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## Mendocino County

### Behavioral Health & Recovery Services Agency Request for Proposal

RFP # 023-22

### DATA WAREHOUSE SOLUTION

RFP Issue Date: April 15, 2022

RFP Submission Deadline: July 15, 2022

*Addendum is provided to all vendors and potential proposers*

1. **Vendor Inquiry:** Can companies from outside the USA, such as India or Canada, apply for this?

**County of Mendocino Response/Clarification:** No, companies outside the United States are not eligible to apply.

2. **Vendor Inquiry:** Will in-person meetings be required?

**County of Mendocino Response/Clarification:** All meetings will be held virtually.

3. **Vendor Inquiry:** Can the tasks be performed outside the USA, such as from India or Canada?

**County of Mendocino Response/Clarification:** No, tasks can't be performed in locations outside the United States. Please see Inquiry 1 response for further details.

4. **Vendor Inquiry:** Can we submit proposals via email?

**County of Mendocino Response/Clarification:** No, proposals must be submitted in hard copy. Vendors must submit five copies of their proposal: Four complete paper copies with original vendor signature, and one complete copy on CD. Proposals must be in a sealed envelope or package, clearly marked "Mendocino County RFP No. 023-22", and delivered by 5:00 p.m. (Pacific) July 1, 2022.

5. **Vendor Inquiry:** Is there anything we must do to register for this prior to submission?

**County of Mendocino Response/Clarification:** No, there is no registration process or any further steps to take before submission.

6. **Vendor Inquiry:** Is there any restriction to the development/support staff's location?

**County of Mendocino Response/Clarification:** Yes, there are location restrictions for the staff. Please see Inquiry 3 response for further details.

7. **Vendor Inquiry:** Will questions from other vendors be consolidated and available for review?

**County of Mendocino Response/Clarification:** Yes, we will be posting all vendor questions for review on the RFP web page located here:

<https://www.mendocinocounty.org/Home/Components/RFP/RFP/2033/181>

**8. Vendor Inquiry:** Can offshore resources be used on the project?

**County of Mendocino Response/Clarification:** No, as noted above, companies can't be located outside the United States. Please see Inquiry 1 response for further details.

**9. Vendor Inquiry:** What is the size and volume (rows) of the data?

**County of Mendocino Response/Clarification:** Unknown at this time.

**10. Vendor Inquiry:** Can invoicing be used instead of a credit card?

**County of Mendocino Response/Clarification:** Yes, invoicing can be used.

**11. Vendor Inquiry:** Can the submission be via email?

**County of Mendocino Response/Clarification:** No, proposals must be submitted in hard copy. Please see inquiry number 4 above for more details.

**12. Vendor Inquiry:** Questions are due on 05-20, which leaves little recovery time once the answers are posted. Would the County grant an extension to the due date to ensure a complete and compliant response?

**County of Mendocino Response/Clarification:** The County may grant an extension. Notification will be posted if an extension is granted.

**13. Vendor Inquiry:** Does the customer plan on adding their own resources to the maintenance of the Data Warehouse or are they expecting the vendor to provide all the resources?

**County of Mendocino Response/Clarification:** At this time, the County expects the vendor to provide all the resources. However, that could change as the system rolls out or the program evolves.

**14. Vendor Inquiry:** Can you provide the budget amount for this project?

**County of Mendocino Response/Clarification:** The County does not have a set budget at this time.

**15. Vendor Inquiry:** Where are the data sources used by Behavioral Health & Recovery Services, how many are there, and what data domains (e.g., Claims, Recipients, Providers, etc.)?

**County of Mendocino Response/Clarification:** Not fully known at this time. We use secure protocols and will work out the specific details with the selected vendor.

**16. Vendor Inquiry:** What are the data systems? Do you have a data warehouse today?

**County of Mendocino Response/Clarification:** The County has a variety of data systems and electronic health records, including Tyler Tech Aegis, Justware, and Avatar. We do not have a Data Warehouse for Behavioral Health and Recovery Services.

