

**COUNTY OF ALAMEDA
HEALTH CARE SERVICES AGENCY (HCSA)**

**ADDENDUM No. 2 of 2
for
HCSA/NETWORK OFFICE BUSINESS SOLUTION #13-02**

**Specification Clarification/Modification and Recap of the Networking/Bidders Conferences
August 23rd and 24th 2012**

NOTICE TO BIDDERS

THIS COUNTY OF ALAMEDA, HCSA ADDENDUM HAS BEEN ELECTRONICALLY ISSUED TO POTENTIAL BIDDERS VIA E-MAIL. E-MAIL ADDRESSES USED ARE THOSE IN THE COUNTY'S SMALL LOCAL EMERGING BUSINESS (SLEB) VENDOR DATABASE OR FROM THE BIDDER'S CONFERENCE SIGN IN SHEETS. IF YOU HAVE REGISTERED OR ARE CERTIFIED AS A SLEB PLEASE ENSURE THAT THE COMPLETE AND ACCURATE E-MAIL ADDRESS IS NOTED AND KEPT UPDATED IN THE SLEB VENDOR DATABASE. THIS ADDENDUM WILL ALSO BE POSTED ON THE BHCS WEBSITE AT: [HTTP://WWW.ACBHCS.ORG/DOCS/DOCS.HTM#RFP](http://www.acbhcs.org/DOCS/DOCS.HTM#RFP) AND THE GENERAL SERVICES AGENCY (GSA) CONTRACTING OPPORTUNITIES WEBSITE LOCATED AT [HTTP://WWW.ACGOV.ORG/GSA/PURCHASING/BID_CONTENT/CONTRACTOPPORTUNITIES.JSP](http://www.acgov.org/gsa/purchasing/bid_content/contractopportunities.jsp)

Clarifications

• **Vendor Interviews**

September 24th through 26th will be used to hold vendor interviews. HCSA asks that bidders hold these dates for potential interviews. HCSA will notify bidders as soon as possible, but no later than the day before an interview.

• **InSYST**

InSYST is a system used to collect client/beneficiary information. BHCS uses it as an electronic health records system and will continue doing so for about three more years. BHCS is currently drafting a request for proposals to replace the system. While InSYST is not part of the scope of this project, certain data elements and processes overlap with that of BHCS' Network Office. Please see the posted InSYST information sheet.

Budget Questions

Q.1. Does the \$600K budget include fees for the awarded contractor plus software/hardware needs?

A.1. No. See page six, paragraph one of the RFP. If a bidder feels that additional software (in addition to FileNet, SharePoint and/or Laserfiche) and/or hardware are required for this project, please include a description of the needs and an estimated cost in bidder's written proposal. Please do not include that cost in the bidder's budget.

Q.2. Is the \$600K a fixed budgetary limit?

A.2. For the purposes of this RFP, the budget is fixed at \$600K (\$550K for BHCS' Network Office and \$50K for HCSA).

Q.3. Is the \$600K for the first year or the duration of the project?

A.3. For the purposes of this RFP \$600K (\$550K for BHCS' Network Office and \$50K for HCSA) is intended to cover the duration of the project.

Technical Questions

Q.4. What is the finance software that HCSA has purchased?

A.4 HCSA's finance software is home-built. See A.40 in this Addendum.

Q.5. What electronic data interface (EDI) translator does BHCS use to generate the 837/835?

A.5. BHCS uses Java to generate the 837/835. Please note that the EDI is not part of the scope of work for this RFP.

Q.6. Does the EDI translator run on the Windows server natively or in the DEC emulated?

A.6. The EDI runs on Windows. Please note that the EDI is not part of the scope of work for this RFP.

Q.7. What version of SharePoint BHCS' Network Office have?

A.7. BHCS is currently using version 2007. BHCS has version 2012 in initial non-deployed setup.

Q.8. What version of SQL server does BHCS currently have installed?

A.8. BHCS currently uses version 2008.

Q.9. Does BHCS' Network Office have a current reporting application?

A.9. BHCS' Network Office does not have an official reporting application. Reporting tools include: SPSS; Emanio Context!; SurveyMonkey; and Microsoft Suite Office applications.

Q.10. Does BHCS have a current Enterprise Agreement with Microsoft?

A.10. Yes. BHCS has a current Enterprise Agreement with Microsoft.

Q.11. Are all County employees configured to use Microsoft Outlook?

A.11. Yes. All County employees are configured to use Microsoft Outlook.

Q.12. What version of FileNet does the currently County use?

A.12. The County currently uses version 4.5.1. After the first January, when the County upgrades to SQL Server 2012, the County will begin looking at upgrading FileNet to the current release version.

Contract/Bid Questions

Q.13. Can the proposal due date be extended?

