USD has not yet determined if interns or associate interns would be included. In the initial implementation the District would like to focus on our core groups before expanding to include interns and/or associate interns.

1.35 Question: How many providers are in the core group?

Answer: If we include school psychologists, approximately 210. We're still determining final counts and numbers are subject to change, as this is a new initiative.