**17. Vendor Inquiry:** Does the agency use BI tools today? (i.e., Tableau, Qlik, Power BI, etc.) Are they hosted on-premises or in the cloud?

**County of Mendocino Response/Clarification:** We currently have access to Power BI in the cloud.

**18. Vendor Inquiry:** Does the agency perform any analytics beyond reporting functionality today? Is there an appetite for analytics with the Data Warehouse?

**County of Mendocino Response/Clarification:** Yes, the County does want to be able to do analytics with the data Warehouse.

**19. Vendor Inquiry:** Bidders that anticipate proposing a cloud solution. Given that the model contract does not contemplate these types of services in its standard terms, will the County accept Bidder submitting its standard cloud terms and conditions governing the operations of the proposed cloud environment as additional terms in Exhibit B to the Model Contract?

**County of Mendocino Response/Clarification:** Yes

**20. Vendor Inquiry:** The solution must allow for growth in size, in addition to integration of data from any new software implemented by the partners. Is this growth from new sources, or additional computing power required from the new software accessing the data? Please clarify.

**County of Mendocino Response/Clarification:** Depending on if there is any new outside software, growth will be needed, though we do not expect any new sources other than the ones given.

**21. Vendor Inquiry:** What tools do you plan to use for actionable reporting?

**County of Mendocino Response/Clarification:** Crystal Reporting.

**22. Vendor Inquiry:** Can you specify the additional federal and state privacy laws with which the solution is expected to comply?

**County of Mendocino Response/Clarification:** Welfare and Institution Code, HIPAA and 42 CFR.

**23. Vendor Inquiry:** What is the cadence in which data sources are expected to be ingested into the data warehouse? (e.g., hourly, daily, weekly, on-demand, etc.)

**County of Mendocino Response/Clarification:** Daily, but with options to ingest data at different intervals based on need.

**24. Vendor Inquiry:** Do you have a preferred cloud vendor? (i.e., AWS, Azure, GCP)

**County of Mendocino Response/Clarification:** MS Azure

**25. Vendor Inquiry:** What is the anticipated historical data retention for the solution?

**County of Mendocino Response/Clarification:** Needs to be kept for a minimum of 10 years after the date the client was last seen.

**26. Vendor Inquiry:** Can you provide a list of preferred IT vendor's you prefer to work with in the County?

**County of Mendocino Response/Clarification:** Behavioral Health and Recovery Services staffs our own IT department for internal needs. We do not have outside IT vendors.

**27. Vendor Inquiry:** Are you looking for a fixed bid quote or time and material for data warehouse engagement?

**County of Mendocino Response/Clarification:** Fixed bid quote.

**28. Vendor Inquiry:** Can you share the reports specifications and sample dashboards that you are expecting the vendor to deliver?

**County of Mendocino Response/Clarification:** Unknown at this time.

**29. Vendor Inquiry:** What is your timeframe for a go live date?

**County of Mendocino Response/Clarification:** The go-live date will be mutually agreed upon by the vendor and the County of Mendocino based on the scope of work.

**30. Vendor Inquiry:** Can you please define and share the inventory of applications, data sources, data types and data model?

**County of Mendocino Response/Clarification:** The County has a variety of data systems and electronic health records, including Tyler Tech Aegis, Justware, and Avatar. We do not have a Data Warehouse for Behavioral Health and Recovery Services.

**31. Vendor Inquiry:** Could you please share the technical skills of your resources and the number of resources available to a vendor for this engagement during requirement gathering and user acceptance testing sign-off. For example, Business Analyst, Manager- Analytics and data warehouse and Data Analyst

**County of Mendocino Response/Clarification:** At this time, the County expects the vendor to provide all the resources. However, that could change as the system rolls out or the program evolves.

**32. Vendor Inquiry:** Are you looking for an ongoing maintenance support contract, would you like us to quote for three-year support?

**County of Mendocino Response/Clarification:** Your proposal may include ongoing maintenance support.

**33. Vendor Inquiry:** I have a quick question regarding submitting the proposal. It states that 1 must be on CD. May we send it on a flash drive instead?