A.13. No, due to the immediate need of this project, the due date remains September 12, 2012 by 2:00 pm.

Q.14. Is it mandatory for all bidders to subcontract with a SLEB for award?

A.14. **HCSA is not requiring subcontractors for any proposals, but does require prime bidders to be SLEB certified. Please note that subcontracting to a certified SLEB does not provide preference points.** but to receive preference points for being Local and/or Small and/or Emerging, HCSA recommends either becoming SLEB certified by the due date of the RFP or subcontracting with a SLEB for 20% of the contracted budget. HCSA recommends that Bidders note that they are part of a competitive process in their SLEB application to the Auditor's Office. **If it is not possible to subcontract with a certified SLEB, the County shall review the proposal for a possible waiver of the county provision. Bidder must be a certified SLEB prime to receive preference points for being Local and/or Small and/or Emerging.** HCSA recommends either becoming SLEB certified by the due date of the RFP to receive preference points. HCSA recommends subcontracting with a SLEB for 20% of the contracted budget to meet SLEB requirements. See page nine of the RFP for more information about SLEB.

Q.15. Will a list of all Bidders Conference attendees, with contact information, be posted with the Addendum?

A.15. Yes. In accordance with County procurement policy, HCSA will post the sign in sheets used at the Bidders Conferences.

Q.16. Will HCSA only accept bids from bidders who attended one of the two Bidders Conferences?

A.16. Yes. Because the Bidders Conferences were mandatory, HCSA will review the sign in sheets from the Bidders Conferences and only accept bids from those who attended one of the two Bidders Conferences.

Q.17. Page sixteen of the RFP references a walkthrough of similar projects. Please elaborate.

A.17. If a bidder has received enough points to be shortlisted for an oral interview, HCSA will ask bidders to present similar projects that have been executed. For the purposes of this RFP, similar projects are defined as projects that resemble the scope and specific requirements as defined in the RFP. Bidders will be asked to show the Evaluation Panel actual workflows, databases, etc. created on behalf of similar clients. Please read pages four through eight of the RFP to review the scope of this RFP. HCSA recommends that bidders match their planned presentations with references provided in the bid.

Q.18. Will the County require bidders to have any certification requirements (i.e. project management)?

A.18. No, this is not a requirement of this RFP.

Q.19. Will BHCS and HCSA have subject matter experts available for resources?

A.19. Yes. BHCS expects to have a team with a project manager; a technical internal Information Systems staff; Alcolink from County Information Technology (ITD) (as needed); and various business process expert(s). HCSA expects to have a team with a finance lead and an internal information technology lead who is familiar with the interface HCSA has selected.

Q.20. Will there Executive Sponsors assigned to the HCSA and BHCS' Network Office projects?

A.20. Yes. The Director of HCSA Finance and the Director of BHCS' Network Office will be the Executive Sponsors of the projects, respectively.

Q.21. Is there or will there be a Change Control Board/Committee? If not, will it be the awarded bidder's responsibility to establish?

A.21. HCSA and BHCS expect to use the subject matter expert teams as the Change Control Board. HCSA and BHCS expect the awarded contractor to establish to plan and implement an appropriate change process to achieve the County's desired goals.

Q.22. What is the requirement for status/progress reporting and who are the recipients?

A.22. HCSA and BHCS will assign a project manager, respectively. BHCS' Network Office Project Manager typically sends follow up items via email with timelines. The status updates will be provided via email or in meetings with the awarded contractor. HCSA will have regular meetings and will also communicate via email updates. In addition, there will be a help desk function available.

Q.23. Do HCSA and BHCS' Network Office recognize the need for Organizational Change Management and is it the awarded contractor's responsibility?

A.23. BHCS' Network Office staff has a wide range of technological use and knowledge; some staff use technology often and in many places while some do not utilize technology to their full advantage. The reason for this wide range varies due to skill and knowledge. Therefore, the Network Office requires a business process management and data entry that is easy to use, intuitive, visually appealing, quick and useful. BHCS' Network Office and the awarded contractor will take responsibility in managing organizational change. This will take form in consideration of the software selected; training materials; presentations and support.

Q.24. Is the work in this RFP to be conducted onsite? If so, will the workplace, hardware and software be provided by the County?

A.24. Some of the work will be conducted onsite in either BHCS' Network Office, HCSA, Public Health, Environmental Health or Indigent Health Services, depending on the work to be completed. The Network Office has office/work space, laptops, phones and internet connection for the awarded contractor. Depending on the type of hardware and software recommendations made by the awarded contractor, BHCS' Information Systems (IS) may need to purchase software programs, licenses and hardware. It is expected that the awarded contractor will assist in the selection of the products, but not purchase or manage the licenses on their own. HCSA has already selected the software it will use for its project. It is expected that the awarded contractor will coordinate and attend meetings; provide follow up tasks; and conduct additional onsite work, such as set up assistance, testing and training.

