**COUNTY OF ALAMEDA**

**HEALTH CARE SERVICES AGENCY (HCSA)**

**Questions and Answers**

**for  
REQUEST FOR PROPOSAL (RFP) No. HCSA-900521**

**for**

**COMMUNITY-BASED MOBILE COVID-19 VACCINATION OPERATIONS**

**Notice to Bidders**

This County of Alameda, HCSA Questions & Answers (Q&A) has been electronically issued to potential bidders via e-mail. 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>

**Questions & Answers**

**Q1: How many hours and days per week would the vendor be required to provide vaccines?**

*A1: Hours and days per week may fluctuate; however, a single community mobile POD is anticipated to be multiple full days or half day clinics at a County selected venue.*

**Q2: How much lead time will the County provide grantees for deployment of vaccination services?**

*A2: Bidders shall be prepared to perform services as soon as 1-2 weeks from the notice of intent to award and following the execution of a negotiated contract.*

**Q3: Is there any parameters around the period of time for deployments or the number of vaccinations per deployment? E.g.: will we be asked to have quick two -hour deployments to serve less than 50 people or will deployment primarily be 4-8 hour deployments for 100 or more doses?**

*A3: The County anticipates that some clinics will be scheduled for a fixed amount of time based on the number of vaccinations, e.g. 4-6 hours for 100 doses. Other clinics will be scheduled as walk-up clinics, where awarded Bidder(s) will be expected to staff a clinic for a fixed duration, e.g. 8:00am-4:00pm and vaccinate all interested residents. Awarded Bidder(s) will be expected to accommodate both types of deployments.*

**Q4: Acknowledging that the schedule of doses, services, and vaccine delivery destinations is subject to change, could the County share some details on a typical or likely scenario (e.g. expected number of destinations in a week, number of days in each destination, expected throughput in a single destination, number of concurrent destinations on the same day)?**

*A4: The County anticipates that the awarded Bidder(s) will be deployed to one destination in a single day, depending on the volume of doses. It is possible to be deployed to two locations for smaller clinics in a single day. Due to set up and break down times, no more than two locations will be assigned in a single day.*

**Q5: How should we plan our resources to factor in canceled or unused appointments for each day?**

*A5: Bidders should use their discretion in factoring in potential canceled or unused appointments within the proposed budget for the County’s consideration.*

**Q6: What is the digital platform that the County of Alameda uses for registration, scheduling and intake?**

*A6: Awarded bidder(s) will be expected to utilize the County’s designated digital platform(s) for registration, scheduling and intake. Should the County approve the use of any contractor-provided system(s), that system(s) must have a user interface that is easy to access, understand, and appropriate for the cultural and literacy needs of targeted populations, e.g. Medi-Cal eligible residents. The County and Awarded Bidder(s) will determine the digital platform(s) to be used by the Awarded Bidder(s) during contract negotiations and is subject to final approval by the County.*

**Q7: Are there any stipulations to software used for registration process (eg Primarybio, Vaccsynk, Juvare)?***A7: See A6 above.*

**Q8: Does the County have an idea of the staffing model they would like to have to support the mobile COVID Vaccination Operations?**

*A8: The County expects Bidders to propose a staffing model that would meet the requirements of the RFP, as described in Section 2: Scope of Work and Deliverables. Bidders are to propose as service delivery approach and staff capacity to deliver 500-2,500 vaccination doses per week, within their response to Item B: Approach (refer to page 9 of RFP, Guidelines For Submission of Bids).*  *The County cannot guarantee any minimum service arrangement due to fluctuating vaccine availability, decreasing vaccine demand, and other evolving factors. Therefore, the volume and number of hours and days per week will vary.*

**Q9: Can you clarify what is intended by “mobile” services?  We currently operate a vaccination clinic out of a parking lot – would that qualify?**

*A9: Mobile vaccination services are vaccination services that are delivered on-site at various designated locations assigned by the County, also known as “pop-up” mobile services. Example locations could include, but are not limited to: schools, businesses, affordable housing developments or community organizations. Bidders can expect for the locations and duration of each pop-up mobile site to vary throughout the duration of the awarded contract term to deliver services to communities in most need. Bidders are expected to provide staffing and basic resources as described in the RFP for the clinical delivery of vaccination services.*