**County of Mendocino Response/Clarification:** No, see response 11 for clarification.

**34. Vendor Inquiry:** How many source systems will be integrated with the 1st phase of the initiative?

**County of Mendocino Response/Clarification:** Unknown at this time.

**35. Vendor Inquiry:** Does the County have a contract with any cloud vendor that will be used to host the data warehouse and MDM solutions?

**County of Mendocino Response/Clarification:** We currently have access to Power BI in the cloud, though not widely used.

**36. Vendor Inquiry:** Is the Google result for Mendocino County's population of about 88,000 correct?

**County of Mendocino Response/Clarification:** The most recent census states our population is 91,601.

**37. Vendor Inquiry:** Is there a restriction regarding the location of the team?

**County of Mendocino Response/Clarification:** Yes, see response on inquiry 8.

**38. Vendor Inquiry:** Can offshore, direct employees work on the project?

**County of Mendocino Response/Clarification:** See response on inquiry #8

**39. Vendor Inquiry:** RFP page 10, question 8: The solution should include the development of initial analyses and create actionable reports for the agency. Are the reports the County is referring to listed at this link, <https://www.mendocinocounty.org/government/health-human-services-agency/behavioral-health-and-recovery-services/mental-health-services/data-reports-and-analysis>, or is the County requesting additional reports? If so, please detail them.

**County of Mendocino Response/Clarification:** Reports needed are unknown at this time.

**40. Vendor Inquiry:** 7. The solution must allow for growth in size, in addition to integration of data from any new software implemented by the partners. Is the growth in size due to integration of new source data as a result of new software from partners or due to additional processing power necessary as a result of new software accessing the data warehouse?

**County of Mendocino Response/Clarification:** Depending on if there is any new outside software, growth will be needed, though we do not expect any new sources other than the ones given.

**41. Vendor Inquiry:** Are we also supposed to include Attachment F?

**County of Mendocino Response/Clarification:** Attachment F is a sample evaluation form used for scoring proposals and is for vendor information only.

**42. Vendor Inquiry:** Insurance coverage/certificate of insurance- We have not seen any attachment for this so are we supposed to attach our own insurance certificate, or any attachment will be provided from the County?

**County of Mendocino Response/Clarification:** Please attach a certificate of insurance; there is not a template available.

**43. Vendor Inquiry:** Can we get the format of the cost proposal template?

**County of Mendocino Response/Clarification:** There is no proposal template available.

**44. Vendor Inquiry:** Can we provide services remotely? If so, whether the resource/support has to be in Mendocino or would it also be workable if the resource is to provide services remotely from India?

**County of Mendocino Response/Clarification:** See response/clarification #1 and 8.

**45. Vendor Inquiry:** Are there any preferred tools and technologies by the County of Mendocino?

**County of Mendocino Response/Clarification:** Not at this time.

**46. Vendor Inquiry:** Is there any incumbent currently providing similar services to the County for this, and if so, are they allowed to participate in this RFP tool?

**County of Mendocino Response/Clarification:** No, we do not currently have this service.

**47. Vendor Inquiry:** What is the size of data?

**County of Mendocino Response/Clarification:** Unknown at this time.

**48. Vendor Inquiry:** Is there existing tools used by the County for Data Warehouse Such as AWS, Azure, Oracle or Microsoft Power BI etc?

**County of Mendocino Response/Clarification:** We currently have access to Power BI in the cloud, though not widely used, and we use MS Azure.

**49. Vendor Inquiry:** What are the type and number of users?

**County of Mendocino Response/Clarification:** Unknown at this time.

**50. Vendor Inquiry:** We are SBE from the state of California, will we receive local preference?

**County of Mendocino Response/Clarification:** "Local" vendor preference will be approved as such when, 1) Vendor conducts business in an office with a physical location within the County of Mendocino; 2) Vendor holds a valid business license issued by the County of Mendocino, and provides the name of the Local Agency which issued the license; and 3) business has been conducted in such a manner for not less than six (6) months prior to being able to receive the preference, said vendor provides the business address and how many years the business has been at that location.