Scope of Work Questions

Q.25. When does the County to expect both projects to be completed?

A.25. Bidders should include estimates in their proposals. BHCS' Network Office acknowledges that the project may span multiple years.

Q.26. Is BHCS' Network Office willing to post the workflow processes?

A.26. Yes. BHCS will post two of the business processes for Phase I with the release of the Addendum.

Q.27. Will the proper software and associated licensing for various tools and services be managed by Alameda County?

A.27. Yes. HCSA and BHCS will respectively purchase and manage the needed software, hardware and licensing for these projects.

Q.28 Should the awarded contractor expect that the required infrastructure and technical environment will be in place on the start date?

A.28. Not necessarily; for BHCS' Network Office, all staff already have computers, authentication through Active Directory, etc. BHCS currently has licensing for FileNet, Laserfiche and SharePoint. If the awarded contractor has made recommendations to purchase different or additional software and/or hardware, then the awarded contractor will work with BHCS' Information Systems (IS) unit to acquire the needed additions.

HCSA has already selected a home-built system and will require help with coordinating efforts across its four departments in the form of planning and implementation.

Q.29. Is the entire user base only 35 for the entire RFP?

A.29. No. HCSA interprets user base to mean those who can access the Network Offices' business process management system and database. The Network Office has 35 staff. However, the Network Office interfaces with other BHCS and County staff. The number of internal users (internal defined as County staff) is between 100 and 200. It is possible that this number will grow in the future. BHCS estimates that there are about 1,200 to 1,500 external users (external defined as contracted providers). It is possible that this number will also grow in the future.

The project for HCSA involves four separate departments. Two of the departments already have the interface installed, two of the departments still require interface installation. The awarded contractor will provide project management for this work. Initially the number of HCSA Finance interface users will be dictated by the size of each Finance office, ranging from 10 to 50. As HCSA installs and trains on the various interfaces, the number of users will expand to program staff to the "read-only" financial reporting module.

Q.30. How many data points would there be in BHCS' Network Office's aggregate database?

A.30. The Network Office does not have an exact number, but estimates it is in the thousands, if not tens of thousands. In addition to tracking contact information for 170 contracted providers, each with up to thirteen distinct programs, with multiple contact persons and 400 individual providers, the Network Office would also like to track programmatic information, such as, but not limited to: program types; deliverables; budgeted versus actual expenditures; projected versus actual service provision; etc. Additionally, the Network Office would like to track a staff and contract's progress in business processes at any given time.

Q.31. How many Access databases, Excel spreadsheets, etc. does BHCS' Network Office currently use?

A.31. BHCS' Network Office has three databases: 1. Medi-Cal site certifications; 2. Provider Credentialing; and 3. Alcohol and Other Drug services) and 50 to 75 spreadsheets to track various processes or portions of the nine Network Office business processes.

Q.33. Will historical data need to be imported for the Network Office project? If so, from which formats?

A.33. The Network Office typically uses previous, current and projected fiscal years to work on contracts. The Network Office would like to start 'fresh' in FY 12-13 and move forward from there. The data that will need to be input/uploaded will come from Excel, Access and Word documents.

Q.34. What does BHCS' Network Office mean by 'external user security' (does this include users outside of the current Active Directory infrastructure)?

A.34. For the purposes of this RFP, external users are defined as non-County employees, typically organizations, who are contracted to provide services to beneficiaries of County programs. External users are the point people at the contracted organizations. BHCS estimates that it has 1,200 to 1,500 external users at this time. This number may grow over time.

Q.35. Does BHCS' Network Office have a number of dashboards and core reports required?

A.35. BHCS' Network Office will work with the awarded contractor to establish priorities for dashboards and to build the capacity to create specific reports. The Network Office would like to be able to track the below listed items. Please note this is not an exhaustive list and is meant to provide an example of dashboards and core reports.

1. Where a particular organizational contract is in the renewal process;
2. The number of organizational contracts are in a particular phase of the contract renewal process;
3. Where a particular organization/program is in the budget modification process;
4. The number of organizations/programs that received a budget modification;
5. Where a particular organization/program is in the Board Letter process.

Q.36. Does BHCS' Network Office currently have workflows in place?

A.36. Yes, however, they are not automated. Many of them exist in workflow maps created in PowerPoint with hyperlinks to forms and detailed procedures. Two business processes under Phase I will be published with the Addendum. The Network Office would like to automate as many workflows as possible.

Q.37. Is BHCS' Network Office's goal to have all nine processes piloted by the end of the first year of project implementation?