**Q10: Is the mobile vaccination services described on bottom of page 5 a different activity than providing vaccination through a mobile unit? It seems that the activities (transport supplies, equipment, and personnel to vaccination sites) are meant to offer support at a separate vaccination site / different than the actual mobile vaccination unit (van or vehicle, e.g.). Is that correct?**

*A10: See A9.*

**Q11: Would the potential vendor be disqualified if unable to bill insurance carriers?**

*A11: Not necessarily, though Bidders who do not meet the Bidder Minimum Qualifications will be disqualified and therefore, not eligible to be considered for contract award.*

*Prime Bidders may not use the experience of proposed subcontractors to meet the Bidder Minimum Qualifications. Prime Bidders must meet the Bidder Minimum Qualifications in order to be considered for contract award. Prime Bidders may propose subcontractors in the bid response as part of the proposed scope of services; subcontractors are subject to County approval if the Prime Bidder is awarded a contract.*

*It is expected that the selected Bidder(s) will seek reimbursement from the patient’s insurance and other Federal reimbursement sources Bidder(s) has available to them. The County reserves the right and intends to award a $0 contract to awarded Bidder(s) who have the ability to bill insurance and/or have access to other Federal reimbursement sources. The County further reserves the right award contract(s) to Bidder(s) where the estimated source(s) of available funding is insufficient for the Bidder(s) to provide the scope of work and deliverables without additional financial compensation from the County.*

*Within the submitted bid response to Item C. Budget Narrative, Bidders must describe the complete costs of program service delivery, as well as anticipated reimbursement from insurance and other Federal reimbursement sources. Bidders seeking budgetary support from the County shall describe the need for compensation for services for the County to consider.*

**Q12: I see that the funding originates with FEMA. I want to ensure there isn’t an issue with being able to bill for vaccinations under FEMA funding. I ask because we recently had a short-term arrangement with [vendor name] for them to support our vaccination efforts; they were funded by FEMA and our MOU with them stated we could not bill for services due to the FEMA funding.  It may have been a special circumstance under that MOU, but we wanted to clarify.**

*A12: HCSA is unable to speak to the situation described. Awarded Bidder(s) that receive contracts as a result from this RFP will be expected to seek reimbursement from the patient’s insurance and other Federal reimbursement sources Bidder(s) has directly available to them. The County is responsible for seeking FEMA reimbursement, not the awarded bidder(s). Any awarded contracts resulting from this RFP may be included in the County’s FEMA application. Awarded Bidder(s) will be responsible for following all the required instructions and procedures from each reimbursement source. If awarded a cost supported contract by the County, contracted costs will be reimbursed directly by the County.*

**Q13. In addition to planned marketing and campaigning efforts from [vendor name], what resources can be assumed from the County?  What should be assumed for outreach or is all the marketing efforts going to be ours?**

*A13: Outreach will be done through the County as well as community partners who will be hosting the mobile vaccination clinics.*

**Q14: Health and Safety for our team is a high priority, what resources will the County provide for my team's safety?**

*A14: At this time, vaccines provided by the County include ancillary kits with CDC vaccination cards, needles, syringes, and alcohol pads. Some surgical masks and face shields may also be provided. While some ancillary supplies will be provided by the County, awarded Bidder(s) will be responsible for acquiring and maintaining all equipment, supplies, and infrastructure necessary for mobile service delivery, including, but not limited to:*

*A. Disinfectants;*

*B. Personal Protective Equipment (PPE);*

*C. Syringes;*

*D. Swabs.*

*Awarded Bidder(s) must adhere to all vaccination guidelines and requirements set forth by HCSA, such as those in the County’s COVID Vaccination POD Plan. Reference to specific documents will be incorporated into any contract and may outline procedures including, but not limited to:*

*a. Infection control and use of PPE;*

*b. Obtaining informed consent;*

*c. Staffing requirements;*

*d. HIPAA compliance and protected health information (PHI); and,*

*e. Cold chain storage requirements.*

**Q15: Can we assume common supplemental resources: PPE, band-aids, sharps from the County will continue?**

*A15: See A14 above.*

**Q16: When can we obtain questions and answers from other submitters?**

*A16: Answers to all questions received by the deadline of 5pm on April 30, 2021 are included in this document.*