**51. Vendor Inquiry:** Do you expect this to be a product offering (COTS), or do you desire to completely custom develop the data warehouse solution as per the County's specific requirements?

**County of Mendocino Response/Clarification:** A COTS solution is desirable, but we understand that there will need custom development based on County Specific requirements.

**52. Vendor Inquiry:** Can you specify the list of data sources that are expected to feed the data warehouse? Please provide details such as name, type, size, where it is hosted, etc.

**County of Mendocino Response/Clarification:** The County has a variety of data systems and electronic health records, including Tyler Tech Aegis, Justware, and Avatar. We do not have a Data Warehouse for Behavioral Health and Recovery Services.

**53. Vendor Inquiry:** What is the expected annual growth rate of data?

**County of Mendocino Response/Clarification:** Depending on if there is any new outside software, growth will be needed, though we do not expect any new sources other than the ones given.

**54. Vendor Inquiry:** Are there any third-party systems that need to be integrated with the data warehouse solution?

**County of Mendocino Response/Clarification:** The County has a variety of data systems and electronic health records, including Tyler Tech Aegis, Justware, and Avatar. We do not have a Data Warehouse for Behavioral Health and Recovery Services.

**55. Vendor Inquiry:** How do you currently prepare reports (manually or using reporting tools)? If you are utilizing any reporting tool, please specify its name.

**County of Mendocino Response/Clarification:** Behavioral Health and Recovery Services uses Crystal Reporting at this time.

**56. Vendor Inquiry:** Do you expect to custom develop a web-based reporting application and integrate it with the data warehouse solution or just integrate it with an existing reporting tool?

**County of Mendocino Response/Clarification:** We currently do not have an integrated reporting tool.

**57. Vendor Inquiry:** Do you expect the system to perform any data quality functionalities such as data cleansing?

**County of Mendocino Response/Clarification:** Not at this time.

**58. Vendor Inquiry:** How many users will be interacting with the system? Can you specify their roles?

**County of Mendocino Response/Clarification:** Unknown at this time.

**59. Vendor Inquiry:** Do you expect to implement SSO functionality?

**County of Mendocino Response/Clarification:** Not at this time.

**60. Vendor Inquiry:** What is your preferred cloud-service provider (Azure/AWS)?

**County of Mendocino Response/Clarification:** MS Azure

**61. Vendor Inquiry:** Within how many months from the award of the contract do you desire the data warehouse solution to go live?

**County of Mendocino Response/Clarification:** The go-live date will be mutually agreed upon by the vendor and the County of Mendocino based on the scope of work.

**62. Vendor Inquiry:** Do you expect the vendor-assigned personnel to perform any work onsite, or can all work be performed remotely?

**County of Mendocino Response/Clarification:** We do not expect work to be performed onsite. Please see inquiry 8 for more information.

**63. Vendor Inquiry:** Does the County have an in-house technical team? What level of participation can we expect from the County team?

**County of Mendocino Response/Clarification:** At this time, the County is expecting the vendor to provide all the resources. However, that could change as the system rolls out or the program evolves

**64. Vendor Inquiry:** Do we need to submit the cost proposal as a separate document or include within the technical proposal?

**County of Mendocino Response/Clarification:** The Cost Proposal should be a separate document.

**65. Vendor Inquiry:** Is this RFP open for all interested vendors or only for Mendocino County's existing suppliers?

**County of Mendocino Response/Clarification:** The RFP is open to all interested vendors.

**66. Vendor Inquiry:** Is there any preference on a specific cloud provider?

**County of Mendocino Response/Clarification:** Mendocino County has no preference, but we currently use MS Azure

**67. Vendor Inquiry:** Can the solution be designed by offshore resources and implemented by the US resources (i.e., include a global and local resource mix)?

**County of Mendocino Response/Clarification:** See Response/Clarification #1.

**68. Vendor Inquiry:** Can you provide some guidance on your budget for this project? Are you interested in a basic solution or a full-featured solution?

