**COUNTY OF ALAMEDA**

**HEALTH CARE SERVICES AGENCY (HCSA)**

QUESTIONS & ANSWERS REPORT 3

**to  
RFP No. HCSA-900520**

**for**

County Behavioral Health Care Operations and Revenue Cycle Management System

**Summary of Remaining Q&A Submitted in Addition to Q&A Report 1 and 2**

**Virtual Networking/Bidders Conferences held on September 2 & 3, 2020**

**Notice to Bidders**

This County of Alameda, HCSA Questions & Answers (Q&A) Document has been electronically issued to potential bidders via e-mail based on the virtual bidders conference sign-in sheets or from other sources. This Q&A Document will also be posted on the General Services Agency (GSA) Contracting Opportunities website located at <https://www.acgov.org/gsa_app/gsa/purchasing/bid_content/contractopportunities.jsp>

**Scope of Work Question**

**Q1: The RFP states that bidders should provide a dedicated Account Manager, Project Manager, and Technical/Product Lead. Please define “dedicated” in this context? Are you requesting that staff be specifically assigned and consistent throughout the duration of the project implementation; or are you requesting that staff be solely, 100%, assigned to your project and must not work on other projects? Solely dedicated staffing would increase the County’s costs, and in our opinion not increase the overall success or quality of the project**.

*A1: The County is requesting that these staff be specifically assigned and consistent throughout the duration of the project. The County expects the Bidder to allocate staff as appropriate to lead a project of this size and magnitude, and – the Project Manager and Technical/Product Lead(s) in particular – be available and responsive on a timely basis.  While 100% allocation is not required, the County does expect the staff serving in these roles will have substantive involvement throughout the effort.*