

## RFP 2021-03 Questions and Answers

1. Are we able to submit our proposal via email?  
**Yes, proposals in PDF format may be submitted to: [admin@countyofglenn.net](mailto:admin@countyofglenn.net)**
  
2. Page 8, Proposal Contents, Title Page “Proposed method to complete the work as specified”: Does this information appear on the title page after the signature? If yes, could you please clarify the level of detail you would like on the method to appear on the title page?  
**No, there was an error in formatting. “Proposed method to complete the work as specified” was intended to be a separate bullet point and has been corrected in the RFP.**
  
3. Page 8, Description of Services to be Provided, Qualifications and Resumes: May we bring a qualified independent contractor on board to provide some hours of service after our bid has been accepted? Or must we identify this individual and submit their resume when we submit our bid?  
**Contractor shall not subcontract. (Please see response to question 6 below, and the sample contract attached to the RFP (page 19, section 13).**
  
4. Page 9, Cost Portion of Proposal, “Travel (includes in-county and out-of-county travel)”: What travel is required under this contract? Are we required to attend contract meetings in person? If yes, how many contract meetings take place each year and for what length of time? Are there other required in-person events?  
**We have the capability of having virtual meetings; therefore, on-site or face to face meetings would not be necessary. There are no required in-person events scheduled at this time.**
  
5. Page 10, Evaluation of Proposals, Criterion 2 – Proposal Content, “taking into consideration the hours”: Will proposers that propose more than the minimum number of hours have a competitive advantage? Will those who bid for 40 hours a week receive more points?  
**No. Points are not awarded based on number of hours proposed.**
  
6. Page 19, Section 13, Subcontracting and Assignment, “Contractor shall not subcontract...without the prior written consent of County”: Is a provider brought on as an independent contractor to do some of the telepsychiatry hours under the aegis of our company considered a subcontractor and subject to this requirement?  
**Yes, that would be considered a subcontractor.**
  
7. Page 30, Scope of Work, Section 19, “hours of operation”: What are the specific work hours for this program?  
**Currently the telepsych program operates Monday through Friday from 8am to 5pm. It is expected that there would be some flexibility of hours based on client need, agency need, and contractor need.**

8. Page 30, Scope of Work, Section 17, "...availability of services...24-hours a day, 7 days a week...": The RFP asks us to bid for 10-40 hours of service a week, but this provision indicates that availability for 40+ hours a week is required. Please clarify. What are the acceptable scenarios that would fall under "ability to refer to services"?

Crisis services are available to all members of the community 24 hours per day 7 days per week, weekends and holidays. Staff are scheduled monthly to fill these shifts. Occasionally, it may be necessary to communicate with the prescribing psychiatrist if a medication question should arise during the course of a crisis service.

9. Are staffing agencies allowed to bid?

Any agency can bid, but we need them to fulfill all the requirements in the proposal and be able to comply with the requirements in the proposed contract as attached to the RFP.

10. Do you want to sample psychiatrists resumes to be submitted with the proposal?

Please refer to the RFP for requirements.

11. Are your tele needs (10-40 hours/week) for adult or adolescent patients?

We need the vendor to serve both adults and adolescents.

12. Is this a single vendor award or does it have the potential to involve multiple vendors who submit?

We are hoping to find a single vendor that can fulfill our telehealth needs.

13. Is someone currently providing any of these services?

Yes, we have a current provider.

14. Do you possess any telehealth equipment or utilize a specific platform for video conferencing?

We use Cisco Meraki devices which have tracking/monitoring capabilities and BlueJeans, which has all of the HIPAA compliance communication standards that we need to have.

15. Must all MD providers be board certified?

Provider shall possess a valid, unrestricted license to practice medicine in the State of California issued by the Medical Board of California and shall specialize in psychiatry.

Provider shall be certified by the American Board of Psychiatry.

16. Will nurse practitioners be considered for telehealth work?

Psychiatric Nurse Practitioners may be an option, but we do not have a physician on-site who could supervise or consult, so the vendor would need to fulfill these requirements as well.

17. Does the EMR allow for e-prescribing? Do you have a fob/token system for Schedule 2 drugs?

Our system currently uses e-prescribing and our local pharmacies have the capability of receiving e-prescribing.

18. What other clinical staff will be available to assist the provider?  
We have a Case Manager on staff that currently assists in the telepsychiatry room. We also have a nurse who works for public health who can do injections when needed.
19. On average, how many patients will be seen per day?  
It depends on the type of appointments for the day. We usually try to fill most of an 8-hour day with appointments except for time needed for reviewing charts, conferring with staff, etc. Initial evaluations are typically scheduled for an hour and a half, while routine appointments are scheduled for a half hour. An average number of appointments are ten in a day if there were two initial evaluations and eight routine appointments.
20. What percentage of your patients are non-English speaking?  
Spanish is our threshold language. The percentage of Spanish speaking patients fluctuates. However, we currently have approximately five Spanish speaking clients who are being seen through our telepsychiatry program.
21. How are you currently handling interpreter services?  
We have Spanish speaking staff that are available for monolingual Spanish clients. We also have access to interpreter services through Language Line.
22. Please give the age range of your patient population.  
We service a wide range of clients ranging from age 2 to age 100+.
23. Will the provider be compensated for patient no shows, regardless of the reason, as long as it is not at the fault of the vendor?  
The provider is compensated for patient no shows, however, our no show rates are very low due to the fact that we send out multiple reminders.
24. What is the level of acuity among your population and what are your top five most treated diagnosis?  
We offer medication support services and telepsychiatry services for clients with a wide variety of diagnosis that are approved by Medi-Cal and meet medical necessity. It is difficult to determine the top five diagnosis.
25. What are your current challenges and obstacles in meeting your staffing goals for this project?  
We have not had any challenges or obstacles in meeting our telepsychiatry goals.
26. What is the projected timeline for notifying the vendor of needs, interviewing candidates and scheduling of services?  
Please refer to the RFP for projected timelines.
27. How robust is the technology team and will they have an active role in this project, or will the Vendor be responsible for all technological support?  
We have technical support for equipment that is in our telepsychiatry rooms. If there are issues with equipment at the venter end, the vendor would be responsible.