**County of Mendocino Response/Clarification:** The County does not have a set budget at this time.

**69. Vendor Inquiry:** Do you currently have any data repositories that are being used to meet your stated objectives for this RFP?

**County of Mendocino Response/Clarification:** No

**70. Vendor Inquiry:** If yes on item #4, would you want us to transform & migrate any of the existing data repositories to the new data warehouse platform?

**County of Mendocino Response/Clarification:** Unknown at this time.

**71. Vendor Inquiry:** How many API integrations do you expect to have?

**County of Mendocino Response/Clarification:** Unknown at this time.

**72. Vendor Inquiry:** How many users will be accessing and updating the data?

**County of Mendocino Response/Clarification:** Unknown at this time.

**73. Vendor Inquiry:** How much storage is expected to be consumed initially?

**County of Mendocino Response/Clarification:** Unknown at this time. Depending on if there is any new outside software, growth will be needed, though we do not expect any new sources other than the ones given.

**74. Vendor Inquiry:** What is the expected growth rate?

**County of Mendocino Response/Clarification:** Depending on if there is any new outside software, growth will be needed, though we do not expect any new sources other than the ones given.

**75. Vendor Inquiry:** Do you want ongoing maintenance to include future development or enhancements?

**County of Mendocino Response/Clarification:** At this time, the County is expecting the vendor to provide all the resources, however that could change as the system rolls out or the program evolves.

**76. Vendor Inquiry:** Are there any streaming data sources?

**County of Mendocino Response/Clarification:** No.

**77. Vendor Inquiry:** Are there compliance requirements other than HIPAA (e.g., CJIS) that need to be considered in this solution?

**County of Mendocino Response/Clarification:** Welfare and Institution Code, HIPAA and 42 CFR.

**78. Vendor Inquiry:** Would you consider an extension to the RFP submission deadline?

**County of Mendocino Response/Clarification:** The County may grant an extension. Notification will be posted if an extension is granted.

**79. Vendor Inquiry:** Do you have an existing Data Warehouse solution today (e.g., Netezza, BigQuery, CDP)?

**County of Mendocino Response/Clarification:** No



**80. Vendor Inquiry:** Would use of a local subcontractor count toward the 5% Local Vendor Preference?

**County of Mendocino Response/Clarification:** "Local" vendor preference will be approved as such when, 1) Vendor conducts business in an office with a physical location within the County of Mendocino; 2) Vendor holds a valid business license issued by the County of Mendocino, and provides the name of the Local Agency which issued the license; and 3) business has been conducted in such a manner for not less than six (6) months prior to being able to receive the preference, said vendor provides the business address and how many years the business has been at that location.

**81. Vendor Inquiry:** Do you require resources to be onsite, or can they be remote within the US?

**County of Mendocino Response/Clarification:** We do not require resources to be onsite. See response to inquiry #8 for more information.

**82. Vendor Inquiry:** How many data sources do you expect/plan to have for the new central repository?

**County of Mendocino Response/Clarification:** The County has a variety of data systems and electronic health records, including Tyler Tech Aegis, Justware, and Avatar. We do not have a Data Warehouse for Behavioral Health and Recovery Services.

**83. Vendor Inquiry:** "Use the data in the repository to interface with software applications and to prepare internal and external statistical reports" In reference to this objective, could you please identify which software application are you planning to use?

**County of Mendocino Response/Clarification:** The County has a variety of data systems and electronic health records, including Tyler Tech Aegis, Justware, and Avatar. We do not have a Data Warehouse for Behavioral Health and Recovery Services.

**84. Vendor Inquiry:** Please explain how you plan to "Improve HIPAA compliant data sharing amongst partners, internally and externally" with the new central repository?

**County of Mendocino Response/Clarification:** At this time, we have only limited data sharing amongst partners. The data sharing solution should eliminate data silos and provide a way to securely share data.

**85. Vendor Inquiry:** What's the main pain areas that the customer wants to solve by implementing the to-be data warehouse solution?

