



County of El Paso Purchasing Department
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ADDENDUM 2

To: All Interested Proposers
From: Blanca Carbajal, Procurement Data Analyst
Date: February 16, 2017
Subject: RFP #17-006 Enterprise Case Management Software for the County of El Paso

PLEASE NOTE THE FOLLOWING CHANGES:

- ❖ Opening date has been extended to **Friday, March 24, 2016 at 2:00 p.m.**
- ❖ Deadline to questions has not been extended.

The following questions were sent to the Purchasing Department:

1. What are the expected number of lives that will be supported by the system?

RESPONSE: 3,056 active cases.

2. How many users can be expected to use the system?

RESPONSE: Estimated 50 users.

3. What is the implementation time-frame?

RESPONSE: Estimated 90 days.

4. What is the anticipated 'go live' date?

RESPONSE: Estimated third quarter of 2017.

5. What is the anticipated start/stop dates of the contract?

RESPONSE: A three (3) year term with start anticipated April 2017 and March 2020 end.

6. Can companies from outside the USA submit a proposal, example: India or Canada?

RESPONSE: The County will review all proposals.

7. Will vendors need to attend meetings at the County?

RESPONSE: Preferred but not required.

8. Can vendors perform the tasks (related to this RFP) from outside the USA for example: from India or Canada?

RESPONSE: The County will review all proposals.

9. Can vendors submit the proposals via email?

RESPONSE: No.

10. Please explain the County's budget for year one (1) and subsequent years for the acquisition and maintenance of a system? Does the budget exceed \$100,000 or \$150,000 for year one (1)?

RESPONSE: The budget will be reviewed by the Committee.

11. What systems are in place for tracking data?

RESPONSE: Microsoft Excel is used mostly to track. The County also has two (2) internally developed data bases.

12. What is the reporting platform in place today?

RESPONSE: Tracking is completed through Microsoft Excel along with two (2) internal data bases.

13. How many active users will be part of the system?

RESPONSE: Estimated 50.

14. Who developed the requirements specifications for the system?

RESPONSE: Department held meetings with all Program Managers, Office Administrative Support Manager and Executive Director to develop list of needs. Also sought guidance from Purchasing & ITD Departments.

15. Does El Paso have technical staff to administrate the data base?

RESPONSE: Yes, the County does have technical staff to administrate the data base.

16. Is El Paso open to a "train the trainer" model?

RESPONSE: Yes.

17. Postcard dated 2/7/2017

Received 2/13/2017 --- questions by 2/16/2017 bid response by 2/28/2017
In light of apparent delay is releasing RFP – are the 2/16 and 2/28 dates still deadlines. Did all recipients receive requests at the same time?

RESPONSE: Opening date has been extended to March 24, 2017 at 2:00 p.m.

18. Performance Bond? P18 25 B

a. If the contract exceeds \$50,000 (the vendor) may be required to execute a performance bond?

RESPONSE: As stated in the specifications, a performance bond may be required. Determination of bonding requirements will be made during contract phase.

b. Dependent on the user counts the annual cost may not exceed 50,000. If the total cost of 3 years must be used as total cost and bonded for 3 years, it will most likely assure > \$50,000 and may preclude bonding agencies from issuing a single bond. The bonding agencies want to issue an annual renewable performance bond. According to P7 #1 and #9 you are seeking a 3-year contract?

RESPONSE: Yes this would be a three (3) year term.

- c. Will a one (1) year contract renewable at the annual price for three (3) years suffice?

RESPONSE: The County would support a three (3) year agreement.

19. The RFP states that all must be licensed by Texas P7 #8– if a vendor is under LLC in NC since 1998 – does this proposal require separate licensing for Texas, El Paso County or El Paso City to respond to or procure the bid?

RESPONSE: The proposal requires what is stated in the specifications, "The Contractor must be licensed to do business in Texas."

20. Must be compatible with current El Paso county network p8 Overall M. Please provide details of current El Paso network technology. Are all access devices on network? PC

RESPONSE: Vendor should provide minimum software requirements to be reviewed by the evaluation committee.

Windows 7 or later technology?

RESPONSE: Vendor should provide minimum software requirements to be reviewed by the evaluation committee.