A.37. The Network Office would like to have Phase I, which contains three business processes in a phase, piloted by the beginning of fiscal year 2013-2014 (July 2013). The Network Office acknowledges that the project may span multiple years.

Q.38. Is BHCS' Network Office a new group within HCSA?

A.38. The Network Office lives in BHCS, which is under HCSA. The Network Office was established in late 2010 and is responsible for all contract related functions and business processes for all mental health and alcohol and other drug services provided to clients/beneficiaries of BHCS County services. Please see pages three and four of the RFP for a description of the Network Office. Please see BHCS' Organizational chart: <http://www.acbhcs.org/providers/admin/Index.htm>. Please see the Network Office's organizational chart: http://www.acbhcs.org/providers/network/docs/Network_org_chart.pdf.

Q.39. Page four of the RFP mentions contract development, negotiations and renewal of contracts. Does this mean providers of services used by the County?

A.39. The Network Office manages business processes that revolve around contractors who provide services to clients/beneficiaries of BHCS County programs.

Q.40. Page three of the RFP references finance integration software and project management. Please clarify.

A.40. HCSA has four different departments with four separate budgets and financial reporting systems. The budgets and systems interface with PeopleSoft's Alcolink, the County's financial system. Currently, the budgets do not 'roll up' into one comprehensive HCSA budget. The four departments must first begin by using the same interface, which represents phase one of the project. HCSA is in the process of expanding a home-built system currently used by two departments, developed to augment PeopleSoft's

Alcolink. The new system includes a financial forecasting and budget modules, which will help the four departments effectively and efficiently roll up into the larger HCSA system.

BHCS' budget (comprised of contracted providers, managed by the Network office and administrative and County operated programs, managed by BHCS' Finance)+ Public Health's budget + Environmental Health's budget + Indigent Health's Budget/HCSA Administration = HCSA's Budget.

Once all four departments are using the same interface, phase two of the project will be to modify the interfaces to ensure consistency among them and to develop a web-based roll-up capacity. Please see pages seven and eight of the RFP for a detail of the HCSA Finance Integration scope of work.

Q.41. When the RFP references dashboards and tools with drill downs, does BHCS' Network Office want a business process management as a feature set within it or is it looking for a reporting function to analyze data?

A.41. The Bidder should provide assistance with identifying the style, layout and content of the dashboard, and can either leverage one or more of BHCS' Network Office' existing systems (Emanio Context!, SharePoint, FileNet, Laserfiche) or recommend a new reporting tool. BHCS is contracting with a vendor to create utilization and financial reporting. The reports required for the Network Office will be specific to the performance metrics for the identified business processes and staff/workload management.

Q.42. Will the County consider a bid that meets either the business process management or data integration for BHCS' Network Office project?

A.42. No. Bidders must respond to the entire RFP. Bidders may choose to have subcontractors as part of their bid to leverage other knowledge and tools. If subcontractors are involved, their roles must be clearly defined in the bids.

Q.43. How is SharePoint currently used to manage workflows in BHCS Network Office?

A.43. It is not actively used in BHCS' Network Office. While BHCS has the software, it is not currently used by BHCS in any meaningful way.

Q.44. Would the County classify this project as a wider effort to move toward a "Health Home" approach?

A.44. While moving consumers/beneficiaries of County programs to a "Health Home" is a County goal, it is not part of the scope of this RFP. The projects described in this RFP are to help BHCS' Network Office efficiently manage a large volume of contracts and to help HCSA effectively manage multiple budgets. Please refer to the scope on pages four through eight of the RFP.

Q.44. What level of involvement does BHCS' Network Office have in the creation of the County's Year-End Cost Report?

A.44. The Network Office collects Year-End Cost Reports from all contracted providers. The Network Office works with the BHCS Finance unit to analyze the reports. BHCS' Finance unit ensures accuracy for the reimbursement portion, as required by Medi-Cal billing of the contracted provider Year-End Cost Reports, and includes them in BHCS' entire Cost Report. Therefore, the Network Office is responsible for the contracted provider portion of the County's Year-End Cost Reports.

Q.45. Are there external dependency factors on timeframes, such as state/federal factors?

A.45. No. The timeframes stated in the RFP have been set respectively by BHCS and HCSA.

Q.46. The RFP references other County agencies, but all of the departments referenced during the Bidder's Conference seem to be BHCS' Network Office. Will the Network Office be responsible for the clients across BHCS, Public Health, etc.?

A.46. The "clients" of this RFP are the County-staff in BHCS' Network Office and HCSA. A project manager and subject matter expert team will be assigned to each project, respectively. Please see HCSA's organizational chart below.

HCSA Organizational Chart

