

COUNTY OF FRESNO
ADDENDUM NUMBER: ONE (1)
RFP NUMBER: 208-5394
CASE MANAGEMENT SAAS FOR ADULT
PROTECTIVE SERVICES

Issue Date: November 20, 2015

IMPORTANT: SUBMIT PROPOSAL IN SEALED PACKAGE WITH PROPOSAL NUMBER, CLOSING DATE AND BUYER'S NAME MARKED CLEARLY ON THE OUTSIDE TO:

COUNTY OF FRESNO, PURCHASING
4525 EAST HAMILTON AVENUE, 2nd Floor
FRESNO, CA 93702-4599

CLOSING DATE OF PROPOSAL WILL BE AT 2:00 P.M., ON DECEMBER 17, 2015.

PROPOSALS WILL BE CONSIDERED LATE WHEN THE OFFICIAL PURCHASING TIME CLOCK READS 2:00 P.M.

All proposal information will be available for review after contract award.

Clarification of specifications is to be directed to: **Gary E. Cornuelle**,
phone (559) 600-7110 or e-mail CountyPurchasing@co.fresno.ca.us.

NOTE THE FOLLOWING AND ATTACHED ADDITIONS, DELETIONS AND/OR CHANGES TO THE REQUIREMENTS OF REQUEST FOR PROPOSAL NUMBER: 208-5394 AND INCLUDE THEM IN YOUR RESPONSE. PLEASE SIGN IN BLUE INK AND RETURN THIS ADDENDUM WITH YOUR PROPOSAL.

➤ **Closing date for this RFP has been changed from December 3, 2015 to December 17, 2015 at 2:00 PM.**

ACKNOWLEDGMENT OF ADDENDUM NUMBER One (1) TO RFP 208-5394

COMPANY NAME: _____
(PRINT)

SIGNATURE (In Blue Ink): _____

NAME & TITLE: _____
(PRINT)

Purchasing Use: GEC:hrs

ORG/Requisition: 56108550 / 5611600677

Deletions and Additions:

Appendix C, Mandatory Requirement MAN18 states: "System is able to generate the ABD 216 - State of California Adult Programs Monthly Statistical Report."

This requirement is deleted in its entirety. Please leave the Availability column blank on this item and do not type any comments.

Appendix B, Section J: Awareness of and Responsiveness to California State Regulations Applicable to Adult Protective Services

This requirement has been added and reads: "Please describe your familiarity with California regulations impacting APS staff and how your system supports APS worker and supervisor compliance. Also describe your plans for maintaining future compliance."

Questions and Answers

Q1. Regarding the number of copies of the RFP, there is a discrepancy on the number of copies noted. Do you require one (1) original and six (6) copies or one (1) original and five (5) copies?

A1. Please provide one (1) original and six (6) copies.

Q2. Regarding the CDs mentioned on p. 27, E. Program Features and Functionalities and F. Cloud Security: How many CDs are required? Should the CD contain only the Excel files of Appendix C and Appendix D, or the full response?

A2. One CD is requested containing just the two Excel files. Any other material provided on the CD will be disregarded. The files on the CD will be considered the official versions of Appendix C & D responses.

Q3. How many concurrent users are expected (for budgeting purposes)? Based on the numbers provided in the RFP, it would appear the County of Fresno will require 20-25 concurrent user licenses - can you confirm that this is correct?

A3. For budgeting purposes, please base costs on 40 concurrent users. Actual staffing levels may fluctuate.

Q4. When talking about supporting "APS requirements for the State of California" in the Overview, are you talking about at go-live day or will there be a chance for configuration?

A4. While customization is possible after the go-live date and/or the County may opt not to go forward with a requested feature, the service must be fully functional as a case management tool for Adult Protective Services operating within the State of California prior to go-live (and preferably prior to staff training). As expressed in the Overview, "The County is seeking a proven, vendor-hosted solution. The County is not interested in beta systems nor in purchasing professional services to design and develop a system."

Q5. Is a vendor-hosted service being requested?

A5. Yes.

Q6. What are the main business drivers?

A6. *Regulations including, but not limited to: (1) the State of California Manual of Policies and Procedures Division 33 requirements and subsequent State-mandated reports; (2) sections of law under the California Welfare and Institutions Code; and (3) All County Letters and All County Information Notices issued by the California Department of Social Services.*

Q7. Where should supplemental materials be included?

A7. *Proposal Sections X (Vendor Company Data), XI (Appendix A), XII (Appendix B), or XV (Screen Shots, Reports, and Documentation); wherever is most appropriate.*

Q8. What is the rationale behind the budget limitation? Is it based on what the County is paying now with the current supplier?

A8. *The budget limitations are based on a range of pricing from vendors with existing Adult Protective Services-oriented products.*

Q9. Does the \$150,000 budget include data migration?

A9. *Yes.*

Q10. Is there a maximum cap on justifiable expenditures above the \$150,000?

A10. *No. If applicable, you may include justifications for increased expenditures in the Cost Proposal B. Proposed Budget Detail Narrative section.*

Q11. Is there Federal funding involved with this contract?