21. The RFP states "Cloud Based" p8 overall A
- Indicating that all access will be via the internet
 - And yet later in the proposal document server specifications are sought –P10 #9

Which is it -- will it be installed and run on the County's servers or the vendor's (the cloud)?

RESPONSE: Cloud environment.

22. Please detail technology and location of users for "scan card" – tools, food distribution:

- P8 Community Development Division A
 - Bar Code
 - 1d
 - 2d
 - Credit card
 - RFID
- P8 Nutrition Division: A
 - Bar Code
 - 1d
 - 2d

- Credit card
- RFID

RESPONSE:

Community Development- Scan cards will be issued as tags.

This will track tools in and available and those currently out.

Nutrition- Scan cards will be issued to participants for both Congregate and Home delivered meals.

Drivers will scan the card when delivering food to track meals delivered/ served.
No specific card type required.

23. Please provide approximate sizing information

a. number of users

RESPONSE: Estimated 50.

b. office based (full time user)

RESPONSE: 70% of staff in office and 30% mobile.

c. shift users (single device used by multiple shifts)

RESPONSE: No, each staff is assigned equipment.

d. Field deployed -- what devices (PC, Mac, tablet (iOS, droid, windows), smart phones (droid, iOS, windows) -- do field deployed users require scan card capabilities if so which technologies see question 5 above.

RESPONSE: Provide minimum field deployable hardware requirements to be reviewed by the evaluation committee.

e. Maximum number of users on line at any time

RESPONSE: Approximately 35.

f. number of sites -- management unit

RESPONSE: The County has one (1) central administrative site, two (2) additional administrative locations and 20 Senior Nutrition sites.

g. number of programs

RESPONSE: 15 programs.

h. number of clients (consumers)

RESPONSE: 3,056 clients.

24. Dash Board Indicator to monitor Key Performance Indicators (KPI) P8 Overall K

- Please provide a list of KPI desired

RESPONSE: List of some desired KPIs: Overall -# Active clients, available budget for each program.

25. Track Multiple Account Balances and reduce Balance Based on utilization P8 Overall N

- a. Please identify sources of account balance changes

RESPONSE: Example- General Assistance is provided with \$100,000 for utility assistance through local funds and \$100,000 through a HUD Grant for Rapid Re-housing (RRH) Services. Three clients come in and each is approved for \$1,000.00 in assistance. One is approved for RRH and two for utilities. Proposed system would show beginning balance of \$100,000 for each account and balance after approved assistance of \$99,000 RRH account and \$98,000 utilities account.

- b. Income: account balance adjustments, grants, fees levied to program participants

RESPONSE: Adjustments may be required should a client not follow through with assistance request. This would cause cancelation of assistance and return/unallocate funds to designated account. There are no fees to program participants.

- c. Expense: Employee/staff labor, reimbursement vouchers, service fees against grants?

RESPONSE: No employee/staff labor will be tracked. Vouchers are issued by General Assistance Division. Services Fees will not be tracked by software.

- d. Is full double entry accounting system required?

RESPONSE: No, system should have mechanism to track multiple account balances and reduce balance based on utilization.

e. Is full financial audit trail required?

RESPONSE: No.

f. Is detail service and labor billing and payables audit trail required?

RESPONSE: No.

g. Is inventory and inventory evaluation required

RESPONSE: No.

26. Training P10 #12

Training is provided in multiple tiers

- Live on line training sessions with single account – annual hours
- Live 2x weekly open seminars (on user requested topics of interest) unlimited
- On line video training, manuals, FAQ - unlimited
- Email tech support - unlimited
- Optional Onsite training
(Typically used for planning, configuration and specifications)

How does the County count training hours?

RESPONSE: Question refers to training related to start-up not ongoing.

27. Total Cost Grid on P5 (also see question regarding performance bond)

a. Are cost stated here to be total three (3)-year contract expense or annual?

RESPONSE: Three (3)-year contract expense.

b. Are total costs for software and options to be itemized line items

RESPONSE: P5 requires total costs but itemized can be attached.

c. Are license fees to be per user or expected to be one figure independent of users

RESPONSE: Provide license fees requirements to be reviewed by the evaluation committee.

