

RFP contact person

Name: Bev Rae
Phone: 707 463-7940
Email: raeb@co.mendocino.ca.us



Address for correspondence regarding RFP
P.O. Box 1060
747 S South State St.
Ukiah, CA 95482

**Mendocino County
HEALTH & HUMAN SERVICES AGENCY**

**Health & Human Services Agency
Adult and Aging Services
Request for Proposal
RFP # SS-16-004-RFP
ADDENDUM # 1
Public Authority Software
Addendum Issue Date: April 26, 2016
RFP Issue Date: March 28, 2016
RFP Submission Deadline: May 5, 2016**

VENDOR INQUIRIES/MENDOICNO COUNTY RESPONSES

1. Vendor Inquiry: How long after the inquiry deadline can we expect to receive responses to our questions? We are concerned that if we receive the responses a few days before the submission deadline, it won't be enough time to make additions/changes to the proposal as there are only 8 business days between the inquiry deadline and the submission deadline.

County of Mendocino Response/Clarification: The responses to the questions will be posted on April 26, 2016, which is the inquiry deadline. If necessary, the submission deadline will be extended.

2. Vendor Inquiry: III Proposal Submission Guidelines, D. It states that "...telephone, electronic or verbal proposals will not be accepted." However, in section A, it states that one complete copy of the proposal must be on a CD, which would have an electronic proposal. I'm assuming the section D reference is related to emailing the proposal or putting it on some type of cloud folder (Google docs, Dropbox, FTP, etc.)

County of Mendocino Response/Clarification: Vendors must submit five (5) copies of their proposals (four complete paper copies with one containing an original vendor signature and one complete copy on a CD). The vendor's CD will be submitted with the paper copies of their RFP; therefore, it is considered a hard copy not an electronic copy.

3. Vendor Inquiry: XI Scope of Work, I. Application Hosting & Support, B – 7a: IP Union Reporting.
Can you provide more details regarding this requirement?

- What exactly is required? Some examples of details.
- Can we get the field names; the data – calculations?
- Does the output/report need to be generated based on a selectable date range?
- What kind of search criteria is required for the Report?
- What is the export format for the data (.csv, .xlsx, .pdf)?
- Does the term "Delivery of reports" denote anything beyond the ability to generate the report?

County of Mendocino Response/Clarification: This data may not be as union information is now pulled from a CMIPS II report.

4. Vendor Inquiry: XI Scope of Work, I. Application Hosting & Support, Item B – 5, monthly reports – registry outcomes and performance measures. As with #2 above, we are looking for more details of these reports. What are the specific outcomes and performance measures the Public Authority wants to see?

County of Mendocino Response/Clarification: Public Authority is open to working together to determine what, if any reports are available. Types of reports could be:

- Clients matched through the registry
- Registry month report: new IP; active; termed; working
- Consumers by demographics
- Providers by demographics

5. Vendor Inquiry: XI Scope of Work, II. Technical Support and Customization. Is there some other requirement after B as B and C are the same sentence?

County of Mendocino Response/Clarification: Tech support would be assisting training PA staff on how to use the system and be available if staff has questions after they start. Customization would vary. Would the system support letters?

6. Vendor Inquiry: XII Proposal Format and Content – B. Do you require screen shots of the product in this section or would you prefer they be addressed in an appendix? Graphics help aid in the description of capabilities, but can take up a lot of space. Our list of capabilities by module is approximately 40 pages at this point. The requirements were not that detailed, so we not sure how much detail the county wants to see in section B.

County of Mendocino Response/Clarification: Vendors should provide software and/or product details within the RFP in order for Mendocino County to make an informed decision during the RFP evaluation process.

7. Vendor Inquiry: XVII General Conditions. CareAccess has a standard contract for its software and hosting services that have been vetted and used by 30+ agencies. It has very specific clauses with respect to service level agreement, intellectual property, HIPAA, security, authorized usage, etc. We are happy to include the T&Cs from Mendocino County as an Exhibit to our contract. Should we include a sample contract with our Proposal so the county can review in advance of the vendor selection?

County of Mendocino Response/Clarification: If the vendor selected has their own contract template, Mendocino County's County Counsel will review contract template provided by the vendor for approval.

8. Vendor Inquiry: Can the letters of reference be generic or do they need to be addressed to the County of Mendocino? If they are generic can they be a copy? There are other RFPs in progress that also require reference letters. CareAccess wants to minimize the workload of the counties who are providing references for multiple RFPs.

County of Mendocino Response/Clarification: Letters of reference can be generic and a copy.

9. Vendor Inquiry: When will the contract be finalized and signed after vendor selection?

County of Mendocino Response/Clarification: RFP selection and notification will be on May 19, 2016 and the start date of the contract will be July 1, 2016

10. Vendor Inquiry: Will Mendocino County look negatively upon a vendor if the contract start date is delayed to July 1, 2016 or later? The implementation timeline is generally 60 days from start to finish and has been done as quickly 45 days. However, CareAccess is concerned about the timeline because

vendor selection will not happen until May 19 and the contracts may not be signed for another month after this date, pushing out the contract start date?

County of Mendocino Response/Clarification: The contract start date will be July 1, 2016 and it is anticipated that all necessary signatures will be obtained by this date. If the contract is delayed within Mendocino County's contract process, the County will not perceive it as a negative towards the vendor.

11. Vendor Inquiry: What is the size of Mendocino County's Provider caseload?

County of Mendocino Response/Clarification: Current providers are approximate 1,600.

12. Vendor Inquiry: Is the data from the current system to be converted into the new system or will Mendocino County be entering data into the new system from scratch.

County of Mendocino Response/Clarification: It will depend on the cost. The providers in the current system are only those on the registry, and the recipients that are those looking for providers.

13. Vendor Inquiry: If data from the current system to be converted into the new system, what registry system does Mendocino County currently use?

County of Mendocino Response/Clarification: Care Tracker

14. Vendor Inquiry: Will the proposal contents be made public?

County of Mendocino Response/Clarification: see III. Proposal Submission guideline I

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 Bev Rae at the phone numbers or email addresses below:

raeb@co.mendocino.ca.us
(707) 463-7940