A11. *Yes. The service is a direct benefit to the Adult Protective Services (APS) Program, so it will be funded by Title XIX Federal funds.*

Q12. Will there be any Medi-Cal funding?

A12. *No, Medi-Cal eligibility funds will not be used for this service.*

Q13. Will there be any Federal 87 Waiver funding?

A13. *The Department is not aware of the Federal 87 Waiver, nor any waiver regulations affecting APS funding.*

Q14. The RFP states in the Overview an expected increase in APS caseloads. Where does the expected growth information come from?

A14. *A general awareness that the Baby Boomer generation is aging.*

Q15. Will there be any need for the HITECH Act?

A15. *No. The HITECH Act applies to agencies who are Covered Entities or Business Associates under HIPAA. The County of Fresno Department of Social Services is neither a Covered Entity nor a Business Associate.*

Q16. Is there a preferred two-factor authentication method?

A16. No. Current satisfactory software security measures for APS workers employ single-factor authentication.

Q17. Is there a need for documentation storage?

A17. Appendix C, Mandatory Requirement #20 requires the system to capture and store documents and photos relevant to the case.

Q18. Will the database size include storage of the above documentation?

A18. Yes.

Q19. What are the requirements regarding the public web page referenced in GEN01 of Appendix C?

A19. At minimum, the secure webpage should (1) provide an input page for mandated reporters to type reports of suspected elder abuse, and (2) allow uploads of scanned reports. All incoming reports must be forwarded to an intake queue within the solution. Vendors are recommended to familiarize themselves with requirements for elder abuse mandated reporters within the State of California.

Q20. Will there be any integration with State systems?

A20. No.

Q21. When will the County be going to Explorer 10?

A21. The County will be upgrading to Explorer 11, but the date is yet undetermined.

Q22. Will there be a need or desire to interface with FileNet?

A22. Yes, but this functionality is not mandatory.

Q23. Requirement GEN11 in Appendix C states that the system should provide “the ability to have deep links into the FileNet document management system” – please clarify the expected links and extent of the communication between systems.

A23. The County would like the proposed solution to be able to search FileNet and save scanned documents/images into FileNet via approved APIs.

Q24. With respect to the SOC 341, SOC 342 and SOC 343, there are mandatory requirements that the system be able to generate these forms - in our system, these could easily be built in as document templates - is this something that would be amenable to the County or does the State require that only the paper forms they provide be used? i.e. in the latter scenario, the requirement would mean that the system is required only to be able to populate the paper version of the State’s official form with relevant data in the appropriate boxes, as opposed to mimicking the state form in a template.

A24. *The system may recreate the State forms; however the recreated forms should match State forms exactly where content is concerned. There may be minor variations in formatting.*

Q25. With respect to the SOC 242, there are mandatory requirements for the system to generate the report - while our system does not have that report built in, our technical staff can certainly provide a quote to build it as a custom report - is the County amenable to this or is the expectation that the case management system used by the County would have that report built in the front end?

A25. *In order to accurately generate the SOC 242, the successful vendor must have detailed knowledge of California regulations impacting the provision and oversight of Adult Protective Services. Some Adult Protective Services software providers have established themselves in states other than California. As Adult Protective Services is not standardized across the country, it is expected that, should they submit a bid, some customization for California's particular regulations must occur. The SOC 242 must be fully functional before staff are trained.*

Q26. Requirement MAN19 in Appendix C states that the "system must require that cases, prior to being closed, have a disposition" – does this requirement just mean that the system should allow for a disposition to be referenced somewhere in the file, or is the expected functionality different than this?

A26. *The expected functionality is more complex than a simple disposition status made into a mandatory field. Division 33 (California Manual of Policies and Procedures) places detailed mandates on APS workers for when cases shall and shall not be closed. Additional requirements have been placed by All County Letters and All County Information Notices. The system must prevent users from closing a case when these requirements have not been met.*

Q27. Will there be a pre-contract workshop on data points?

A27. *The existing data points may only be discussed in detail once a contract between the County and the selected vendor is executed. We anticipate this date occurring in mid-March or early April. Knowledge of applicable APS regulations would pre-inform prospective vendors to potential data points. Vendors may propose recommended implementation activities within Appendix B. Implementation activities may include prep work by the County in advance of contract execution.*

Q28. Is there a referral and/or program relationship with the Fresno Department of Mental Health?

A28. *The County's APS division refers families to a variety of supportive services. There is no formal programmatic relationship between APS and the County's Department of Behavioral Health.*

Q29. Could this contract expand to other divisions outside APS?

A29. *No.*

Q30. Is the current supplier under consideration for this project?

A30. This RFP is open to all bidders willing to comply with the County's requirements.

Q31. Why is the County moving away from the current vendor? What are the challenges with the current vendor?

A31. The County contracting process requires periodic competitive bidding so that the County can be assured it is receiving the services that best meet the needs of APS. General business needs may be discussed with the selected vendor during the contracting process.