28.If more cost effective – is the County interested in running on your network as an appliance? (Where the County would own hardware and software and the vendor would maintain and manage it remotely. This option can be beneficial in mitigating risk as we sell with the source code, and questions regarding disaster recovery, and raw data availability etc. have more immediate answers. All the while still providing the “cloud based” interface to the end users.)

RESPONSE: The County would prefer a “cloud based” environment.

29.Would the County extend the due date to the RFP by two (2) weeks in order to give us enough time to prepare the most responsive proposal?

RESPONSE: See question #17.

30.What is the number of staff that will need user log-ins?

RESPONSE: Estimated 50.

31.Would the County prefer all staff be trained by the vendor or would the County prefer a “Train the Trainer” model?

RESPONSE: Provide both methods for the evaluation committee to review.

32.How many System Administrators would the County like to be trained?

RESPONSE: Estimated 3.

33.Please clarify the number of distinct programs to be implemented for each of the Divisions:

a. Program names

RESPONSE:

1. Nutrition

- i. Home Delivered Meals**
- ii. Congregate Meals**

2. General Assistance

- i. Rental / Mortgage /Utility Assistance**
- ii. Indigent Burials**
- iii. Child Welfare**

3. Behavioral Health Support Services

- i. Juvenile Justice Care Management**
- ii. Special Programs Care Management**

4. Veterans Assistance

- I. Veterans services navigation assistance**
- II. Veterans rent and utilities assistance**

5. Community Development

- i. Tool lending library
- ii. Computer lab
- iii. Housing Programs

b. What is the size and complexity of these programs?

RESPONSE:

Nutrition- Serves on average 20,000 meals per month at 20 Congregate sites and 26,000 meals per month to Homebound participants.

General Assistance- Assistance programs 1,497 were certified and a total of 3,500 applied. 85 annual indigent burials. 20 annual child welfare.

Behavioral Health Support Services- Provides care management for approximately 166 individuals and families annually.

Veterans Assistance- Provides assistance to approximately 95 veterans, dependents and surviving spouses annually.

Community Development- Annually approximately 515 Tools are checked out and 1,249 individuals access the computer lab.

c. Estimate the number of unique data collection forms each program currently uses.

RESPONSE: Approximately seven (7) per program with exception of Nutrition who has 30.

d. Do you want to roll out all programs at once or in phases?

RESPONSE: All programs.

e. What are the security profiles between divisions?

RESPONSE: Users should only have access to their assigned cases. Program managers should have access to all cases under their division. Only identified individuals should have special access to delete items.

f. What is the approximate aggregate number of fields for all forms?

RESPONSE: To be determined during scope of work.

34. How many *locations* is each program being offered?

RESPONSE:

Behavioral Health Support Services – One (1) central administrative location and in the field.

Nutrition Program- One (1) central administrative location 20 congregate meal sites and in the field.

Veterans Assistance- One (1) offsite office and in the field

General Assistance- One (1) central administrative office, One (1) offsite office and in the field.

Community Development- One (1) offsite office and in the field

35. Does each location use the same forms for each program?

RESPONSE: Each Division has its own unique set of forms; which are used at each site.

36. Does the County require any implementation or training services to be performed onsite?

RESPONSE: Not required but preferred.

37. What is your desired go-live date?

RESPONSE: Estimated third quarter of 2017.

38. If a scanner is not available, can the vendor provide comparable functionality in the user interface?

RESPONSE: Yes.

39. If clients apply for service via portal, is this a family or individual application?

RESPONSE: Individual application but family members will be required to be listed.

40. Does the proposed calendar feature need to interface with outlook or other products?

RESPONSE: No.

41. Can the County provide more information around the 'voucher process' that is mentioned in the RFP?

RESPONSE:

1. Client-submits all required forms while requesting assistance.

2. Staff-gather all forms and prepare.

42. Does the County need to capture electronic signatures on forms?

RESPONSE: Yes.

43. What is the follow up protocol for participants?

RESPONSE: Depending on the program but could be a phone call or face-to-face visit.

44. Will answers to all questions be posted and available prior to the submission deadline?

RESPONSE: See question #17.

45. Has a budget been established for this project?

RESPONSE: Yes.

46. Has a definitive timeline been established for this project?

RESPONSE: No.