**County of Mendocino Response/Clarification:** At this time, we have only limited data sharing amongst partners. The data sharing solution should eliminate data silos and provide a way to securely share data.

**86. Vendor Inquiry:** What all data sources are there for creating the Data Warehouse and how many?

**County of Mendocino Response/Clarification:** The County has a variety of data systems and electronic health records, including Tyler Tech Aegis, Justware, and Avatar. We do not have a Data Warehouse for Behavioral Health and Recovery Services.

**87. Vendor Inquiry:** Are these data sources available on Premise or on cloud as well?

**County of Mendocino Response/Clarification:** The sources are available on the cloud.

**88. Vendor Inquiry:** What is volume of historical data that needs to be taken to Data Warehouse/ Data Marts on the cloud? What is the daily/monthly data volume that needs to be incrementally loaded to Data Warehouse/ Data Marts on the cloud?

**County of Mendocino Response/Clarification:** Unknown at this time.

**89. Vendor Inquiry:** We understand that the Targeted Solution needs to be built on cloud. Do you have any technology preference?

**County of Mendocino Response/Clarification:** We have no preference, but We currently have access to Power BI in the cloud

**90. Vendor Inquiry:** Do you have Microsoft Azure Govt/Commercial tenants?

**County of Mendocino Response/Clarification:** We use MS Azure.

**91. Vendor Inquiry:** We as vendor understand that we will be provided necessary Azure Subscription to work on Azure Platform. Will our team be provided with the required Azure Subscription license?

**County of Mendocino Response/Clarification:** Unknown, depending on requirements and system configurations.

**92. Vendor Inquiry:** Do you have any preference on visualization tools? (If yes) then please list them and their procurement status. E.g. Power BI Pro Licenses - xx numbers, Power BI PPU - xx Licenses etc. OR Tableau xx server license etc.

**County of Mendocino Response/Clarification:** No.

**93. Vendor Inquiry:** Do you prefer vendor to propose the visualization tool along with pricing/costs?

**County of Mendocino Response/Clarification:** Yes.

**94. Vendor Inquiry:** How many report users you expect to have who will be consuming the data/report(s)?

**County of Mendocino Response/Clarification:** Unknown at this time.

**95. Vendor Inquiry:** How many report users you expect to have who will be authoring/designing the report(s)?

**County of Mendocino Response/Clarification:** Unknown at this time.

**96. Vendor Inquiry:** Have you identified the number of report(s) vendor has to deliver as part of implementation?

**County of Mendocino Response/Clarification:** Unknown at this time.

**97. Vendor Inquiry:** Do you want to enable self-service BI for your Data Stewards or Data Analysts?

**County of Mendocino Response/Clarification:** Yes.

**98. Vendor Inquiry:** Do you have pre-canned reports, or these reports will be scoped and revised/identified during implementation?

**County of Mendocino Response/Clarification:** Behavioral Health and Recovery Services uses Crystal Reporting at this time.

**99. Vendor Inquiry:** Is there a requirement that one/some/most of the reports should be accessed via public users from a web portal?

**County of Mendocino Response/Clarification:** No

**100. Vendor Inquiry:** Are you expecting that only authorized users will access the published reports?

**County of Mendocino Response/Clarification:** Yes, only authorized users will use the system.

**101. Vendor Inquiry:** Are you using some enterprise applications that are part of DW implementation? E.g. Dynamics CRM, FMS, Avatar etc.?

**County of Mendocino Response/Clarification:** The County has a variety of data systems and electronic health records, including Tyler Tech Aegis, Justware, and Avatar. We do not have a Data Warehouse for Behavioral Health and Recovery Services.

**102. Vendor Inquiry:** How many applications are currently pointing to existing data sources?

**County of Mendocino Response/Clarification:** We do not currently have a data Warehouse.

**103. Vendor Inquiry:** Once new data warehouse is implemented on the cloud, will these applications point to new DW? Or DW is only for reporting purposes and Applications will continue to point to existing data-sources?

