

## RFP 17-03 QUESTIONS

1. Should proposers describe a scope and budget for each individual item in the list of 40 potential scope items in Attachment 2 (or at least each one we are interested in and qualified to perform)? Or are you looking for scopes and budgets addressing items at the category level (ie one scope and budget for MHSA tasks, one for QI, one for cultural competence plans, etc)? Or something else? Without knowing which items Glenn County will be seeking assistance with, it is difficult to develop exact scope and budgets, so we would appreciate any guidance on the level of detail that would be useful to you.
  - **At a minimum, we would like scopes and budgets for each category level you are interested in and qualified to perform.**
2. For many of the items in the scope attachment, there are multiple options for approaching the work with a range of budget implications. It would be useful to have more information about the range of available resources to support each type of work so that we can tailor our proposal to your needs. Is that possible to provide? If not, is it acceptable for proposers to share budget ranges or options for approaching the work?
  - **It is acceptable for proposers to share budget ranges for various options in approaching the work. We do not have a pre-determined budget for any service category. Most items would have the assistance of our QI staff, which is 2 FTE. We have existing policies, procedures, and forms in place that need review and updating annually to stay compliant with changing regulations, along with development of any new policies, procedures, or forms that are required due to new regulation, program implementations, etc.**
3. Is it acceptable to provide a range of possible methods and deliverables? Again, there are multiple possible approaches we might take to each task, and we can tailor our methods and deliverables to meet the needs, preferences, and budget of the county once we have more information. We can describe sample methods and deliverables that would be appropriate for each task, knowing that it could need further tailoring once we were engaged with county staff; or we could describe a range of options. What is your preference?
  - **Yes, it is acceptable to provide a range of possible methods and deliverables, including sample methods.**
4. Are there any page limits for any proposal component?
  - **There are no page limits.**
5. Is there a maximum annual budget to perform the activities outlined in Attachment 2?
  - **We have not determined a maximum budget for these activities.**
6. On p. 10 of the RFP under “Cost Portion of Proposal”, the instructions state that proposers are to submit proposals based on completion of each activity as described in Attachment 2. Please clarify if costs should be broken out by service category (e.g. MHSA, Quality Leadership Activities, etc.), or by the activities within each category (e.g. write and develop plans, coordinate planning efforts, etc.).
  - **At a minimum, costs should be broken out by service category.**
7. What are the on-site requirements (if any) to perform the activities outlined in Attachment 2?

- **Contractor(s) would be required on-site while conducting any stakeholder focus groups, attending the EQRO review, and attending the Medi-Cal Compliance review. Depending on the number of service categories awarded to vendor, attendance up to once per month may be required.**
8. In Attachment 2, some of the activities state that work will be performed “in conjunction with QI staff.” Please clarify the role of the contractor vs. county staff in these instances. For example, in the “Annual External Quality Reviews” category, will all activities (or only some) be conducted in partnership with QI staff? Can you clarify the nature of this partnership?
- **These activities will be in conjunction with our QI staff. For example writing Policies and Procedures and Performance Improvement Plans. The consultant will consult with the QI team, then write the PIP’s and help with implementation and outcomes.**
9. Please clarify the contract term that should be reflected in the proposal. Per Attachment 1, the contract term appears to be 1 year, but p. 10 of the RFP requests that the proposer must specify the estimated total maximum cost to the HHSa for the following periods:
- **July 1, 2017 to June 30, 2018**
  - **July 1, 2018 to June 30, 2019**
  - **July 1, 2019 to June 30, 2020**
  - **The contract will be written as a one-year term, with an option to be renewed in one year intervals for a maximum of three years. Please provide costs for all three years.**
10. Do the activities outlined in Attachment 2 have specific timeframes / target completion dates? Or are they all expected to be ongoing throughout the term of the contract?
- **They would be ongoing throughout the term of the contract.**
11. Under B. Description of Services to be Provided; Number 2, Organization and Staffing Plan, “This section of the proposal must include information regarding the Proposer’s proposed organizational structure, length of time in business, including experience, training and credentials” does not refer to staffing for service delivery. Should how we would staff our proposed work be addressed under this heading, although it is not specifically requested?
- **Yes, please provide your staffing plan for the proposed work.**
12. Under the Mental Health Services Act (MHSA) heading, the service, “Promote recovery-based services” is listed. Please provide one or two examples of this service.
- **Gather Glenn County data to help promote recovery and wellness outreach.**
  - **Create Brochures and Wellness and Recovery materials**
  - **Provide recovery oriented outcome measures**
13. Under the Mental Health Services Act (MHSA) heading, the service, “Collect and analyze outcomes” is listed. Does Glenn County intend this service to be delivered in the context of an evaluation design (i.e. including a comparison condition) or only among service recipients? If this is not yet determined, is HHSa amenable to recommendations regarding evaluation design? Or does "Collect and analyze outcomes." related to only analysis and reporting data from already existing processes?

- **We are currently collecting and analyzing data for GC service recipients. We are amenable to recommendations regarding evaluation design.**
14. Under the heading, "Quality Leadership (Improvement) Activities (in conjunction with QI Staff) the service, "Collect and analyze youth, consumer, and family surveys" is listed. Is HHSA open to the idea of including a pre-paid postage postcard survey with water bills sent by the Kanawha Water and Glenn-Colusa Irrigation Districts as one approach to surveying?
- **No.**
15. Under the heading, "Grants," does "Write grants for Behavioral Health programs" refer to RFPs or proposals/applications for funds or both? Is there a sense of how many RFPs or proposals/applications for funds Glenn County would ask the Proposer to write annually?
- **This refers to grant writing in order to secure funds for Behavioral Health programs. It is estimated that this may occur 0-2 times per year.**
16. Please add detail to clarify the depth and breadth of the Latino Access Studies listed under "Cultural Competence Plans and Latino Access Studies." For example, does this refer to access to specific programs or services or to some more general definition of access to services across all BH services?
- **This would refer to all services across Behavioral Health. We also look at specific program delivery and location of service to maximize access. We adjust and assess various ways to analyze data quarterly to make data driven decisions.**
17. The RFP states that "No facilities will be provided for the Proposer under this proposal; all office space will be the responsibility of the Proposer." With the exception of office space, will Glenn County provide or make available a facility or space to host focus groups, stakeholder meetings, or other meetings related to the project's deliverables? If so, is there a cost to the proposer for the use of these facilities?
- **Glenn County will arrange all facilities or space to host focus groups, stakeholder groups, or other meetings at no cost to proposer.**
18. Can you provide more information about how you would like our cost estimate to be formulated? For instance, would you prefer a per-unit cost estimate? Or other format?
- **We would prefer to see an hourly rate, with a not to exceed cost per service category. If additional costs beyond the hourly rate are requested, then a breakdown of those costs is required as specified in section VIII, G, 2 of the RFP.**