**COUNTY OF ALAMEDA**

**HEALTH CARE SERVICES AGENCY (HCSA)**

QUESTIONS & ANSWERS

**to  
RFP No. HCSA-900121**

**for**

**Financial Consulting Services**

**Summary of Q&A Submitted**

**Networking/Bidders Conferences held on February 9 and February 10, 2021**

**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 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>

**Bid/Contract Questions**

**Q1: Will HCSA consider accepting electronic submissions of the bid in light of the COVID-19 Public Health Emergency?**

*A1: No; please refer to Section IV.R of the RFP, SUBMITTAL OF BIDS and Section IV.S of the RFP, RESPONSE FORMAT, for instructions regarding bid submission.*

**Q2: Are bid responses due by 2PM or at 2PM?**

*A2: Bid responses must be submitted no later than 2 PM* *on the due date specified in the Calendar of Events. As stated in Section IV.R of the RFP, SUBMITTAL OF BIDS, “Any bid received after said time and/or date or at a place other than the stated address cannot be considered and will be returned to the bidder unopened.”*

**Q3: Do the minimum qualifications have to be met by the prime vendor or can they be met through a subcontractor?**

*A3: The minimum qualifications described in Section I.D of the RFP, BIDDER QUALIFICATIONS, must be met by the prime vendor, not through a subcontractor.*

**Q4: My firm currently does work for Alameda County's Treasurer department. Would this present a conflict of interest? Just want to make sure.**

*A4: As described, if the contractor is not charging both departments for the same scope of work or deliverables, this would not present a conflict of interest.*

**Q5: It appears that I have missed the two bidder's conferences. Will you be sending out a document detailing what was discussed?**

*A5: Yes; the Bidders Conference presentation that was shown to attendees at the Bidders Conferences (and a list of attendees from the Bidders Conferences) was posted to the GSA Contracting Opportunities website for this RFP at the following link:* [*https://www.acgov.org/gsa\_app/gsa/purchasing/bid\_content/contractingdetail.jsp?BID\_ID=2328*](https://www.acgov.org/gsa_app/gsa/purchasing/bid_content/contractingdetail.jsp?BID_ID=2328)

**Q6: When are questions to be submitted?**

*A6: Questions regarding this RFP were due by 5:00 PM on February 10, 2021.*

**Q7: [The RFP, as published, originally contained a reference to “budget[s] with a breakdown for a maximum of $1,950,000 total over three years, with no more than $560,000 per year.”] Is the $1.95M amount reflected from a previous bid submission?**

*A7: No. For this RFP, the amount of the contract for the initial three-year term shall not exceed $1,680,000, or $560,000 per year. Please refer to Addendum No. 1 to this RFP, posted on the GSA website at the link in A5, which corrected this error.*

**Scope of Work Questions**

**Q8: Who are the key stakeholders in this project?**

*A8: The key stakeholders for this project are Health Care Services Agency (HCSA) and Behavioral Health Care Services Department (ACBH) staff and contracted providers.*

**Q9: Do you intend to implement a new software system to meet your objectives? If so, which system?**

*A9: Yes, the Behavioral Health Care Services Department (ACBH) is currently exploring our current Salesforce and Contract Lifecycle Management (CLM) systems to assist in meeting some of our deliverables. A new billing system will be in development in the next year.*

**Q10: What is that new billing system? Is it custom software or off-the-shelf package?**

*A10: The new billing system will be announced no later than April 2021; details regarding that product will be released as part of that announcement.*

**Q11: Who is the vendor building the new billing system? Is it up and running, or is it still being developed?**

*A11: Please refer to A10. The details of the new billing system will be announced no later than April 2021. The billing system will be in development at that time.*

**Q12: What is your definition of value-based purchasing? What guidelines will you use to define these values? Or is that something with which that you want us to help you?**

*A12: Value-based purchasing means linking provider payments for services to improved quality and/or performance by health care service providers. Please refer to the Section I of the RFP, STATEMENT OF WORK, for more information.*

**Q13: How is performance being measured for the existing Mental Health (MH) Payment Transformation Pilot? What performance metrics are utilized?**

*A13:* The existing MH pilot has annual performance metrics in the providers’ scope of work; these measures target their contracted deliverables with quality measures regarding client treatment services and engagement.

**Q14: Is the expectation that the vendor would develop and identify FFS rates for the SUD program providers as well as an incentive design program for these providers too?**

*A14: Yes; the awarded contractor will support the development of FFS rates and an incentive design program for the SUD pilot.*

**Q15: Regarding the development of a “robust cost data system to inform rate setting and intergovernmental transfer activities”, is it HCSA’s expectation that the selected vendor will develop a cost data system or make recommendations to the agency to guide in the development of a cost data system?**

*A15: The awarded vendor will assist HCSA and ACBH staff in the development of a cost data system to support rate setting recommendations.*

**Q16: In terms of deliverables requested by the vendor on behalf of ACBH, is the only requirement to submit quarterly reports? Just confirming this isn’t a deliverables based contract.**

*A16: The awarded vendor will be reimbursed for services and work requested on behalf of ACBH. Please refer to Section I.E of the RFP, DELIVERABLES/REPORTS, Item 3, which addresses quarterly and other periodic reports that will be ongoing deliverables. In addition, please refer to Section I.E of the RFP, DELIVERABLES/REPORTS, Items 4 through 6, which address other non-report deliverables including coordinating the overall project, preparing and facilitating meetings, and other activities as needed.*

**Q17: The RFP indicates that the only deliverables being requested by the selected vendor to complete are quarterly reports on the status of the initiatives. Are there any other deliverables that are required for the selected vendor to complete? In years past, this type of work was listed as a deliverables-based contract. Just confirming that under the guidelines of this RFP, this is no longer the case.**

*A17: The contract that will result from this RFP is deliverables-based and the awarded vendor will be reimbursed for activities and products provided to HCSA and ACBH. Please refer to A16 for a broad description of related deliverables.*

**Q18: In terms of Covid-19, what are your expectations for our work environment? Will/can the work be done remotely, or do you have something else in mind?**

*A18: The County will continue to operate within the guidelines set forth by our local and state health officials as we monitor the status of our workforce and COVID-19 updates. Until further notice, with respect to the scope of work described in this RFP, the County will allow work to be performed remotely as reasonable and appropriate to ensure the safety of staff and our contractors.*

**Q19: Does HCSA anticipate meetings and presentations with stakeholder groups being conducted in person or will virtual meetings and presentations be acceptable?**

*A19: Please refer to A18.*