**County of Mendocino Response/Clarification:** Applications will be pointed to existing data sources.

**104. Vendor Inquiry:** Are you expecting any data catalog in scope of DW implementation? How many users currently County has who have Cloud implementation experience?

**County of Mendocino Response/Clarification:** We are interested in the additional function of data cataloging and how it might improve analytics, but we did not include this in the scope of the RFP. Data cataloging will not be considered in reviewing proposals. Mendocino County has several Cloud implementation users.

**105. Vendor Inquiry:** How many users county is expecting that the vendor has to train along the DW implementation?

**County of Mendocino Response/Clarification:** Unknown at this time.

**106. Vendor Inquiry:** Does County have well-defined documentation of existing applications and data-sources? Or vendor has to collect this information via working sessions?

**County of Mendocino Response/Clarification:** The County has a variety of data systems and electronic health records, including Tyler Tech Aegis, Justware, and Avatar. We do not have a Data Warehouse for Behavioral Health and Recovery Services.

**107. Vendor Inquiry:** Is County expecting technical documentation of EXISTING applications/data-sources to be part of this DW implementation? Or only the DW related documentation is required? Do you want vendor to propose software licensing cost of cloud? Or County has already made the provisions to buy the subscriptions and vendor has to just implement the solution?

**County of Mendocino Response/Clarification:** Yes, we will need technical documentation on how our systems will be integrated with the DW as well as DW related documentation. No, the vendor has to just implement the solution.

**108. Vendor Inquiry:** Would you require Maintenance and Support services, post implementation? For how long?

**County of Mendocino Response/Clarification:** At this time, the County is expecting the vendor to provide all the resources. However, that could change as the system rolls out or the program evolves.

**109. Vendor Inquiry:** Please provide expected timelines for the project execution/completion.

**County of Mendocino Response/Clarification:** The go-live date will be mutually agreed upon by the vendor and the County of Mendocino based on the scope of work.

**110. Vendor Inquiry:** What's the budget range for this project?

**County of Mendocino Response/Clarification:** The County does not have a set budget at this time.

**111. Vendor Inquiry:** Page 11 - Section XIII. FORMAT OF COST PROPOSAL "The Vendor must itemize all costs, including per hour costs, chargeable to the County as described in this Section, in the separate Cost Proposal"

**County of Mendocino Response/Clarification:** Yes, please submit a separate cost proposal.

**112. Vendor Inquiry:** We understand that you would require the hourly billing cost for all the resources to be deployed for this project. Do you also require a fixed cost for the implementation services, along with all the software costs? If yes, please provide a costing template

**County of Mendocino Response/Clarification:** We do not have a separate cost proposal template.

**113. Vendor Inquiry:** We understand that the data needs to reside in US; But can part of development and maintenance support service be provided from offshore/nearshore location?

**County of Mendocino Response/Clarification:** See Response/Clarification #1 & #8

**114. Vendor Inquiry:** Do you want signed letter of references or only references' details? Please provide a letter format or template, if signed letter of references are required.

**County of Mendocino Response/Clarification:** Signed letters of reference are requested. The County does not have a standard format template.

**115. Vendor Inquiry:** We understand that all the vendor quires will be responded back by releasing a new addenda in coming few days. We believe that the deadline for the proposal submission is too stringent, as a lot of information from the QnA exercise will be required to get more visibility on the customer data ecosystem, and those will be necessary for preparing a comprehensive proposal. Keeping that in mind, requesting a two week extension on the proposal deadline so that we can come up with a robust proposal.

**County of Mendocino Response/Clarification:** The County may grant an extension. Notification will be posted if an extension is granted.

**ALL OTHER SPECIFICATIONS REMAIN IN FULL FORCE AND EFFECT.**

**Acknowledgment of receipt of this addendum is required to be included in your proposal. You may indicate such inclusion in narrative form within your proposal or by attaching a copy this addendum to your proposal.**

Any questions or concerns regarding this matter should be directed to Joy Beeler using the information in the upper left corner on page 1 of this document.